



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
320 S. WALNUT ST., LANSING, MICHIGAN 48933
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **82**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895		Contract Administrator	Sean Regan	DTMB
	Vik Bansal			(517) 284-6993	
	773-960-6143			regans@michigan.gov	
	vbansal@deloitte.com				
	CV0002117				

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE			
September 13, 2013	September 12, 2018	5 - 1 Year		September 30, 2023			
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING				
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$77,552,337.34	\$0.00	\$77,552,337.34					
DESCRIPTION							
Effective 8/25/2022 the State of Michigan has requested Deloitte & Touche LLP to upgrade IBM Security Manager (ISIM) application and its associated middleware software and containerize MILogin Public Users solution (previously called "MILogin Citizen") in the MILogin Development ("DEV"), MILogin Quality Assurance ("QA"), and MILogin Production ("PROD") environments. These items are described in detail under the attached statement of work, and will use \$1,650,000.00 of existing funds on the contract.							
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval.							



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

Project Title: MILogin Containerization and Upgrade	Period of Coverage: 8/1/2022 – 7/31/2023
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 7/27/2022
DTMB MILogin Service Manager: Dane Spencer	Phone: 517-898-3621
DTMB Project Manager: Jack Keck	Phone: 517-930-5093
DTMB Business Relationship Manager: Rex Menold	Phone: 517-204-5267

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche” or “Deloitte”) to upgrade IBM Security Manager (ISIM) application and its associated middleware software and containerize MILogin Public Users solution (*previously called “MILogin Citizen”*) in the MILogin Development (“DEV”), MILogin Quality Assurance (“QA”), and MILogin Production (“PROD”) environments These items are described in detail under the scope of work section.

PROJECT OBJECTIVE

The goal of this project is to upgrade ISIM and associated middleware components and containerize MILogin Public Users solution. The individual items are detailed in the Scope of Work section.

SCOPE OF WORK

Below items are considered in scope for this project:

1. Upgrade ISIM and dependent middleware components

Upgrade below on-prem components to the supported versions on existing servers:

Component	Target Version
IBM Security Directory Server	6.4.0.0 or latest stable compatible version
IBM DB2	11.5.4.0 or latest stable compatible version
IBM WebSphere Application Server (WAS)	9.0.5 or latest stable compatible version
IBM Java	8.0.5.35 or latest stable compatible version
IBM Security Directory Integrator	7.2 or latest stable compatible version

2. Containerized Public Portal UI and Web Reverse proxy on Cloud

Containerize the existing on-prem public portal solution components—Public portal UI and Web Reverse Proxy and host them in a serverless infrastructure solution approved by the State. The specific components to be containerized are:

- Public users and ISD Web Reverse Proxy Servers using IBM WebSEAL/IBM Application Gateway (IAG)
- Below listed Public and ISD UI applications:
 - Public Login Application
 - Public Self-Service Application
 - Public REST Application
 - Public Helpdesk Application
 - ISD Login application
 - ISD Self-Service Application
- Migrate the existing DB2 tables to a state approved cloud hosted Database as a Service (SQL based).

PRE-REQUISITES

Below is a list of pre-requisites for the in-scope items:

- 1) The below table summarizes the licenses and access needed for the project. All pre-requisites must be met prior to start of the project

#	Component
1.	Serverless Containerized Platform for MILogin Public User Solution
2.	IBM IAG
3.	Database as a service (SQL based)
4.	ISIM and all identified middleware software listed in scope of work section

TASKS

Individual tasks for items described in the scope of work for MILogin Containerization and Upgrade are detailed in sections below

1. ISIM Upgrade

Environment independent tasks:

- Create design and upgrade document to upgrade ISIM in place to supported version (IBM Security Verify Governance 10.x)

Environment specific tasks:

MILogin DEV Environment

- Upgrade and configure below on-prem components to the supported versions:
 - ISIM and WAS ND
 - Java
 - ISDS and ISDS schema for ISIM
 - IBM DB2 tables and schema for ISIM and other databases such as MICAMUI, HVDB, ADReport, Billing
 - ISDI
 - IDSWebApp
- Perform SSL configurations.
- Reconfigure MILogin UI components to use latest ISVG java classes.
- Reconfigure MILogin customization/properties etc. Under <ISIM_HOME> folder.
- Reconfigure MILogin branding/logos etc. For ISIM administration/helpdesk console.
- Test integration with Dynatrace—state monitoring solution.
- Reconfigure Single Sign on between ISAM and upgraded ISIM
- Update and migrate existing custom monitoring scripts.
- Perform unit and internal end to end testing.

MILogin QA Environment

- Upgrade and configure below on-prem components to the supported versions:
 - ISIM and WAS ND
 - Java
 - ISDS and ISDS schema for ISIM
 - IBM DB2 tables and schema for ISIM and other databases such as MICAMUI, HVDB, ADReport, Billing
 - ISDI
 - IDWebApp
- Perform SSL configurations.
- Reconfigure MILogin UI components to use latest ISVG java classes.
- Reconfigure MILogin customization/properties etc. Under <ISIM_HOME> folder.
- Reconfigure MILogin branding/logos etc. For ISIM administration/helpdesk console.
- Test integration with DynaTrace—state monitoring solution.
- Reconfigure Single Sign on between ISAM and ISIM
- Update and migrate existing custom monitoring scripts.
- Conduct SIT

MILogin PROD environment

- Upgrade and configure below on-prem components to the supported versions:
 - ISIM and WAS ND
 - Java
 - ISDS and ISDS schema for ISIM
 - IBM DB2 tables and schema for ISIM and other databases such as MICAMUI, HVDB, ADReport, Billing
 - ISDI
 - IDWebApp
- Perform SSL configurations.
- Reconfigure MILogin UI components to use latest ISVG java classes.
- Reconfigure MILogin customization/properties etc. Under <ISIM_HOME> folder.
- Reconfigure MILogin branding/logos etc. For ISIM administration/helpdesk console.
- Test integration with DynaTrace—state monitoring solution.
- Reconfigure Single Sign on between ISAM and ISIM
- Update and migrate existing custom monitoring scripts.

2. Containerized Public UI and Web Reverse proxy on Cloud

Environment independent tasks include:

- Create design and migration document to migrate existing MILogin for Public and ISD for Public solution to be hosted in the State approved cloud provider environment.
- Create communication documents like FAQs and communication plans for agencies

Environment specific tasks include:

MILogin DEV Environment

- Test applicable firewall rules.
- Configure IBM application gateway (IAG) to support below MILogin functionality
 - Header based integrations with applications.
 - Open ID Connect (OIDC) based integration with IBM Security Verify (ISV).
 - Session Management for public users.
- Translate and configure IBM IAG for other security specific settings (like HTTP security headers) currently in WebSEALs and supported by IAG.
- Update Java code of the following applications to make them compliant with container based technology:
 - Public Login Application
 - Public Self-Service Application
 - Public REST API Application
 - Public Helpdesk Application
 - ISD for Public Login Application
 - ISD for Public Self-Service Application

- Migrate the current Public related agency and application metadata (e.g., application name and application group) from IBM DB2 to State approved cloud provider Database as a service.
- Migrate and configure existing custom monitoring scheduled jobs on the State approved cloud provider compute server.
- Work with state team to configure Load balancer to Public and ISD portal within the State approved cloud provider environment.
- Work with state team to configure Web Application Firewall (WAF) related policies on the Public and ISD Load balancers.
- Configure API gateway in the State approved cloud provider to frontend the current APIs within the Public REST API application.
- Perform unit and internal testing.

MILogin QA Environment

- Test applicable firewall rules.
- Configure IBM IAG to support below MILogin functionality
 - Header based integrations with applications
 - OIDC based integration with IBM Security Verify (ISV).
 - Session Management for public users.
- Translate and configure IBM IAG for other security specific settings (like HTTP security headers) currently in WebSEALs and supported by IAG
- Migrate Java code of the following applications to make them compliant with container based technology:
 - Public Login Application
 - Public Self-Service Application
 - Public REST API Application
 - Public Helpdesk Application
 - ISD for Public Login Application
 - ISD for Public Self-Service Application
- Migrate the current Public related agency and application metadata (e.g., application name and application group) from IBM DB2 to State approved cloud provider Database as a service.
- Migrate and configure existing custom monitoring scheduled jobs on the State approved cloud provider compute server.
- Work with state team to configure Load balancer to Public and ISD portal within the State approved cloud provider environment.
- Work with state team to configure Web Application Firewall (WAF) related policies on the Public and ISD Load balancers.
- Configure API gateway in the State approved cloud provider to frontend the current APIs within the Public REST API application.
- Perform unit and internal testing.
- Perform performance testing for public user use cases.
- Facilitate UAT with agencies.

MILogin PROD environment

- Test applicable firewall rules.
- Configure IBM IAG to support below MILogin functionality
 - Header based integrations with applications
 - OIDC based integration with IBM Security Verify (ISV).
 - Session Management for public users.
- Translate and configure IBM IAG for other security specific settings (like HTTP security headers) currently in WebSEALs and supported by IAG
- Migrate Java code of the following applications to make them compliant with container based technology:
 - Public Login Application
 - Public Self-Service Application
 - Public REST API Application
 - Public Helpdesk Application
 - ISD for Public Login Application
 - ISD for Public Self-Service Application

- Migrate the current Public related agency and application metadata (e.g., application name and application group) from IBM DB2 to State approved cloud provider Database as a service.
- Migrate and configure existing custom monitoring scheduled jobs on the State approved cloud provider compute server.
- Work with state team to configure Load balancer to Public and ISD portal within the State approved cloud provider environment.
- Work with state team to configure Web Application Firewall (WAF) related policies on the Public and ISD Load balancers.
- Configure API gateway in the State approved cloud provider to frontend the current APIs within the Public REST API application.
- Facilitate smoke testing with agencies.

DELIVERABLES

Containerized Public UI and Web Reverse Proxy

1. Architecture and design document
2. DEV Environment implementation
3. QA environment implementation
4. Prod environment implementation
5. Performance testing report

ISIM Upgrade

6. DEV Environment implementation
7. QA environment implementation
8. Prod environment implementation
9. Performance testing report

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin Containerization and Upgrade

- Tasks not listed in the tasks and scope section above

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost
- The existing MILogin user interface (UI) currently deployed in Production will be used for the planned changes.

- Extension or delay in schedule will be addressed through a change request
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities, or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation, or policy related to COVID-19 imposed by either party or any governmental entity.
- MILogin for Public and ISD for Public UI will be migration to a serverless Infrastructure on the State approved cloud provider.
- Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
- State will perform configurations related to Dynatrace monitoring within the State approved cloud provider.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

The milestone durations are estimates and may be revised based on MILogin operational schedule.

Task	Cost Categories / Milestone	Milestone	Payment by milestone
ISIM Upgrade			
1.	• Architecture Design & Upgrade Approach Document	X + 2 Weeks	\$50,000
2.	• MILogin DEV completion – Upgrade ISIM components in DEV	X + 4 Weeks	\$200,000
3.	• MILogin QA completion – Upgrade ISIM components in QA	X + 7 Weeks	\$150,000
4.	• Performance Test	X + 9 Weeks	\$100,000
5.	• MILogin PROD completion – Upgrade ISIM components in PROD	X + 10 Weeks	\$100,000
Task Total			\$600,000
Task	Cost Categories / Milestone	Milestone	Payment by milestone
Containerized Public UI & Web Reverse Proxy on Cloud			
6.	• Architecture Design & Migration Approach Document	X + 4 Weeks	\$100,000

7.	<ul style="list-style-type: none"> • MILogin DEV completion – Migration of Public solution to cloud platform 	X + 12 Weeks	\$300,000
8.	<ul style="list-style-type: none"> • MILogin QA completion – Migration of Public and ISD for Public solution to cloud platform • Support UAT 	X + 18 Weeks	\$250,000
9.	<ul style="list-style-type: none"> • Performance Test 	X + 22 Weeks	\$200,000
10.	<ul style="list-style-type: none"> • MILogin PROD completion – Migration of Public and ISD for Public solution to cloud platform 	X + 24 Weeks	\$200,000
Task Total			\$1,050,000
Grand Total			\$1,650,000

X = Purchase Order Issue Date

EXPENSES

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB Relationship Manager is:

Rex Menold

MenoldR@michigan.gov

517-204-5267

The designated DTMB Project Manager is:

Jack Keck

KeckJ@michigan.gov

517-930-5093

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at their assigned State office in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior

written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **81**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vik Bansal
	773-960-6143
	vbansal@deloitte.com
	CV0002117

STATE	Program Manager	Various	DTMB
	Contract Administrator	Sean Regan	DTMB
		(517) 284-6993	
		regans@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,552,337.34	\$0.00	\$77,552,337.34		
DESCRIPTION				
Effective 7/11/2022, this Contract utilizes \$780,000.00 from existing funds and includes the following amendment which is hereby incorporated into the contract per the attached SOW to act as a payee agent for Experian ("Vendor") and all obligations to invoice and receive payment for the Experian Precise ID Service ("Software") shall be received by Deloitte & Touche solely as payee agent for Vendor.				
All other terms, conditions, specifications, and pricing remain the same. Per (DTMB) contractor (request/ proposal) and agency (request) agreement, and DTMB Procurement approval.				



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

Project Title: MILogin – Experian Contract	Period of Coverage: 10/01/2021-09/30/2022
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 10/01/2021
DTMB Business Relationship Manager: Rex Menold	Phone: 517-719-3659
DTMB Project Manager: Dane Spencer	Phone: 517-284-9204

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to act as a payee agent for Experian (“Vendor”) and all obligations to invoice and receive payment for the Experian Precise ID Identity Proofing Service (“Software”) shall be received by Deloitte & Touche solely as payee agent for Vendor.

PROJECT OBJECTIVE

The key goal of this project is for Deloitte & Touche to purchase, as payee agent, for resale to the State, a license to Experian’s Precise ID Identity proofing software.

SCOPE OF WORK

The scope consists of the following:

- Precise ID Identity Proofing services delivered by Vendor will be invoiced by Deloitte & Touche to State under the Contract as a limited payee agent on behalf of Vendor for the amounts due under the License Agreement
- Receive payment of such amounts from the State when paid by the State (“Paid Amount”)
- Transfer the Paid Amount to Vendor. Deloitte & Touche shall not take delivery of the Software or be required to deliver the Software to the State

DELIVERABLES

- Invoices to the State for Precise ID Identity Proofing services provided by Vendor to the State for the Period of Coverage defined above.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

ASSUMPTIONS

- The State is responsible to secure appropriations to fund its obligations.
- There will be no holdoff or administrative fees for the contract.

PROJECT CONTROL AND REPORTS

- None

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The Precise ID Identity Proofing Service charges are on usage basis and paid on a monthly basis. The amounts below are based on estimates for months 10/2021 through 09/2022. Lower amounts than estimated for a month will be billed "as is". Higher amounts for a month will be billed "as-is" until the total billed for the year meets the value of this SOW. Any overage charges for the year will be added to a new SOW for the charges for next billing period. If Precise ID services between State and Experian are terminated for the next period, a new SOW for only the overage charges will be submitted. Specified below are the charges:

Task	Cost Category	Duration	Fiscal Year	Cost
1.	Precise ID Identity Proofing Services delivered by Vendor for the month of October 2021, invoiced by Deloitte & Touche as payee agent for Vendor	10/2021	FY22	\$65,000.00
2.	Precise ID Identity Proofing Services delivered by Vendor for the month of November	11/2021	FY22	\$65,000.00

	2021, invoiced by Deloitte & Touche as payee agent for Vendor			
3.	Precise ID Identity Proofing Services delivered by Vendor for the month of December 2021, invoiced by Deloitte & Touche as payee agent for Vendor	12/2021	FY22	\$65,000.00
4.	Precise ID Identity Proofing Services delivered by Vendor for the month of January 2022, invoiced by Deloitte & Touche as payee agent for Vendor	01/2022	FY22	\$65,000.00
5.	Precise ID Identity Proofing Services delivered by Vendor for the month of February 2022, invoiced by Deloitte & Touche as payee agent for Vendor	02/2022	FY22	\$65,000.00
6.	Precise ID Identity Proofing Services delivered by Vendor for the month of March 2022, invoiced by Deloitte & Touche as payee agent for Vendor	03/2022	FY22	\$65,000.00
7.	Precise ID Identity Proofing Services delivered by Vendor for the month of April 2022, invoiced by Deloitte & Touche as payee agent for Vendor	04/2022	FY22	\$65,000.00
8.	Precise ID Identity Proofing Services delivered by Vendor for the month of May 2022, invoiced by Deloitte & Touche as payee agent for Vendor	05/2022	FY22	\$65,000.00
9.	Precise ID Identity Proofing Services delivered by Vendor for the month of June 2022, invoiced by Deloitte & Touche as payee agent for Vendor	06/2022	FY22	\$65,000.00
10.	Precise ID Identity Proofing Services delivered by Vendor for the month of July 2022,	07/2022	FY22	\$65,000.00

	invoiced by Deloitte & Touche as payee agent for Vendor			
11.	Precise ID Identity Proofing Services delivered by Vendor for the month of August 2022, invoiced by Deloitte & Touche as payee agent for Vendor	08/2022	FY22	\$65,000.00
12.	Precise ID Identity Proofing Services delivered by Vendor for the month of September 2022, invoiced by Deloitte & Touche as payee agent for Vendor	09/2022	FY22	\$65,000.00
Grand Total				\$780,000.00

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer
DTMB Center for Shared Solutions
SpencerD3@michigan.gov
Office: (517) 284-7117
Cell: (517) 898-3621
Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated DTMB Business Relationship Manager is:

Rex Menold
MenoldR@michigan.gov
(517) 719-3659

ADDITIONAL TERMS AND CONDITIONS:

None. This Statement Of Work does not change any terms and conditions not explicitly added or modified in this SOW.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or work remotely from Deloitte offices or employee locations in USA. Experian will deliver Precise ID Identity Proofing services from their office locations.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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\$77,552,337.34	\$0.00	\$77,552,337.34					
DESCRIPTION							
Effective 7/11/2022, this Contract utilizes \$90,000.00 from existing funds and includes the following amendment which is hereby incorporated into the contract per the attached SOW to integrate six ISD Portal application environments in Gov Cloud Plus for SSO in the MILogin ISD portal utilizing SAML 2.0 as the integration pattern.							
All other terms, conditions, specifications, and pricing remain the same. Per (DTMB) contractor (request/ proposal) and agency (request) agreement, and DTMB Procurement approval.							



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

Project Title: MILogin – Department of Technology Management and Budget (DTMB) Integrated Service Delivery (ISD) portal migration from Gov Cloud to Gov Cloud Plus	Period of Coverage: 06/1/2022- 09/01/2022
Requesting Department: Michigan Department of Health and Human Services (MDHHS) – Integrated Service Delivery Agency	Date: 05/18/2022
ISD Business Relationship Manager: Duane Kerkstra	Phone: 248-660-0132
ISD Project Manager: Lawrence Zippi	Phone: 517-803-6200

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate DTMB Integrated Service Delivery portal in Gov Cloud Plus for Single Sign-On (SSO) in the MILogin Quality Assurance (“QA”) environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to make the required changes in MILogin to implement the dynamic URL change along with the Home page, Terms & Conditions link (T&C), and Help page link as part of this Integrated Service Delivery (ISD) migration.

PROJECT OBJECTIVE

The goal of this project is to integrate six ISD Portal application environments in Gov Cloud Plus for SSO in the MILogin ISD portal utilizing SAML 2.0 as the integration pattern.

SCOPE OF WORK

The scope consists of:

- Integrate ISD Portal application in Gov Cloud Plus for both ISD Citizen and Third-Party user to be used by ISD applications for SSO
- Below is the list of ISD Portal application environments which will be reconfigured and their corresponding MILogin ISD environments

ISD Environment	MILogin ISD Environment
PREPROD	QA
SITSF	QA
UATSF	QA
SIT	QA
UAT	QA
DEV	QA

TASKS

Specific tasks include:

- **MILogin-ISD QA environment**
 - Test firewall rules for the ISD Gov Cloud plus Portal application integration in the MILogin ISD QA environment, if applicable.
 - Refreshing the metadata for ISD Portal application environments (6) for both ISD Citizen and Third-Party user.
 - Update the MILogin ISD portal self-service application's property file to implement the Dynamic URL Change for both ISD Citizen and Third-Party user
 - Update the IBM Security Access Manager appliance jsp page for the new ISD Portal URLs (Landing page, T&C and Help page link) for each application environment for both ISD Citizen and Third-Party user
 - Facilitate QA testing for ISD Gov Cloud plus Portal application integration.

DELIVERABLES

- Weekly status report of activities.
- Integrate Gov Cloud Plus ISD Portal application environments by refreshing the metadata and updating the existing MILogin ISD environments.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and ISD Portal Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – ISD Portal Application Integrations

- Identity proofing.
- User provisioning and de-provisioning to the ISD Portal application
- Integration with any MILogin enterprise user portals (Citizen, Worker, and Third Party).
- Performance testing.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.

- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Application team will be responsible for changes on the respective application, which may be required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The existing MILogin ISD user interface (UI) currently deployed in Production will be used for the planned migrations. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Both ISD-Citizen and Third-Party users are considered in scope of this integration.
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation or policy related to COVID-19 imposed by either party or any governmental entity.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to ISD and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using published MILogin Rate Card:

Description	Integration Type	Unit Cost	Contract Units	Total Cost
Custom/Complex MILogin Services SSO Federations	Custom	\$15,000.00	6	\$90,000.00

**The new standalone ISD Gov Cloud Plus Portal integration constitute additional work than a standard pre-built SSO Federation solution as this integration includes seven environments and would be handled as additional environments for ISD.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – ISD Portal Application custom Integration

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1	• MILogin ISD QA – ISD PREPROD integration completion	X + 2 weeks	\$15,000
2	• MILogin ISD QA – ISD SITSF integration completion	X + 5 weeks	\$15,000
3	• MILogin ISD QA – ISD UATSF integration completion	X + 6 weeks	\$15,000
4	• MILogin ISD PROD – ISD SIT integration completion	X + 10 weeks	\$15,000
5	• MILogin ISD QA – ISD UAT integration completion	X + 11 weeks	\$15,000
6	• MILogin ISD QA – ISD DEV integration completion	X + 12 weeks	\$15,000
Grand Total			\$90,000.00

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated ISD Portal Business Relationship Manager is:

Duane Kerkstra

kerkstrad@michigan.gov

248-660-0132

The designated ISD Portal Project Manager is:

Lawrence Zippi

zippil1@michigan.gov

517-803-6200

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and ISD will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 200 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **79**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895				
	Vik Bansal	STATE	Contract Administrator	Sean Regan	DTMB
	773-960-6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE			
September 13, 2013	September 12, 2018	5 - 1 Year		September 30, 2023			
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING			
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$77,552,337.34	\$0.00	\$77,552,337.34					
DESCRIPTION							
Effective May 10, 2022, this Contract is hereby amended to include require Deloitte & Touche LLP ("Deloitte & Touche") to enable TOTP MFA in the MILogin Development ("DEV"), MILogin Quality Assurance ("QA"), and MILogin Production ("PROD") environments for MILogin Worker, Third Party and Citizen user applications, per the below statement of work. This project will be using \$420,000.00 of existing funds.							
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval.							



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

Project Title: Enable Time-based-One-Time-Password (TOTP) Multi factor authentication (MFA) Option for MILogin	Period of Coverage: 5/1/2022-11/30/2022
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 4/15/2022
DTMB MILogin Service Manager: Dane Spencer	Phone: 517-898-3621
DTMB Project Manager: Jack Keck	Phone: 517-930-5093
DTMB Business Relationship Manager: Rex Menold	Phone: 517-204-5267

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touche LLP ("Deloitte & Touche") to enable TOTP MFA in the MILogin Development ("DEV"), MILogin Quality Assurance ("QA"), and MILogin Production ("PROD") environments for MILogin Worker, Third Party and Citizen user applications.

PROJECT OBJECTIVE

Implement a TOTP MFA option (along with existing MILogin MFA options) for applications integrated with MILogin Worker, Third Party and Citizen solution in the DEV, QA and PROD environments.

SCOPE OF WORK

Enable TOTP MFA option for applications integrated with MILogin Worker, Third Party and Citizen solution in the DEV, QA and PROD environments.

- Set up IBM Security Access Management (ISAM) and IBM Security Verify (ISV) infrastructure to provide TOTP based MFA through applications that support the TOTP standard.
- Provide TOTP as an additional factor in the existing MFA screens (along with OTP over text, email (email factor is available only for applications approved by Michigan Cybersecurity) , voice call back, and IBM Verify push notification options).
- Provide TOTP and IBM Verify push notification as the only factors for MFA for applications which have specific security requirements (such as Salesforce applications)

TASKS

Specific tasks include:

- **MILogin DEV Environment**
 - Configure ISAM for MILogin for Worker and Third Party:
 - Create a new authentication mechanism (for TOTP)
 - Create a new authentication policy
 - Create a new access control policy
 - Attach the new policies to existing resources where applicable
 - Update the Out of the box TOTP settings
 - Configure ISV for MILogin for Citizen:

- Enable TOTP based authentication factor in the tenant's admin console
 - Configure the security options on the MFA access policies to use TOTP
 - Update the existing MFA template options page to add TOTP option
 - Update the TOTP PIN verification page to MILogin's branding
 - Configure MILogin Worker and Third Party UI:
 - Create new MFA template files
 - Update the custom authentication java code to call new template files
 - Create custom authentication java code for only mobile app-based MFA
 - Perform unit test for MILogin worker and third party application for multi factor authentication
 - Perform Static application security testing (SAST) for all the changes
- **MILogin QA Environment**
- Configure ISAM for MILogin for Worker and Third Party:
 - Create a new authentication mechanism (for TOTP)
 - Create a new authentication policy
 - Create a new access control policy
 - Attach the new policies to existing resources where applicable
 - Update the Out of the box TOTP settings
 - Configure ISV for MILogin for Citizen:
 - Enable TOTP based authentication factor in the tenant's admin console
 - Configure the security options on the MFA access policies to use TOTP
 - Update the existing MFA template options page to add TOTP option
 - Update the TOTP PIN verification page to MILogin's branding
 - Configure MILogin Worker and Third Party UI:
 - Create new MFA template files
 - Update the custom authentication java code to call new template files
 - Create custom authentication java code for only mobile app-based MFA
 - Perform user acceptance test for MILogin worker and third party application for multi factor authentication
 - Perform Dynamic application security testing (DAST) for all the changes
- **MILogin PROD environment**
- Configure ISAM for MILogin for Worker and Third Party:
 - Create a new authentication mechanism (for TOTP)
 - Create a new authentication policy
 - Create a new access control policy
 - Attach the new policies to existing resources where applicable
 - Update the Out of the box TOTP settings
 - Configure ISV for MILogin for Citizen:
 - Enable TOTP based authentication factor in the tenant's admin console
 - Configure the security options on the MFA access policies to use TOTP
 - Update the existing MFA template options page to add TOTP option
 - Update the TOTP PIN verification page to MILogin's branding
 - Configure MILogin Worker and Third Party UI:
 - Create new MFA template files
 - Update the custom authentication java code to call new template files
 - Create custom authentication java code for only mobile app-based MFA

- Perform smoke test for MILogin worker and third party application for multi factor authentication

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

OUT OF SCOPE FOR Enable TOTP MFA option for MILogin

- Performance testing

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost
- The existing MILogin user interface (UI) currently deployed in Production will be used for the planned updates. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete
- Extension or delay in schedule will be addressed through a change request
- Only State Worker and Third Party solutions are considered in scope of this integration
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation or policy related to COVID-19 imposed by either party or any governmental entity

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

Enable TOTP MFA option for MILogin

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design completion for enabling TOTP MFA option for MILogin Worker, Third party and Citizen solution 	X + 3 weeks	30,000
2.	<ul style="list-style-type: none"> Enabling TOTP MFA option for MILogin Worker, Third party and Citizen solution in the MILogin DEV environment Security testing - SAST 	X + 9 weeks	\$140,000
3.	<ul style="list-style-type: none"> Enabling TOTP MFA option for MILogin Worker, Third party and Citizen solution in the MILogin QA environment Security testing - DAST 	X + 15 weeks	\$180,000
4.	<ul style="list-style-type: none"> Enabling TOTP MFA option for MILogin Worker, Third party and Citizen solution in the MILogin PROD environment 	X + 17 weeks	\$70,000
Grand Total			\$420,000

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB Relationship Manager is:

Rex Menold

MenoldR@michigan.gov

517-204-5267

The designated DTMB Project Manager is:

Jack Keck

KeckJ@michigan.gov

517-930-5093

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at their assigned State office in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **78**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vik Bansal
	773-960-6143
	vbansal@deloitte.com
	CV0002117

STATE	Program Manager	Various	DTMB
	Contract Administrator	Sean Regan	DTMB
		(517) 243-8459 regans@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,552,337.34	\$0.00	\$77,552,337.34		
DESCRIPTION				
Effective April 25, 2022, this Contract is amended to require Deloitte & Touche LLP to integrate MDHHS CHAMPS HCI applications for Single Sign-On in the MILogin Development, MILogin Quality Assurance, and MILogin Production environments utilizing Hypertext Transfer Protocol (HTTP) Header based and Security Assertion Markup Language (SAML 2.0) as the integration pattern. This change notice will utilize \$90,000 of existing funds on the Contract.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval.				



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

Project Title: MILogin – Department of Technology Management and Budget (DTMB) and MDHHS Community Health Automated Medicaid Processing System (CHAMPS) Integration	Period of Coverage: 03/21/2022-08/15/2022
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 03/07/2022
CHAMPS Business Relationship Manager: Karen Scott	Phone: 517-284-1239
CHAMPS Project Manager: Fred Moye	Phone: 517-242-6210

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate MDHHS CHAMPS HCI applications for Single Sign-On (SSO) in the MILogin Development (“DEV”), MILogin Quality Assurance (“QA”), and MILogin Production (“PROD”) environments utilizing Hypertext Transfer Protocol (HTTP) Header based and Security Assertion Markup Language (SAML 2.0) as the integration pattern.

PROJECT OBJECTIVE

The goal of this project is to add 13 new Junctions, 2 new SAML integrations and 2 new LDAP environment set up in MILogin DEV, QA and Prod.

SCOPE OF WORK

The scope consists of:

- Integrate with new CHAMPS HCI environments using the HTTP Header based integration pattern and SAML 2.0 based integration pattern.
- Integrate with 2 new CHAMPS HCI LDAP environments in MILogin DEV and MILogin QA.
- CHAMPS HCI environments to MILogin environment mapping are shown below.

#	CHAMPS Environment	MILogin Environment	Junction/SAML/New Environment
1.	Siebel CRM Cloud System Test	DEV	New Junction
2.	Siebel CRM Cloud System Test – LDAP Provisioning	DEV	New Environment
3.	Siebel CRM UAT	QA	New Junction
4.	Siebel CRM UAT – LDAP Provisioning	QA	New Environment
5.	CHAMPS HCI Initiative 1 - UAT	QA	New Junction
6.	CHAMPS HCI Initiative 2 - UAT	QA	New Junction
7.	CHAMPS HCI Initiative 3 - UAT	QA	New Junction
8.	CHAMPS HCI Health Beat 2.0 – UAT	QA	New Junction
9.	myHealthPortal UAT (Auth)	QA	New SAML Metadata set up (equivalent of New Junction)

10.	CHAMPS HCI UAT	QA	New Junction
11.	CHAMPS HCI	PROD	New Junction
12.	CHAMPS – HealthBeat – HCI	PROD	New Junction
13.	CHAMPS B2B – HCI	PROD	New Junction
14.	COGNOS Linux – HCI	PROD	New Junction
15.	CMTK – HCI	PROD	New Junction
16.	CHAMPS DMP – HCI	PROD	New Junction
17.	myHealthPortal – HCI	PROD	New SAML Metadata set up (equivalent of New Junction)

TASKS

Specific tasks include:

- **MILogin DEV environment**

- Test firewall rules for the CHAMPS HCI applications in the MILogin DEV environment.
- Integrate CHAMPS HCI environments with MILogin DEV Worker and Third Party portal using HTTP Header based integration pattern in IBM Security Access Manager appliances (ISAM).
- Add new Database entries for the new HCI applications.
- Change the access control lists in IBM Security Access Manager Policy Server to include the new HCI junctions.
- Integrate CHAMPS HCI LDAP server with MILogin DEV IBM Security Identity Manager (ISIM).
- Facilitate System testing for CHAMPS HCI application integrations.

- **MILogin QA environment**

- Test firewall rules for the CHAMPS HCI applications in the MILogin QA environment.
- Integrate CHAMPS HCI environments with MILogin QA Worker and Third Party portal using HTTP Header based integration pattern in ISAM.
- Add new Database entries for the new HCI applications.
- Change the access control lists in IBM Security Access Manager Policy Server to include the new HCI junctions.
- Integrate CHAMPS HCI LDAP server with MILogin QA ISIM.
- Integrate CHAMPS myHealthPortal with MILogin QA Citizen Portal using SAML based integration pattern.
- Facilitate User Acceptance Testing (UAT) for CHAMPS HCI application integrations.

- **MILogin PROD environment**

- Test firewall rules for the CHAMPS HCI applications in the MILogin PROD environment.
- Integrate CHAMPS HCI environments with MILogin PROD Worker and Third Party portal using HTTP Header based integration pattern in ISAM.
- Update DB entries to point to new CHAMPS HCI Junctions.
- Change the access control lists to provision the new HCI backend Junctions.
- Integrate CHAMPS HCI LDAP server with MILogin PROD ISIM.
- Integrate CHAMPS myHealthPortal with MILogin PROD Citizen Portal using SAML based integration pattern.
- Facilitate PROD smoke testing for CHAMPS HCI application integrations.

DELIVERABLES

- Weekly status report of activities.

- Integrate 13 new CHAMPS HCI application Junctions, 2 New SAML integrations and 2 New LDAP Provisioning environment in MILogin DEV, MILogin QA, and PROD environments

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and CHAMPS Project Managers have formally accepted them.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and DTMB Project Manager will work on Developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Application team will be responsible for changes on the respective application, which may be required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities, or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation, or policy related to COVID-19 imposed by either party or any governmental entity.
- Application team will be responsible for LDAP server user migration to new CHAMPS HCI LDAP environments. MILogin will not re-provision the identities, and it will be handled by backend LDAP data migration.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to CHAMPS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, Deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using published MILogin Rate Card:

Description	Integration Type	Unit Cost	Contract	Units	Total Cost
Additional backend Junction for Existing MILogin Integrated Application (For headers based only)	Pre-built HTTP Headers Based	\$5000		13	\$65,000
New SAML Metadata Setup (equivalent of additional junctions)	Pre-built SSO Federations	\$5000		2	\$10,000
New LDAP Service integration (equivalent of new pre-built environment)	SSO HTTP Header Integrations	\$8000		2	\$16,000
		Discount			\$1,000
		Total			\$90,000

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – CHAMPS HCI Application Integration

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	Siebel CRM Cloud System Test	X + 2 weeks	\$5000
2.	Siebel CRM Cloud System Test – LDAP Provisioning	X + 2 weeks	\$8000
3.	Siebel CRM UAT	X + 4 weeks	\$5000
4.	Siebel CRM UAT – LDAP Provisioning	X + 4 weeks	\$8000
5.	MILogin QA – CHAMPS HCI Initiative 1 – UAT integration completion	X + 4 weeks	\$5,000
6.	MILogin QA - CHAMPS HCI Initiative 2 - UAT integration completion	X + 4 weeks	\$5,000
7.	MILogin QA - CHAMPS HCI Initiative 3 - UAT integration completion.	X + 4 weeks	\$5,000
8.	MILogin QA - CHAMPS HCI Health Beat 2.0 – UAT integration completion	X + 4 weeks	\$5,000
9.	MILogin QA - myHealthPortal UAT (Auth) integration completion	X + 4 weeks	\$5,000
10.	MILogin QA - CHAMPS HCI UAT integration completion	X + 4 weeks	\$5,000
11.	MILogin PROD - CHAMPS HCI integration completion	X + 15 weeks	\$5,000
12.	MILogin PROD - CHAMPS – HealthBeat – HCI integration completion	X + 15 weeks	\$5,000
13.	MILogin PROD - CHAMPS B2B – HCI integration completion	X + 15 weeks	\$5,000

14.	MILogin PROD - COGNOS Linux – HCI integration completion	X + 15 weeks	\$5,000
15.	MILogin PROD - CMTK – HCI integration completion	X + 15 weeks	\$5,000
16.	MILogin PROD - CHAMPS DMP – HCI integration completion	X + 15 weeks	\$5,000
17.	MILogin PROD - myHealthPortal – HCI integration completion	X + 15 weeks	\$4,000
Grand Total			\$90,000.00

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated CHAMPS Business Relationship Manager is:

Karen Scott

ScottK8@michigan.gov

517-284-1239

The designated CHAMPS Project Manager is:

Fred Moyer

moyef@michigan.gov

517-242-6210

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and CHAMPS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 200 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **77**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vik Bansal
	773-960-6143
	vbansal@deloitte.com
	CV0002117

STATE	Program Manager	Various	DTMB
	Contract Administrator	Sean Regan	DTMB
		(517) 243-8459	
		regans@michigan.gov	

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE				
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023				
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING				
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$77,552,337.34	\$0.00	\$77,552,337.34					
DESCRIPTION							
Effective December 1, 2021, the State is adding two statement of works to the contract, identified below:							
-MICAM – Illinois (IL) IMPACT AWS Solution Maintenance & Operations							
-Michigan Identity, Credential, and Access Management (MICAM) MTO Optimization Project Maintenance & Operations							
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval.							



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

Project Title: MICAM – Illinois (IL) IMPACT AWS Solution Maintenance & Operations	Period of Coverage: 01/01/2022 – 04/30/2022
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 11/26/2021
DTMB MDHHS Business Relationship Manager: John Moore	Phone: 517-291-3228
DTMB MDHHS Project Manager: Deborah Bowen	Phone: 317-213-5488

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan (“SOM” or “State”) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the Tasks section for MILogin for Illinois IMPACT AWS solution for the MDHHS agency. This SOW is for Deloitte & Touche to perform maintenance, and operations services for the MILogin IL IMPACT AWS platform and portals.

BACKGROUND:

The State of Michigan, through the Department of Technology, Management & Budget (DTMB) has issued this contract to provide Michigan with an enterprise solution called MICAM, branded as MILogin.

The MILogin IL IMPACT AWS solution provides user account management, authentication, Single Sign-On (SSO), Identity Proofing (IDP) services to Illinois users. The MILogin solution provides these services to protect the IL IMPACT AWS applications (highlighted in table under scope of work section) and enable centralized administration and synchronization of user identities across the State’s systems.

PROJECT OBJECTIVE:

The IL IMPACT AWS solution is a multi-state service provided by MDHHS to other states where MILogin is built in as the foundational service to provide Identity, Credential, and Access Management (ICAM) services to the state of IL. This solution leverages a dedicated hardware for MILogin to meet MDHHS’s performance and availability requirements and to provide a user interface that addresses MDHHS’s requirements for user experience and look & feel. This project will allow Deloitte & Touche to continue providing the required M&O technical support to IL IMPACT AWS portal that is being used by the state of IL.

SCOPE OF WORK:

- Provide MILogin M&O technical support as defined in the Tasks section for the IL IMPACT AWS portal in Quality Assurance (QA) and Production (PROD) environment. Support is estimated to begin on January 01, 2022 and will go through April 30, 2022.
- List of applications and environment in scope for ILPE portal:

No.	Application Name	Environments	Environment Mapping	
			MILogin Environment	Application Environment
1.	ILPE	4	QA	System, UAT, Regression, Performance and DR for AWS environments
2.	ILPE	1	PROD	PROD for AWS environment

TASKS:

M&O technical support for MILogin IL IMPACT AWS portal includes:

- Continue to provide self-service functionalities such as user registration, profile update, password reset, password recovery and Experian based identity proofing to IL IMPACT AWS portal users.
- Coordinate with IL Helpdesk and assist with troubleshooting and resolving MILogin integration specific technical issues related to user ID management (account creation, application subscription and application access).
- Health check (executing daily/on-demand basis sanity test post maintenance activities) of the MILogin IL IMPACT AWS portal.
- Facilitate IL IMPACT AWS portal testing by creating/updating user accounts to support integrated application (applications specified in table under scope of work section) testing.
- Applying product patches as applicable post state leadership approval.
- Provide downtime support (bringing down/up the IL IMPACT AWS portal for integrated application maintenance based on agency request and approval to show maintenance page) for the IL IMPACT AWS portal, if any.
- Analysis and remediation of vulnerabilities related to MILogin components for IL IMPACT AWS portal.
- Incident management for the IL IMPACT AWS portal.
- Administration and issue resolution of MILogin Identity Proofing functionality for the IL IMPACT AWS portal.
- Provide downtime support (putting up banner page) for the MILogin – IL IMPACT AWS portal.

ACCEPTANCE CRITERIA:

Deliverables (weekly project status report) will not be considered complete until DTMB and MDHHS Project Manager have provided approval via email.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will continue to be handled by IL Helpdesk. The following list of features and associated issues will be covered by level 1:
 - Password resets.
 - Account activation / deactivation.
 - Profile update.
 - IDP.
 - Questions and clarifications from end users.
- New integration and enhancements.
- ILPE application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, The Services will not constitute an engagement to provide audit, compilation, review or attestation services as described in the pronouncements on professional standards issued by the AICPA, the Public Company Oversight Board, or other regulatory body and, therefore, we will not express an opinion or any other form of assurance as a result of performing the Services.
- Helpdesk / Level 1 services will be provided by the State of IL.
- Maintenance or downtime activities for common UI will require coordination and support from all States.
- Deloitte & Touche team will work at 200 N Washington Square in Lansing, Michigan or deliver the work remotely from Deloitte & Touche offices or employee locations in the USA.
- MILogin M&O technical support will be available between 8:00 am– 5:00 pm CT (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The scope of maintenance and operations services associated with this SOW are only limited to ILPE QA and PROD environments for the applications as specified in tasks table.
- Decommissioning costs will not be billed when the IMPACT AWS Solution transitions to Okta in April 2022 as decommissioning costs are covered under a separate statement of work.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$100,000 per the below table in the Cost Breakdown Structure section – Tables 1. The State will pay Deloitte & Touche upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. The DTMB Contracts area will coordinate obtaining MDHHS Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the MDHHS Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The maintenance & operations (M&O) cost will be charged on an annual basis and paid monthly. Specified below is the cost for M&O services for FY22.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	4 months	FY22	\$100,000 (To be billed on a monthly basis at \$25,000 starting January 2022 through April 2022 after final approval)
Grand Total				\$100,000

EXPENSES

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517)-241-9935

Cell: (517)-940-0608

Phoenix Bldg., 2nd Floor

200 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

John Moore

Chandler Plaza

300 East Michigan Ave.

Lansing MI 48933

517-291-3228

MooreJ7@michigan.gov

The designated DTMB MDHHS Project Manager is:

Deborah Bowen

Chandler Plaza

300 East Michigan Ave.

Lansing MI 48933

317-213-5488

bowend9@michigan.gov

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the

parties fail to enter a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 200 N Washington Square in Lansing, Michigan or deliver the work remotely from Deloitte & Touche offices or employee locations in the USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: Michigan Identity, Credential, and Access Management (MICAM) MTO Optimization Project Maintenance & Operations	Period of Coverage: 10/01/2021 – 09/30/2022
Requesting Department: Michigan Department of Treasury	Date: 7/8/2021
DTMB Project Manager: Dane Spencer	Phone: 517-284-7117
Treasury Project Manager: Lucy Pline	Phone: 517-636-5052

This is a Statement of Work (SOW) to the Enterprise MICAM Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (SOM, State) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the TASKS section for MILogin for Workers / 3rd party solution for the Michigan Treasury Online (MTO) application.

PROJECT OBJECTIVE:

The release 1 of MTO Optimization project was rolled out in January 2016, providing a consistent, mobile friendly, Americans with Disabilities Act (ADA) compliant, and an easy to navigate user interface for MTO. This solution leverages a dedicated hardware for MILogin to meet Treasury's performance and availability requirements and to provide a user interface that addresses Treasury's requirements for user experience and look and feel.

This project will allow Deloitte & Touche to continue providing the required M&O technical support to MILogin MTO application integration in MILogin Development (DEV), Quality Assurance (QA) and Production (PROD) environment.

SCOPE OF WORK:

Provide MILogin M&O technical support as defined in the TASKS section below for the MILogin MTO integration. The support will begin on October 01, 2021 and will go through September 30, 2022.

TASKS:

M&O technical support for MILogin MTO application integration in MILogin DEV, QA and PROD environment consists of (Business hours 8AM-5PM EST excluding weekends and holidays):

- Coordinate with Treasury call center and assist with troubleshooting and resolving MILogin integration specific technical issues related to user ID management (user account creation, user profile updates).
- Health check (consists of executing daily/on demand basis sanity test post maintenance activities) of the MILogin MTO application integration.
- Facilitate MTO application testing by creating/updating User accounts.
- Installation of minor (. upgrades) MTO application WebSEAL service packs and updates as released by IBM and approved by State.
- Monitoring MILogin MTO servers and services, reporting, and certificate management
- Audit and compliance process support

- Sharing user ID policy
 - Sharing user account password policy
 - Sharing user application subscription report
 - Share user audit history for user management operations
 - Share user report showing user profile information along with user profile status
- Analysis and remediation of vulnerabilities related to MILogin components

M&O technical support for MILogin MTO application integration in MILogin DEV, QA and PROD environment consists of (outside business hours):

- Handle Severity 1 (High) incidents (Response within 4 hours)
- Execute production Request for Changes (RFCs)
- Support infrastructure incidents (OS Patching, Firewall and load balancer (LB) incidents) by attending calls with required team, sharing analysis on application logs part of MILogin – MTO integration solution and sanity testing
- Monthly weekend maintenance (includes tuning and restart of services involved in MILogin – MTO integrations)
- Provide downtime support (bringing down/up the MTO portal based on agency request and approval to show maintenance page) for the MTO application

ACCEPTANCE CRITERIA:

Deliverables (weekly project status report) will not be considered complete until DTMB and Treasury Project Manager have provided approval via email.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will be handled by Treasury call center. The following list of features and associated issues will be covered by level 1:
 - Password reset
 - Account activation / deactivation
 - Profile update
 - Questions and clarifications from end users
- New integrations and enhancements.
- MTO application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, The Services will not constitute an engagement to provide audit, compilation, review or attestation services as described in the pronouncements on professional standards issued by the AICPA, the Public Company Oversight Board, or other regulatory body and, therefore, we will not express an opinion or any other form of assurance as a result of performing the Services.
- The Treasury Contact Center will be responsible for providing help desk services for any user account related operations with respect to MILogin.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.
- MILogin level 2/3 support will be available between 8:00 am– 5:00 pm ET (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Managers throughout the term of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$300,000.00 per the below table in the Cost Breakdown Structure section – Tables 1. DTMB will pay CONTRACTOR (Deloitte & Touche LLP) upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining Treasury Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the Treasury Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure**Table 1:**

Maintenance & Operations (Ongoing cost)

The maintenance & operations (M&O) cost will be charged on an annual basis and paid on a monthly basis. Specified below is the cost for M&O services for the second year.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	12 months	FY22	\$300,000 (To be billed on a monthly basis at \$25,000 starting October 2021 through September 2022)
Grand Total				\$300,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer,
State Administrative Manager
Section Manager for Michigan Identity, Credential, Access Management (MICAM/MILogin)
DTMB Center for Shared Solutions
Phone: 517-284-7117
E-mail: SpencerD3@michigan.gov

The designated DTMB Business Relationship Manager is:

Rex Menold
Acting Director of Enterprise Information, Content and Identity Management
DTMB Center for Shared Solutions
Phone: 517-204-5267
E-mail: MenoldR@michigan.gov

The designated Treasury Project Manager is:

Lucy Pline
Business Relations Manager
Michigan Department of Technology Management and Budget (DTMB)
Agency Services – Department of Treasury (Treasury)
Phone: 517 636-5052

E-mail: plinel@michigan.gov

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter into a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and Treasury will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at their assigned State office in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs./week will be permitted without prior written approval of both project managers. Any hours over 40 hrs./week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **76**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895				
	Vik Bansal		Contract Administrator	Sean Regan	DTMB
	773-960-6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,552,337.34	\$0.00	\$77,552,337.34		
DESCRIPTION				
Effective October 1, 2021, this contract is amended to include the following statement of work for the MICAM- Illinois IMPACT AWS Solution Maintenance & Operations project.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval.				



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

Project Title: MICAM – Illinois (IL) IMPACT AWS Solution Maintenance & Operations	Period of Coverage: 10/01/2021 – 12/31/2021
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 06/16/2021
DTMB MDHHS Business Relationship Manager: David Fox	Phone: 517-898-6315
DTMB MDHHS Project Manager: Heather Eakin	Phone: 517 636-5052

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan (“SOM: or “State”) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the Tasks section for MILogin for Illinois IMPACT AWS solution for the MDHHS agency. This SOW is for Deloitte & Touche to perform maintenance, and operations services for the MILogin IL IMPACT AWS platform and portals.

BACKGROUND:

The State of Michigan, through the Department of Technology, Management & Budget (DTMB) has issued this contract to provide Michigan with an enterprise solution called MICAM, branded as MILogin.

The MILogin IL IMPACT AWS solution provides user account management, authentication, Single Sign-On (SSO), Identity Proofing (IDP) services to Illinois users. The MILogin solution provides these services to protect the IL IMPACT AWS applications (highlighted in table under scope of work section) and enable centralized administration and synchronization of user identities across the State’s systems.

PROJECT OBJECTIVE:

The IL IMPACT AWS solution is a multi-state service provided by MDHHS to other states where MILogin is built in as the foundational service to provide Identity, Credential, and Access Management (ICAM) services to the state of IL. This solution leverages a dedicated hardware for MILogin to meet MDHHS’s performance and availability requirements and to provide a user interface that addresses MDHHS’s requirements for user experience and look & feel. This project will allow Deloitte & Touche to continue providing the required M&O technical support to IL IMPACT AWS portal that is being used by the state of IL.

SCOPE OF WORK:

- Provide MILogin M&O technical support as defined in the Tasks section for the IL IMPACT AWS portal in Quality Assurance (QA) and Production (PROD) environment. Support is estimated to begin on October 01, 2021 and will go through the end of the State fiscal year, December 31, 2021.
- List of applications and environment in scope for ILPE portal:

No.	Application Name	Environments	Environment Mapping	
			MILogin Environment	Application Environment
1.	ILPE	4	QA	System, UAT, Regression, Performance and DR for AWS environments
2.	ILPE	1	PROD	PROD for AWS environment

TASKS:

M&O technical support for MILogin IL IMPACT AWS portal includes:

- Continue to provide self-service functionalities such as user registration, profile update, password reset, password recovery and Experian based identity proofing to IL IMPACT AWS portal users.
- Coordinate with IL Helpdesk and assist with troubleshooting and resolving MILogin integration specific technical issues related to user ID management (account creation, application subscription and application access).
- Health check (executing daily/on demand basis sanity test post maintenance activities) of the MILogin IL IMPACT AWS portal.
- Facilitate IL IMPACT AWS portal testing by creating/updating user accounts to support integrated application (applications specified in table under scope of work section) testing.
- Applying product patches as applicable post state leadership approval.
- Provide downtime support (bringing down/up the IL IMPACT AWS portal for integrated application maintenance based on agency request and approval to show maintenance page) for the IL IMPACT AWS portal if any.
- Analysis and remediation of vulnerabilities related to MILogin components for IL IMPACT AWS portal.
- Incident management for the IL IMPACT AWS portal.
- Administration and issue resolution of MILogin Identity Proofing functionality for the IL IMPACT AWS portal.
- Provide downtime support (putting up banner page) for the MILogin – IL IMPACT AWS portal.

ACCEPTANCE CRITERIA:

Deliverables (weekly project status report) will not be considered complete until DTMB and MDHHS Project Manager have provided approval via email.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will continue to be handled by IL Helpdesk. The following list of features and associated issues will be covered by level 1:
 - Password resets.
 - Account activation / deactivation.
 - Profile update.
 - IDP.
 - Questions and clarifications from end users.
- New integration and enhancements.
- ILPE application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, The Services will not constitute an engagement to provide audit, compilation, review or attestation services as described in the pronouncements on professional standards issued by the AICPA, the Public Company Oversight Board, or other regulatory body and, therefore, we will not express an opinion or any other form of assurance as a result of performing the Services.
- Helpdesk / Level 1 services will be provided by the State of IL.
- Maintenance or downtime activities for common UI will require coordination and support from all States.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some MILogin M&S resources may work from US based delivery centers in Mechanicsburg PA, Orlando, FL or other Deloitte & Touche Delivery Centers located in USA.
- MILogin M&O technical support will be available between 8:00 am– 5:00 pm CT (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The scope of maintenance and operations services associated with this SOW are only limited to ILPE QA and PROD environments for the applications as specified in tasks table.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$75,000 per the below table in the Cost Breakdown Structure section – Tables 1. The State will pay Deloitte & Touche upon receipt of properly completed invoices which shall be submitted to the

billing address on the State issued purchase order not more often than monthly. The DTMB Contracts area will coordinate obtaining MDHHS Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the MDHHS Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The maintenance & operations (M&O) cost will be charged on an annual basis and paid monthly. Specified below is the cost for M&O services for FY22.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	3 months	FY22	\$75,000 (To be billed on a monthly basis at \$25,000 starting October 2021 through December 2021 after final approval)
Grand Total				\$75,000

EXPENSES

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517)-241-9935

Cell: (517)-940-0608

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

John Moore

Chandler Plaza

300 East Michigan Ave.

Lansing MI 48933

517-291-3228

MooreJ7@michigan.gov

The designated DTMB MDHHS Project Manager is:

Deborah Bowen

Chandler Plaza

300 East Michigan Ave.

Lansing MI 48933

bowend9@michigan.gov

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan and the MDHHS Operations Center as needed.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **75**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vik Bansal
	773-960-6143
	vbansal@deloitte.com
	CV0002117

STATE	Program Manager	Various	DTMB
	Contract Administrator	Sean Regan	DTMB
		(517) 243-8459 regans@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,552,337.34	\$0.00	\$77,552,337.34		
DESCRIPTION				
Effective October 1, 2021, this Contract is amended to include two statement of work. The first statement of work is for Comprehensive Child Welfare Information System (CCWIS) Licensing Provider Portal Integrations. The second statement of work is for Deloitte to enable the MILogin Enterprise Account Unlock & Citizen Portal Dashboard.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval.				



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

Project Title: MILogin – Department of Technology Management and Budget (DTMB) Comprehensive Child Welfare Information System (CCWIS) Licensing Provider Portal Integrations	Period of Coverage: 08/20/2021-01/31/2022
Requesting Department: Michigan Department of Health and Human Services (MDHHS) - Children Services Agency	Date: 08/20/2021
CCWIS Licensing Business Relationship Manager: Judy Odett	Phone: 517-242-0122
CCWIS Licensing Project Manager: Amanda Petteys	Phone: 517-490-1379

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate DTMB CCWIS Licensing Provider Portal application for Single Sign-On (SSO) in the MILogin Quality Assurance (“QA”), and MILogin Production (“PROD”) environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to enable registration for CCWIS Licensing Provider Portal application in the MILogin QA, and PROD environments. The CCWIS environments will be integrated in MILogin for Integrated Service Delivery (ISD) portal.

PROJECT OBJECTIVE

The goal of this project is to integrate seven CCWIS Licensing Provider Portal application environments for SSO in the MILogin ISD portal utilizing SAML 2.0 as the integration pattern.

SCOPE OF WORK

The scope consists of:

- Setting up additional environments in MILogin-ISD portal to be used by CCWIS Licensing application for SSO
- CCWIS Licensing Provider Portal application environments listed below will be integrated with the corresponding MILogin ISD environments.

CCWIS Licensing Environment	MILogin-ISD Environment
SITIR	QA
UATIR	QA
PREPROD	QA
PROD	PROD
SIT	QA
UAT	QA
UATSF	QA

TASKS

Specific tasks include:

- **MILogin-ISD QA environment**
 - Test firewall rules for the CCWIS Licensing Provider Portal application integration in the MILogin ISD QA environment, if applicable.
 - Integrate additional CCWIS environments (six) with ISD QA environment by implementing custom dynamic environment changes to redirect users to CCWIS Licensing Provider Portal based on the URL accessed.
 - Facilitate QA testing for CCWIS Licensing Provider Portal application integration.
- **MILogin PROD environment**
 - Test firewall rules for the CCWIS Licensing Provider Portal application integration in the MILogin PROD environment, if applicable.
 - Integrate additional CCWIS environment (one) with ISD PROD environment by implementing custom dynamic environment changes to redirect users to CCWIS Licensing Provider Portal based on the URL accessed.
 - Facilitate smoke testing for CCWIS Licensing Provider Portal application integration.

DELIVERABLES

- Weekly status report of activities.
- Integrate CCWIS Licensing Provider Portal application environments by adding additional MILogin ISD environments in MILogin-ISD QA, and PROD.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and CCWIS Licensing Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – CCWIS Licensing Provider Portal Application Integrations

- Identity proofing.
- User provisioning and de-provisioning to the CCWIS Licensing Provider Portal application
- Integration with any MILogin enterprise user portals (Citizen, Worker, and Third Party).
- Performance testing.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the

AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Application team will be responsible for changes on the respective application, which may be required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The existing MILogin ISD user interface (UI) currently deployed in Production will be used for the planned migrations. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Only ISD - Citizen users are considered in scope of this integration.
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation or policy related to COVID-19 imposed by either party or any governmental entity.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to CCWIS Licensing and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using published MILogin Rate Card:

Description	Integration Type	Unit Cost	Contract	Units	Total Cost
Custom/Complex MILogin Services SSO Federations	Custom	\$15,000.00		7	\$105,000.00

**The new standalone CCWIS Licensing Provider Portal integration constitute additional work than a standard pre-built SSO Federation solution as this integration includes seven environments and would be handled as additional environments for ISD.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – CCWIS Licensing Provider Portal Application Integration and Custom Onboarding

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application SITIR integration completion 	X + 5 weeks	\$15,000
2	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application UATIR integration completion 	X + 8 weeks	\$15,000
3	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application PREPROD integration completion 	X + 11 weeks	\$15,000
4	<ul style="list-style-type: none"> MILogin ISD PROD – CCWIS Licensing Provider Portal application PROD integration completion 	X + 14 weeks	\$15,000
5	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application SIT integration completion 	X + 17 weeks	\$15,000
6	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application UAT integration completion 	X + 20 weeks	\$15,000
7	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application UATSF integration completion 	X + 23 weeks	\$15,000
Grand Total			\$105,000.00

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer
 DTMB Center for Shared Solutions
 SpencerD3@michigan.gov
 Office: (517) 284-7117
 Cell: (517) 898-3621
 Phoenix Bldg., 2nd Floor
 222 N. Washington Sq.
 Lansing, MI 48933

The designated CCWIS Licensing Business Relationship Manager is:

Judy Odett
 odettj@michigan.gov
 517-242-0122

The designated CCWIS Licensing Project Manager is:
Amanda Petteys
petteysa@michigan.gov
517-490-1379

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and CCWIS Licensing will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 200 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin Enterprise Account Unlock & Citizen Portal Dashboard	Period of Coverage: 10/1/2021-07/31/2022
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 09/09/2021
DTMB MILogin Service Manager: Dane Spencer	Phone: 517-898-3621
DTMB Project Manager: Jack Keck	Phone: 517-930-5093
DTMB Business Relationship Manager: Rex Menold	Phone: 517-204-5267

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touche LLP ("Deloitte & Touche") to enable self-service account unlock capability in the MILogin Development ("DEV"), MILogin Quality Assurance ("QA"), and MILogin Production ("PROD") environments for MILogin Citizen and Third Party users (including the enterprise MILogin portal for citizen, third party and standalone portals for Michigan Treasury Online (MTO) and Integrated Service Delivery (ISD)). State has also requested Deloitte to add "dashboard" capability for citizen users (in DEV, QA, and PROD environments for enterprise citizen portal only) to display citizen account specific statistics and personalization options.

PROJECT OBJECTIVE

The goal of this project is to enable self-service account unlock capability for MILogin citizen and Third Party users. Additionally, a personalized dashboard will be added to citizen portal to provide statistic and activity details.

SCOPE OF WORK

Allow suspend/locked Citizen and Third Party user accounts to use below restore options (if available on their profile) to restore/unlock their profile without helpdesk/external intervention:

- One Time Password (OTP) over text (if a unique mobile number is present on the locked/suspended user's profile)
- OTP over email (if a unique email address is present on the locked/suspended user's profile)
- OTP over voice call on phone ((if a unique mobile/phone number is present on the locked/suspended user's profile)
- Identity Proofing using Michigan Department of State (MDOS) services (if available and configured in applicable MILogin portal)

Additionally, MILogin solution will develop functionality to distinguish existing users who have been suspended because of inactivity (18 months currently) or exceeding retries to answer security questions, and users who have been suspended by helpdesk or MILogin support team because of an external request / suspicion of fraudulent activity.

Going forward, user suspend workflows will be modified for Citizens and Third Party users to mark the user's profile with the reason for suspension.

Add a Dashboard for citizen users which can be accessed via the Citizen user home page. The dashboard can provide information on:

- Last login timestamp for the logged in user
- Last password update timestamp for the logged in user
- Geo location of last 10 logins for the logged in user

- Last successful identity proofing status for the logged in user
- Currently enabled password recovery options and a message to add more than one recovery option
- Include a link to send email to Client Service Center (CSC) to report any potentially fraudulent activity with the profile
- Allow users to personalize their application list by adding a set as favorite button to classify applications as favorites. These applications will then show up on the dashboard.

TASKS

Specific tasks include:

MILogin DEV Environment

▪ Self-service Account Unlock

For the enterprise Citizen, Third Party, ISD, and MTO portals, perform the below tasks

- Test firewall rules (if applicable).
- Perform User Interface (UI) changes to incorporate screens for self-service account unlock. The UI screens should allow the user to select an option from list below based on what is available on their profile and allow them to unlock/restore the profile if the validation is successful.
 - OTP over text
 - OTP over email
 - OTP over voice call back
 - MDOS Id proofing
- Configure the UI to offer the account unlock option only if the user has been suspended because of inactivity or exceeding the retries to answer security questions (see identification and classification of users section (#2) below)
- Create and configure APIs/ Web Services to enable the account to restore/unlock using an admin account.
- Invoke MDOS id proofing web services to validate a user and enable using an admin account
- Perform unit and internal end to end testing.

▪ Identification and classification of suspended users

For citizen and third party users:

- Make schema changes to identify if a user has been suspended because of lifecycle rules (eg. 18 months dormancy)/exceeding retries to answer security questions; or because of a manual action.
- Develop scripts / IBM Tivoli Directory Integrator (TDI) feeds to read data from user repositories and transaction databases of citizen and third party users to classify if the user was suspended because of inactivity or other factors.

▪ Citizen Portal Dashboard

- Test firewall rules (if applicable).
- Develop UI functionality for an additional tab labeled dashboard accessible from the user's homepage.
- Configure the UI to call IBM Security Verify (ISV) APIs for last login timestamp.
- Configure the UI to call IBM Security Verify (ISV) APIs for last password change timestamp.
- Configure the UI to call IBM Security Verify (ISV) APIs for last 10 login geolocations over the past 90 days.
- Configure the UI to call IBM Security Verify (ISV) APIs for retrieving id proofing status.
- Configure the UI to add a link to email the CSC helpdesk for any potential fraud.
- Configure UI to add a "add as favorite" icon to allow users to add applications as favorites in their dashboard.
- Configure the UI to show configured password recovery options and prompt users to add more than one option.
- Perform unit and internal end to end testing.

MILogin QA Environment

▪ Self-service Account Unlock

For the enterprise Citizen, Third Party, ISD, and MTO portals, perform the below tasks

- Test firewall rules (if applicable)
- Migrate UI changes to incorporate screens for self-service account unlock. The UI screens should allow the user to select an option from list below based on what is available on their profile and allow them to unlock/restore the profile if the validation is successful.
 - OTP over text
 - OTP over email
 - OTP over voice call back
 - MDOS Id proofing
- Migrate and configure the UI to trigger the account unlock option only if the user has been suspended because of inactivity (see identification and classification of users section (#2) below).
- Configure APIs/ Web Services to enable the account to restore/unlock using an admin account.
- Invoke MDOS id proofing web services to validate a user and enable using an admin account.
- Facilitate User Acceptance Testing.

▪ Identification and classification of suspended users

For citizen and third party users:

- Make schema changes to identify if a user has been suspended because of lifecycle rules (eg. 18 months dormancy) or because of helpdesk actions.
- Migrate scripts / IBM Tivoli Directory Integrator (TDI) feeds to read data from user repositories and transaction databases of citizen and third party users to classify if the user was suspended because of inactivity or other factors.

▪ Citizen Portal Dashboard

- Test firewall rules (if applicable).
- Migrate UI functionality for an additional tab labeled dashboard accessible from the user's homepage.
- Configure the UI to call IBM Security Verify (ISV) APIs for last login timestamp.
- Configure the UI to call IBM Security Verify (ISV) APIs for last password change timestamp.
- Configure the UI to call IBM Security Verify (ISV) APIs for last 10 login geolocations over the past 90 days.
- Configure the UI to call IBM Security Verify (ISV) APIs for retrieving id proofing status.
- Configure the UI to add a link to email the CSC helpdesk for any potential fraud.
- Configure UI to add a "add as favorite" icon to allow users to add applications as favorites in their dashboard.
- Configure the UI to show configured password recovery options and prompt users to add more than one option.
- Facilitate User Acceptance Testing.

MILogin PROD environment

▪ Self-service Account Unlock

For the enterprise Citizen, Third Party, ISD, and MTO portals, perform the below tasks

- Test firewall rules (if applicable).
- Migrate UI changes to incorporate screens for self-service account unlock. The UI screens should allow the user to select an option from list below based on what is available on their profile and allow them to unlock/restore the profile if the validation is successful.
 - OTP over text
 - OTP over email
 - OTP over voice call back

- MDOS Id proofing
 - Configure the UI to trigger the account unlock option only if the user has been suspended because of inactivity (see identification and classification of users section (#2) below)
 - Migrate and configure APIs/ Web Services to enable the account to restore/unlock using an admin account.
 - Invoke MDOS id proofing web services to validate a user and enable using an admin account.
 - Facilitate smoke testing and cutover activities.
- Identification and classification of suspended users

For citizen and third party users:

 - Make schema changes to identify if a user has been suspended because of lifecycle rules (eg. 18 months dormancy) or because of helpdesk actions.
 - Develop scripts / IBM Tivoli Directory Integrator (TDI) feeds to read data from user repositories and transaction databases of citizen and third party users to classify if the user was suspended because of inactivity or other factors.
- Citizen Portal Dashboard
 - Test firewall rules (if applicable)
 - Migrate UI functionality for an additional tab labeled dashboard accessible from the user's homepage.
 - Configure the UI to call IBM Security Verify (ISV) APIs for last login timestamp.
 - Configure the UI to call IBM Security Verify (ISV) APIs for last password change timestamp.
 - Configure the UI to call IBM Security Verify (ISV) APIs for last 10 login geolocations over the past 90 days.
 - Configure the UI to call IBM Security Verify (ISV) APIs for retrieving id proofing status.
 - Configure the UI to add a link to email the CSC helpdesk for any potential fraud.
 - Configure UI to add a "add as favorite" icon to allow users to add applications as favorites in their dashboard.
 - Configure the UI to show configured password recovery options and prompt users to add more than one option.
 - Facilitate smoke testing and cutover activities.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin Self Service account unlock and citizen portal dashboard

- Any changes for MILogin Worker solution
- Any performance testing

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation,

review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters

- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost
- The existing MILogin user interface (UI) currently deployed in Production will be used for the planned changes.
- Extension or delay in schedule will be addressed through a change request
- Only MILogin Third Party and Citizen solution including MTO and ISD portals are considered in scope for self service account unlock changes.
- Only enterprise citizen portal (not ISD, MTO, enterprise third party or worker) is in scope for citizen portal dashboard.
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation or policy related to COVID-19 imposed by either party or any governmental entity.
- The MDOS Id proofing unlock option will be available in a portal if the MDOS ID Proofing solution has been implemented in that portal.
- Only users who have been suspended because of 18 months inactivity lifecycle rule or exceeding retries in answering security questions will be able to restore/unlock their account. Additionally, the users should have a unique (across user type) mobile or email to trigger an OTP.
- User's must have a valid Michigan driver's license to leverage MDOS ID proofing option for self service account unlock.
- The CSC Helpdesk will receive emails from citizen users who report

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

The milestone durations are estimates and may be revised based on MILogin operational schedule.

MILogin Self Service Account Unlock + identification and classification of suspended users

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	• MILogin DEV – MILogin Self Service Account Unlock	X + 5 weeks	\$100,000
2.	• MILogin QA – MILogin Self Service Account Unlock (UAT by State)	X + 8 weeks	\$50,000
3.	• MILogin PROD – MILogin Self Service Account Unlock	X + 12 weeks	\$50,000
4.	• MILogin DEV - Identification and classification of suspended users	X + 4 weeks	\$20,000

5.	<ul style="list-style-type: none"> • MILogin QA - Identification and classification of suspended users 	X + 6 weeks	\$20,000
6.	<ul style="list-style-type: none"> • MILogin PROD - Identification and classification of suspended users 	X + 10 weeks	\$35,000
Total			\$275,000

MILogin Citizen Portal Dashboard

Task	Cost Categories / Milestone	Milestone	Payment by milestone
7.	<ul style="list-style-type: none"> • MILogin DEV – MILogin Citizen Portal Dashboard 	X + 18 weeks	\$85,000
8.	<ul style="list-style-type: none"> • MILogin QA – MILogin Citizen Portal Dashboard 	X + 20 weeks	\$65,000
9.	<ul style="list-style-type: none"> • MILogin PROD – MILogin Citizen Portal Dashboard 	X + 24 weeks	\$50,000
Total			\$200,000
Grand Total			\$475,000

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB Relationship Manager is:

Rex Menold

MenoldR@michigan.gov

517-204-5267

The designated DTMB Project Manager is:

Jack Keck

KeckJ@michigan.gov

517-930-5093

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at their assigned State office in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **74**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vik Bansal
	773-960-6143
	vbansal@deloitte.com
	CV0002117

STATE	Program Manager	Various	DTMB
	Contract Administrator	Sean Regan	DTMB
		(517) 243-8459 regans@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,552,337.34	\$0.00	\$77,552,337.34		

DESCRIPTION

Effective September 10, 2021, the State has requested Deloitte & Touche LLP to integrate DTMB CCWIS Licensing Provider Portal application for Single Sign-On (SSO) in the MILogin Quality Assurance, and MILogin Production environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to enable registration for CCWIS Licensing Provider Portal application in the MILogin QA, and PROD environments. The CCWIS environments will be integrated in MILogin for Integrated Service Delivery (ISD) portal.

All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval.



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

Project Title: MILogin – Department of Technology Management and Budget (DTMB) Comprehensive Child Welfare Information System (CCWIS) Licensing Provider Portal Integrations	Period of Coverage: 08/20/2021-01/31/2022
Requesting Department: Michigan Department of Health and Human Services (MDHHS) - Children Services Agency	Date: 08/20/2021
CCWIS Licensing Business Relationship Manager: Judy Odett	Phone: 517-242-0122
CCWIS Licensing Project Manager: Amanda Petteys	Phone: 517-490-1379

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate DTMB CCWIS Licensing Provider Portal application for Single Sign-On (SSO) in the MILogin Quality Assurance (“QA”), and MILogin Production (“PROD”) environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to enable registration for CCWIS Licensing Provider Portal application in the MILogin QA, and PROD environments. The CCWIS environments will be integrated in MILogin for Integrated Service Delivery (ISD) portal.

PROJECT OBJECTIVE

The goal of this project is to integrate seven CCWIS Licensing Provider Portal application environments for SSO in the MILogin ISD portal utilizing SAML 2.0 as the integration pattern.

SCOPE OF WORK

The scope consists of:

- Setting up additional environments in MILogin-ISD portal to be used by CCWIS Licensing application for SSO
- CCWIS Licensing Provider Portal application environments listed below will be integrated with the corresponding MILogin ISD environments.

CCWIS Licensing Environment	MILogin-ISD Environment
SITIR	QA
UATIR	QA
PREPROD	QA
PROD	PROD
SIT	QA
UAT	QA
UATSF	QA

TASKS

Specific tasks include:

- **MILogin-ISD QA environment**
 - Test firewall rules for the CCWIS Licensing Provider Portal application integration in the MILogin ISD QA environment, if applicable.
 - Integrate additional CCWIS environments (six) with ISD QA environment by implementing custom dynamic environment changes to redirect users to CCWIS Licensing Provider Portal based on the URL accessed.
 - Facilitate QA testing for CCWIS Licensing Provider Portal application integration.
- **MILogin PROD environment**
 - Test firewall rules for the CCWIS Licensing Provider Portal application integration in the MILogin PROD environment, if applicable.
 - Integrate additional CCWIS environment (one) with ISD PROD environment by implementing custom dynamic environment changes to redirect users to CCWIS Licensing Provider Portal based on the URL accessed.
 - Facilitate smoke testing for CCWIS Licensing Provider Portal application integration.

DELIVERABLES

- Weekly status report of activities.
- Integrate CCWIS Licensing Provider Portal application environments by adding additional MILogin ISD environments in MILogin-ISD QA, and PROD.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and CCWIS Licensing Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – CCWIS Licensing Provider Portal Application Integrations

- Identity proofing.
- User provisioning and de-provisioning to the CCWIS Licensing Provider Portal application
- Integration with any MILogin enterprise user portals (Citizen, Worker, and Third Party).
- Performance testing.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the

AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Application team will be responsible for changes on the respective application, which may be required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The existing MILogin ISD user interface (UI) currently deployed in Production will be used for the planned migrations. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Only ISD - Citizen users are considered in scope of this integration.
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation or policy related to COVID-19 imposed by either party or any governmental entity.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to CCWIS Licensing and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using published MILogin Rate Card:

Description	Integration Type	Unit Cost	Contract	Units	Total Cost
Custom/Complex MILogin Services SSO Federations	Custom	\$15,000.00		7	\$105,000.00

**The new standalone CCWIS Licensing Provider Portal integration constitute additional work than a standard pre-built SSO Federation solution as this integration includes seven environments and would be handled as additional environments for ISD.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – CCWIS Licensing Provider Portal Application Integration and Custom Onboarding

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application SITIR integration completion 	X + 5 weeks	\$15,000
2	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application UATIR integration completion 	X + 8 weeks	\$15,000
3	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application PREPROD integration completion 	X + 11 weeks	\$15,000
4	<ul style="list-style-type: none"> MILogin ISD PROD – CCWIS Licensing Provider Portal application PROD integration completion 	X + 14 weeks	\$15,000
5	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application SIT integration completion 	X + 17 weeks	\$15,000
6	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application UAT integration completion 	X + 20 weeks	\$15,000
7	<ul style="list-style-type: none"> MILogin ISD QA – CCWIS Licensing Provider Portal application UATSF integration completion 	X + 23 weeks	\$15,000
Grand Total			\$105,000.00

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer
 DTMB Center for Shared Solutions
 SpencerD3@michigan.gov
 Office: (517) 284-7117
 Cell: (517) 898-3621
 Phoenix Bldg., 2nd Floor
 222 N. Washington Sq.
 Lansing, MI 48933

The designated CCWIS Licensing Business Relationship Manager is:

Judy Odett
 odettj@michigan.gov
 517-242-0122

The designated CCWIS Licensing Project Manager is:
Amanda Petteys
petteysa@michigan.gov
517-490-1379

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and CCWIS Licensing will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 200 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **73**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895				
	Vik Bansal		Contract Administrator	Sean Regan	DTMB
	773-960-6143			(517) 284-6993	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year		September 30, 2023
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING
<input type="checkbox"/> P-Card		<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE		VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE	
\$77,552,337.34		\$0.00	\$77,552,337.34	
DESCRIPTION				
<p>Effective August 30th, 2021 The State of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touche") to perform activities collectively identified as a part of MILogin 2.0 Minimum Viable Program. Current MILogin 2.0 MVP program contract - Ref. Contract # 071B3200143, CN 52. The purpose of this request is to change the scope. Two items are being removed from scope and three items are being added.</p> <p>a.Removed from scope: ILPE QA environment.</p> <p>b.Removed from scope: ILPE PROD environment.</p> <p>c.Added to scope: MILogin DEV Environment: Add e) Develop MILogin Citizen userid merge function</p> <p>d.Added to scope: MILogin QA Environment: Add e) Migration of Citizen userid merge function</p> <p>e.Added to Scope: MILogin PROD Environment: Add e) Migration of Citizen userid merge function</p> <p>The State of Michigan (the "State") has also requested Deloitte & Touche LLP ("Deloitte & Touche") to integrate DTMB CCWIS Licensing application for Single Sign-On (SSO) in the MILogin Quality Assurance ("QA"), and MILogin Production ("PROD") environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to enable pre-approved access to the CCWIS Licensing application in the MILogin QA and PROD environments via a custom onboarding</p>				

feature through comma separated access feed files per the attached statement of work.

All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval.



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

Project Title: MILogin 2.0 Minimum Viable Program (MVP) – Replace scope: ILPE migration with Userid Merge	Period of Coverage: 5/12/2021-12/31/2021
Requesting Department: Michigan Department of Technology, Management, and Budget (DTMB)	Date: 4/12/2021
DTMB Business Relationship Manager: Rex Menold	Phone: (517)719-3659
DTMB Project Manager: Jack Keck	Phone: 517-284-7101

This is a Statement of Work to amend Change Notice 52 of the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

Replaced in scope

SECTION	ITEM
BACKGROUND	Replace: 4: Migration of State of Illinois (ILPE) user identities, application integration configurations, and infrastructure to IBM CI With: 4: Consolidation of multiple userids owned by the same Citizen user
PROJECT OBJECTIVE	Replace: 4: Migration of ILPE user identities, application integration configurations, and infrastructure to IBM CI With: 4: Consolidation of multiple userids owned by the same Citizen user
SCOPE OF WORK	Replace: 4: Migration of ILPE user identities, application integration configurations, and infrastructure to IBM CI With: 4: Consolidation of multiple MILogin userids owned by the same Citizen user
DELIVERABLES	Replace: 5: For migration to IBM CI (ILPE) With: 5: For MILogin Citizen userid merge
PAYMENT SCHEDULE	MILogin 2.0 Project: Replace: D: Migration to IBM CI (ILPE) With: D: MILogin Citizen Userid Merge

Added to scope

SECTION	ITEM
TASKS	MILogin DEV Environment: Add e) Develop MILogin Citizen userid merge function MILogin QA Environment: Add e) Migration of Citizen userid merge function MILogin PROD Environment: Add e) Migration of Citizen userid merge function

Removed from scope

SECTION	ITEM
TASKS	Remove 3: ILPE QA environment Remove 5: ILPE PROD environment

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touch LLP (“Deloitte & Touche”) to perform activities collectively identified as a part of MILogin 2.0 Minimum Viable Program. The activities identified as a part of this SOW are listed below:

1. Migration of existing Security Assertion Markup Language (SAML2.0) based federations from IBM Tivoli Federation Manager (TFIM) to IBM Security Access Manager (ISAM) – Federation module
2. Migration of Enterprise Citizen and Integrated Service Delivery (ISD) citizen user identities, application integration configurations, and infrastructure to IBM Cloud Identity (IBM CI)
3. Migration of Worker and Third Party users and Michigan Treasury Online (MTO) infrastructure (servers, application install locations, application configuration, and user data) to State’s Virtual Data Center (VDC).
4. Consolidation of multiple MILogin userids owned by the same Citizen user
5. Create Custom Help Desk UI to operate on Citizen users

As a part of this project, above activities# 1 – 3 will be executed in MILogin Development (“DEV”), Quality Assurance (“QA”), and Production (“PROD”) environments for Citizen, Worker, and Third Party users. Activity# 4 will be executed in ILPE QA and PROD environments.

PROJECT OBJECTIVE

The specific goal of this project is to perform below listed activities in MILogin DEV, QA, and PROD environment

1. Migration of existing SAML2.0 based federations from TFIM to ISAM
2. Migration of Citizen and Integrated Service Delivery (ISD) citizen / client user identities, application integration configurations, and infrastructure to IBM CI
3. Migration of Worker, Third Party (includes community partner users from ISD), and MTO users set up (servers, application install locations, application configuration, and user data) to State’s VDC infrastructure.

In addition, perform below activities in ILPE QA and PROD environment

4. Consolidation of multiple MILogin userids owned by the same Citizen user

SCOPE OF WORK

The scope consists of:

1. Migration of existing SAML2.0 based federations from TFIM to ISAM
 - a. Enable ISAM federation module for Worker, MTO, ISD, and Third Party user types
 - b. Configure Federations
 - c. Configure WebSEALs for ISD, Worker (Internal and External), and Third Party (Internal and External) to use the configured federations
 - d. Migration of Identity Provider and Service Provider initiated SAML2.0 federation configurations from TFIM to ISAM module in MILogin DEV, QA, and PROD environment
 - e. Facilitate integration, user acceptance, and smoke testing of the configuration changes with the application teams
 - f. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
 - g. Execute performance testing of the new application integration with MILogin for up to 3 identified applications and provide test results report. The applications will be chosen in consultation with State team.
2. Migration of Citizen user identities, application integration configurations, and infrastructure to IBM CI
 - a. Create architecture and design document
 - b. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
 - c. Set up existing application integrations with IBM CI for SAML2.0, Open ID Connect (OIDC) federation and OAuth2.0

- d. Set up WebSEALs (Citizen and ISD) in VDC as relying party to IBM CI for Headers based integrations
- e. Migrate existing citizen user population to IBM CI
- f. Write new Login application, RESTful Application Programming Interface (REST API) WebSphere applications for citizen and ISD users to consume the web services exposed by IBM CI, and modify Citizen Self Service UI (SSUI) to interface with modified RESTful APIs.
- g. Configure IBM CI for applicable MILogin life cycle processes for citizen and ISD users
- h. Set up IBM Cloud Identity Verify (IBM CIV) as the Multi-Factor Authentication (MFA) provider for integrated applications for Citizen user population.
-
- i. Reconfigure existing scheduled jobs for MILogin citizen solution as applicable
- 3. Migration of Worker and Third Party users set up (servers, application install locations, application configuration, and user data) as-is to State's VDC infrastructure
 - a. Create architecture and design document
 - b. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
 - c. Installation of MILogin software packages on VDC infrastructure like
 - 1. IBM WebSphere Application Server (WAS)
 - 2. IBM Tivoli Directory Server (TDS)
 - 3. IBM DB2
 - 4. IBM Security Identity Manager (ISIM)
 - 5. IBM Security Access Manager (ISAM) appliance initial set up
 - 6. IBM Tivoli Directory Integrator (TDI)
 - d. Configuration of MILogin components like
 - 1. WebSphere applications such as Login app, REST API app, Self-service UI for Third Party, MTO, and Workers.
 - 2. Configuration of TDI feeds for Active Directory, custom onboarding, and for AT&T services
 - 3. Configuration and set up for ISIM application.
 - 4. Instance set up and configuration of TDS and DB2
 - 5. Configuration for ISAM for SAML2.0 Federation, OIDC, OAuth2.0 integrations, and MFA
 - 6. High Availability (HA) cluster set up for WAS, ISIM, ISAM, TDI, TDS, and DB2 in QA and PROD environments
 - e. Integrate existing Citizen and Third Party applications
 - 1. Migrate existing application integrations to the VDC solution
 - 2. Facilitate integration, user acceptance, and smoke testing for the integrated applications
 - f. User data migration
 - 1. User data migration for workers and Third Party users to VDC servers
 - 2. DB2 data migration for ISIM, UI, ISAM databases
 - 3. Set up synchronization between Directory server instances
 - 4. Create build guide for the migration
 - g. Execute performance testing (as defined under Tasks sub section)
 - h. Migrate and configure existing scheduled (daily housekeeping) jobs for MILogin worker, Third Party solution
- 4. Consolidation of multiple MILogin userids owned by the same Citizen user
 - a. Create architecture and design document
 - b. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications
 - c. Modify Citizen Portal to facilitate user to merge multiple MILogin userids and designate primary MILogin userid. Perform deep inactivation of secondary MILogin Citizen userid(s)
 - d. Modify Citizen Portal to restrict deep inactivated userids from login, forgot username, forgot password
 - e. Modify ISD Portal for Citizen users to add link to Citizen Portal to merge MILogin Citizen userids
 - f. Modify ISD Portal to restrict deep inactivated userids from login, forgot username, forgot password
 - g. Modify Helpdesk apps to restrict deep inactivated userids from account updates and reactivation
 - h. Modify MILogin REST interface to operate on primary userid if application supplies secondary userid(s)
 - i. Modify IBM Security Verify (ISV) administrative configurations to support translation of subject/principal name in the token/headers during SSO.
- 5. Create Custom Help Desk UI application to operate on citizen users

- a) Below functions will be implemented in this custom helpdesk console (Some function implementation may be constrained by what ISIM/IBM CI can provide in the form of API)
- b) Search Citizen users
- c) View/Update selected attributes of Citizen users
- d) Reset passwords
- e) View user status - "Active/Suspend"
- f) Suspend/Restore accounts

TASKS

Specific tasks include:

PRE-REQUISITES:

State is responsible for completion of below listed activities which are a pre-requisite to the detailed tasks listed below:

- Server set up (base image install and applicable scans) in VDC should be complete
- Enterprise Architecture Solution Assessment (EASA) assessment and approvals should be complete
- IBM CI tenant should be set up
- Required Firewall rules should be in place
- User and application accounts should be in place for VDC and IBM CI infrastructure

1. MILogin DEV environment

a. Migration of existing SAML2.0 based federations from TFIM to ISAM in Lake Superior and Colo data center (Legacy) Environment

1. Create architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication with State to agencies for the planned changes
5. Configure federations in ISAM
6. Configure WebSEALs (Worker External, Worker Internal, Third Party External, Third Party Internal) to use the configured federations
7. Share the new MILogin metadata files with the DEV federation partners
8. Set up federation partners in ISAM
9. Update DB/UI configurations for partners
10. Perform unit testing
11. Facilitate Integration and regression testing

b. Migration of Citizen user identities, application integration configurations, and infrastructure to IBM CI

1. Create the architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Set up federations (SAML2.0, OAuth2.0, Open Identity Connect (OIDC)) for existing integrations in IBM CI
5. Rewrite/Create new Login app, REST API app, and modify Citizen and ISD SSUI to interface with modified RESTful APIs in VDC DEV Environment
6. Set up new WebSEALs for Citizen and ISD in VDC as replying party to IBM CI
7. Re-configure existing HTTP Headers based integrations
8. Create new APIs for MiPage application
9. Provide Identity API services to interface with an external Citizen UI front end

10. Configure IBM CI for applicable MILogin life cycle processes (account inactivity, password expiry, session timeout etc.) for citizen and ISD users,
11. Configure IBM CI to execute business processes like approval workflows, email notifications, and application subscription
12. Migrate user population and user data through TDI based feed or other means exposed by IBM CI APIs
13. Perform unit testing for MILogin – IBM CI integration
14. Create test case document for IBM CI integration with MILogin
15. Facilitate integration testing with application teams
16. Create build guide
17. Migrate and configure existing scheduled (housekeeping) jobs

c. Migration of Worker and Third Party users set up (servers, application install locations, application configuration, and user data) to State's VDC infrastructure

1. Create architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication to agencies for the planned changes
5. Install WebSphere Application Server (WAS)
6. Create cell, nodes, profiles for WAS
7. Installation of ISIM
8. Configuration of ITDS and DB2 instances for ISIM using middleware utility
9. SSL configurations
10. Worker Self-Service: Application Deployment
11. Worker Self-Service: Configurations for the new environment
12. Third Party Self-Service: Application Deployment
13. Third Party Self-Service: Configurations for the new environment
14. MTO Self-Service: Application Deployment
15. MTO Self-Service: Configurations for the new environment
16. Third Party Login: Application Deployment
17. Third Party Login: Configurations for the new environment
18. MTO Login: Application Deployment
19. MTO Login: Configurations for the new environment
20. IDSWebApp: Installation and configuration
21. Base Appliance set up for ISAM WebSEAL boxes
22. WebSEAL for Workers (Internal): Instance creation and configuration
23. WebSEAL for Workers (Internal): Junction creation
24. WebSEAL for Workers (External): Instance creation and configuration
25. WebSEAL for Workers (External): Junction creation
26. WebSEAL for Third Party (Internal): Instance creation and configuration
27. WebSEAL for Third Party (Internal): Junction creation
28. WebSEAL for MTO: Instance creation and configuration
29. WebSEAL for MTO: Junction creation
30. WebSEAL for MILogin API: Instance creation and configuration
31. WebSEAL for MILogin API: Junction creation
32. Base appliance set up for ISAM boxes
33. ISAM: Configuration

34. ISAM: Database Externalization
35. ISAM: Policy configuration migration
36. ISAM Base appliance set up for Master Policy Server
37. ISAM Cluster configuration
38. ISAM distributed session cache (DSC) configuration
39. Base install on LDAP server
40. Instance creation for ISIM (Lightweight Directory Access Protocol) LDAP
41. Instance creation for ISAM LDAP
42. Configuration migration for ISIM LDAP
43. Configuration migration for ISAM LDAP
44. DB2 Base install on one server
45. DB2 instance creation for instance owners
46. DB2 DB creation for ISIMDB, MICAMUI, MICAMWS, ADREPORT, and HVDB instances
47. Sync up LDAP data between current infrastructure and VDC
48. Base install of ITDI on one server
49. Migration of TDI Assembly lines and reconfiguration
50. Single Sign on between ISAM and WAS Applications (REST/ISIM)
51. Migrate and update custom monitoring scripts
52. Retest State monitoring solutions (App Dynamics (APPD), CA Spectrum), on servers that have State monitoring components installed in Legacy Dev environment
53. Breakup LDAP replication between legacy and VDC servers for delta synchronization
54. Break Master Policy Server (MPS) cluster configuration
55. Integration testing of the environment (internal MILogin components only)
56. Delta sync between LDAP servers post integration testing
57. Update the Domain Name Server (DNS) entry for the WebSEAL Virtual IP Address
58. Create Build guide for DEV environment
59. Migrate and configure scheduled (housekeeping) jobs

d. Develop Custom Help Desk UI to operate on Citizen users

(Below function implementation may be constrained by what ISIM/IBM CI can provide in the form of functionality and API)

1. Access Control
 - i. Helpdesk users should be able to search, view, update, restore, deactivate user accounts for the same application. For e.g. Helpdesk users of application "ABC" can search/view/update users having access to application "ABC" only.
2. Search Users
 - i. Search by username, email address, first name or last name
 - ii. Can search only users who have access to same application i.e. Helpdesk User for application "ABC" can search users having access to application "ABC" only.
2. View/Update
 - i. Should be able to configure viewable/editable attributes per helpdesk role for e.g.
 - Helpdesk users of "ABC" application can view "First Name", "Custom Attribute 1" & "Custom Attribute 2" and able to update "First Name" & "Custom Attribute 2". Helpdesk users of "XYZ" application can view

“Email”, “Custom Attribute 3” & “Custom Attribute 4” and able to update “Email” & “Custom Attribute 3”

3. Reset Passwords
 - i. Helpdesk user should be able to reset the password by typing in temporary helpdesk defined password
4. View Account Status - “Active/Suspend”
5. Suspend/Restore accounts
6. View/Search User Requests
 - i. Submitted by same helpdesk user for Registration/Profile Update/Password Reset/Account Restore

e. Develop MILogin Citizen userid merge function

1. User Interface implementation
 - i. Develop the following functionalities in Citizen Self Service portal
 - New user interface menu tab for userid merge
 - Verification by username and password for merging account within the merge tab
 - Suggestion for primary userid during merge process
 - Consume the webservice responses to determine the most recently used userid that accessed a specific application from the merged list of userid
 - Suggestion for mapping merged userids with individual applications based on the recent activity
 - Tagging the primary and the secondary userids in IBM Security Verify (ISV) post merge.
 - Confirmation of the user profile attributes post merge
 - Restrict login, forgot username and forgot password for secondary accounts
 - ii. Develop the following functionalities in ISD Self Service portal
 - Userid Merge screen pop-up window
 - Restrict login, forgot username and forgot password for secondary accounts
 - iii. Develop the following functionality in Citizen Helpdesk portal
 - Restrict account updates for secondary accounts
 - Allow to search for secondary accounts
 - Display the primary account information when a secondary account is viewed
 - Allow changing of the application to merge userid mapping on the primary account
 - iv. Develop the following functionality in Worker/ThirdParty Helpdesk portal
 - Restrict secondary accounts from performing online/offline Identity proofing
 - v. Develop the following in REST app
 - Update ISD WebService to search and send the primary account information when a secondary account is quired
 - Update userinfo WebService to search and send the primary account information when a secondary account is quired
2. ISV configuration changes
 - i. Create additional user profile attributes
 - ii. Develop advanced transformation rule to translation of primary userid to the mapped application id in the SSO configurations

- iii. Changing application SSO configurations to pass translated userid
3. Perform unit testing
4. Facilitate integration testing with the application teams

2. MILogin QA environment

a. Migration of existing SAML2.0 based federations from TFIM to ISAM

1. Update architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication with State to agencies for the planned changes
5. Configure federations in ISAM
6. Configure WebSEALs (Worker External, Worker Internal, Third Party External, Third Party Internal) to use the configured federations
7. Share the new MILogin metadata files to QA federation partners
8. Set up federation partners in ISAM
9. Update DB/UI configurations for partners
10. Perform unit testing
11. Facilitate user acceptance testing
12. Execute performance testing for application access test cases for up to 3 applications and provide test results report.
13. Create performance testing document

b. Migration of Citizen user identities, application integration configurations, and infrastructure to IBM CI

1. Update architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Set up federations (SAML2.0, OAuth2.0, Open Identity Connect (OIDC)) for existing integrations in IBM CI
5. Migrate rewritten/created new Login app, REST API app, and modified Citizen Self Service UI to interface with modified RESTful API
6. Set up new WebSEALs for Citizen and ISD in VDC as relying party to IBM CI
7. Set up Distribution Session Cache (DSC) for WebSEALs
8. Re-configure existing HTTP Headers based integrations
9. Create new APIs for MiPage application
10. Migrate services to interface with an external Citizen UI front end
11. Configure IBM CI for applicable MILogin life cycle processes (account inactivity, password expiry, session timeout etc.) for citizen and ISD users
12. Configure IBM CI to execute business processes like approval workflows, email notifications, and application subscription
13. Migrate user population and user data through TDI based feed or other means exposed by IBM CI APIs
14. Perform unit testing for MILogin – IBM CI integration
15. Create test case document for IBM CI integration with MILogin
16. Facilitate user acceptance testing with application teams
17. Execute Performance testing for up to three applications for the below test scenarios:
 - Self Registration
 - Request Application Access

- Application Access
- Login
- Update Profile
- Change Password
- Custom UI Help Desk for citizen (search user transactions)
- Mixed transaction load of above and Help Desk (user search) transactions

18. Create performance testing results document
19. Create build guide
20. Migrate and configure scheduled (housekeeping) jobs

c. Migration of Worker and Third Party users set up (servers, application install locations, application configuration, and user data) to State's VDC infrastructure

1. Update architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication to agencies for the planned changes
5. Install WebSphere Application Server (WAS)
6. Create cell, nodes, profiles for WAS
7. Installation of ISIM
8. Configuration of ITDS and DB2 instances for ISIM using middleware utility
9. SSL configurations
10. Worker Self-Service: Application Deployment
11. Worker Self-Service: Configurations for the new environment
12. Third Party Self-Service: Application Deployment
13. Third Party Self-Service: Configurations for the new environment
14. MTO Self-Service: Application Deployment
15. MTO Self-Service: Configurations for the new environment
16. Third Party Login: Application Deployment
17. Third Party Login: Configurations for the new environment
18. MTO Login: Application Deployment
19. MTO Login: Configurations for the new environment
20. IDSWebApp: Installation and configuration
21. Base Appliance set up for ISAM WebSEAL boxes
22. WebSEAL for Workers (Internal): Instance creation and configuration
23. WebSEAL for Workers (Internal): Junction creation
24. WebSEAL for Workers (External): Instance creation and configuration
25. WebSEAL for Workers (External): Junction creation
26. WebSEAL for Third Party (Internal): Instance creation and configuration
27. WebSEAL for Third Party (Internal): Junction creation
28. WebSEAL for MTO: Instance creation and configuration
29. WebSEAL for MTO: Junction creation
30. WebSEAL for MILogin API: Instance creation and configuration
31. WebSEAL for MILogin API: Junction creation
32. Base appliance set up for ISAM boxes
33. ISAM: Configuration



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

Project Title: MILogin 2.0 Minimum Viable Program (MVP) – Replace scope: ILPE migration with Userid Merge	Period of Coverage: 5/12/2021-12/31/2021
Requesting Department: Michigan Department of Technology, Management, and Budget (DTMB)	Date: 4/12/2021
DTMB Business Relationship Manager: Rex Menold	Phone: (517)719-3659
DTMB Project Manager: Jack Keck	Phone: 517-284-7101

This is a Statement of Work to amend Change Notice 52 of the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

Replaced in scope

SECTION	ITEM
BACKGROUND	Replace: 4: Migration of State of Illinois (ILPE) user identities, application integration configurations, and infrastructure to IBM CI With: 4: Consolidation of multiple userids owned by the same Citizen user
PROJECT OBJECTIVE	Replace: 4: Migration of ILPE user identities, application integration configurations, and infrastructure to IBM CI With: 4: Consolidation of multiple userids owned by the same Citizen user
SCOPE OF WORK	Replace: 4: Migration of ILPE user identities, application integration configurations, and infrastructure to IBM CI With: 4: Consolidation of multiple MILogin userids owned by the same Citizen user
DELIVERABLES	Replace: 5: For migration to IBM CI (ILPE) With: 5: For MILogin Citizen userid merge
PAYMENT SCHEDULE	MILogin 2.0 Project: Replace: D: Migration to IBM CI (ILPE) With: D: MILogin Citizen Userid Merge

Added to scope

SECTION	ITEM
TASKS	MILogin DEV Environment: Add e) Develop MILogin Citizen userid merge function MILogin QA Environment: Add e) Migration of Citizen userid merge function MILogin PROD Environment: Add e) Migration of Citizen userid merge function

Removed from scope

SECTION	ITEM
TASKS	Remove 3: ILPE QA environment Remove 5: ILPE PROD environment

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touch LLP (“Deloitte & Touche”) to perform activities collectively identified as a part of MILogin 2.0 Minimum Viable Program. The activities identified as a part of this SOW are listed below:

1. Migration of existing Security Assertion Markup Language (SAML2.0) based federations from IBM Tivoli Federation Manager (TFIM) to IBM Security Access Manager (ISAM) – Federation module
2. Migration of Enterprise Citizen and Integrated Service Delivery (ISD) citizen user identities, application integration configurations, and infrastructure to IBM Cloud Identity (IBM CI)
3. Migration of Worker and Third Party users and Michigan Treasury Online (MTO) infrastructure (servers, application install locations, application configuration, and user data) to State’s Virtual Data Center (VDC).
4. Consolidation of multiple MILogin userids owned by the same Citizen user
5. Create Custom Help Desk UI to operate on Citizen users

As a part of this project, above activities# 1 – 3 will be executed in MILogin Development (“DEV”), Quality Assurance (“QA”), and Production (“PROD”) environments for Citizen, Worker, and Third Party users. Activity# 4 will be executed in ILPE QA and PROD environments.

PROJECT OBJECTIVE

The specific goal of this project is to perform below listed activities in MILogin DEV, QA, and PROD environment

1. Migration of existing SAML2.0 based federations from TFIM to ISAM
2. Migration of Citizen and Integrated Service Delivery (ISD) citizen / client user identities, application integration configurations, and infrastructure to IBM CI
3. Migration of Worker, Third Party (includes community partner users from ISD), and MTO users set up (servers, application install locations, application configuration, and user data) to State’s VDC infrastructure.

In addition, perform below activities in ILPE QA and PROD environment

4. Consolidation of multiple MILogin userids owned by the same Citizen user

SCOPE OF WORK

The scope consists of:

1. Migration of existing SAML2.0 based federations from TFIM to ISAM
 - a. Enable ISAM federation module for Worker, MTO, ISD, and Third Party user types
 - b. Configure Federations
 - c. Configure WebSEALs for ISD, Worker (Internal and External), and Third Party (Internal and External) to use the configured federations
 - d. Migration of Identity Provider and Service Provider initiated SAML2.0 federation configurations from TFIM to ISAM module in MILogin DEV, QA, and PROD environment
 - e. Facilitate integration, user acceptance, and smoke testing of the configuration changes with the application teams
 - f. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
 - g. Execute performance testing of the new application integration with MILogin for up to 3 identified applications and provide test results report. The applications will be chosen in consultation with State team.
2. Migration of Citizen user identities, application integration configurations, and infrastructure to IBM CI
 - a. Create architecture and design document
 - b. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
 - c. Set up existing application integrations with IBM CI for SAML2.0, Open ID Connect (OIDC) federation and OAuth2.0

- d. Set up WebSEALs (Citizen and ISD) in VDC as relying party to IBM CI for Headers based integrations
- e. Migrate existing citizen user population to IBM CI
- f. Write new Login application, RESTful Application Programming Interface (REST API) WebSphere applications for citizen and ISD users to consume the web services exposed by IBM CI, and modify Citizen Self Service UI (SSUI) to interface with modified RESTful APIs.
- g. Configure IBM CI for applicable MILogin life cycle processes for citizen and ISD users
- h. Set up IBM Cloud Identity Verify (IBM CIV) as the Multi-Factor Authentication (MFA) provider for integrated applications for Citizen user population.
-
- i. Reconfigure existing scheduled jobs for MILogin citizen solution as applicable
- 3. Migration of Worker and Third Party users set up (servers, application install locations, application configuration, and user data) as-is to State's VDC infrastructure
 - a. Create architecture and design document
 - b. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
 - c. Installation of MILogin software packages on VDC infrastructure like
 - 1. IBM WebSphere Application Server (WAS)
 - 2. IBM Tivoli Directory Server (TDS)
 - 3. IBM DB2
 - 4. IBM Security Identity Manager (ISIM)
 - 5. IBM Security Access Manager (ISAM) appliance initial set up
 - 6. IBM Tivoli Directory Integrator (TDI)
 - d. Configuration of MILogin components like
 - 1. WebSphere applications such as Login app, REST API app, Self-service UI for Third Party, MTO, and Workers.
 - 2. Configuration of TDI feeds for Active Directory, custom onboarding, and for AT&T services
 - 3. Configuration and set up for ISIM application.
 - 4. Instance set up and configuration of TDS and DB2
 - 5. Configuration for ISAM for SAML2.0 Federation, OIDC, OAuth2.0 integrations, and MFA
 - 6. High Availability (HA) cluster set up for WAS, ISIM, ISAM, TDI, TDS, and DB2 in QA and PROD environments
 - e. Integrate existing Citizen and Third Party applications
 - 1. Migrate existing application integrations to the VDC solution
 - 2. Facilitate integration, user acceptance, and smoke testing for the integrated applications
 - f. User data migration
 - 1. User data migration for workers and Third Party users to VDC servers
 - 2. DB2 data migration for ISIM, UI, ISAM databases
 - 3. Set up synchronization between Directory server instances
 - 4. Create build guide for the migration
 - g. Execute performance testing (as defined under Tasks sub section)
 - h. Migrate and configure existing scheduled (daily housekeeping) jobs for MILogin worker, Third Party solution
- 4. Consolidation of multiple MILogin userids owned by the same Citizen user
 - a. Create architecture and design document
 - b. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications
 - c. Modify Citizen Portal to facilitate user to merge multiple MILogin userids and designate primary MILogin userid. Perform deep inactivation of secondary MILogin Citizen userid(s)
 - d. Modify Citizen Portal to restrict deep inactivated userids from login, forgot username, forgot password
 - e. Modify ISD Portal for Citizen users to add link to Citizen Portal to merge MILogin Citizen userids
 - f. Modify ISD Portal to restrict deep inactivated userids from login, forgot username, forgot password
 - g. Modify Helpdesk apps to restrict deep inactivated userids from account updates and reactivation
 - h. Modify MILogin REST interface to operate on primary userid if application supplies secondary userid(s)
 - i. Modify IBM Security Verify (ISV) administrative configurations to support translation of subject/principal name in the token/headers during SSO.
- 5. Create Custom Help Desk UI application to operate on citizen users

- a) Below functions will be implemented in this custom helpdesk console (Some function implementation may be constrained by what ISIM/IBM CI can provide in the form of API)
- b) Search Citizen users
- c) View/Update selected attributes of Citizen users
- d) Reset passwords
- e) View user status - "Active/Suspend"
- f) Suspend/Restore accounts

TASKS

Specific tasks include:

PRE-REQUISITES:

State is responsible for completion of below listed activities which are a pre-requisite to the detailed tasks listed below:

- Server set up (base image install and applicable scans) in VDC should be complete
- Enterprise Architecture Solution Assessment (EASA) assessment and approvals should be complete
- IBM CI tenant should be set up
- Required Firewall rules should be in place
- User and application accounts should be in place for VDC and IBM CI infrastructure

1. MILogin DEV environment

a. Migration of existing SAML2.0 based federations from TFIM to ISAM in Lake Superior and Colo data center (Legacy) Environment

1. Create architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication with State to agencies for the planned changes
5. Configure federations in ISAM
6. Configure WebSEALs (Worker External, Worker Internal, Third Party External, Third Party Internal) to use the configured federations
7. Share the new MILogin metadata files with the DEV federation partners
8. Set up federation partners in ISAM
9. Update DB/UI configurations for partners
10. Perform unit testing
11. Facilitate Integration and regression testing

b. Migration of Citizen user identities, application integration configurations, and infrastructure to IBM CI

1. Create the architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Set up federations (SAML2.0, OAuth2.0, Open Identity Connect (OIDC)) for existing integrations in IBM CI
5. Rewrite/Create new Login app, REST API app, and modify Citizen and ISD SSUI to interface with modified RESTful APIs in VDC DEV Environment
6. Set up new WebSEALs for Citizen and ISD in VDC as replying party to IBM CI
7. Re-configure existing HTTP Headers based integrations
8. Create new APIs for MiPage application
9. Provide Identity API services to interface with an external Citizen UI front end

10. Configure IBM CI for applicable MILogin life cycle processes (account inactivity, password expiry, session timeout etc.) for citizen and ISD users,
11. Configure IBM CI to execute business processes like approval workflows, email notifications, and application subscription
12. Migrate user population and user data through TDI based feed or other means exposed by IBM CI APIs
13. Perform unit testing for MILogin – IBM CI integration
14. Create test case document for IBM CI integration with MILogin
15. Facilitate integration testing with application teams
16. Create build guide
17. Migrate and configure existing scheduled (housekeeping) jobs

c. Migration of Worker and Third Party users set up (servers, application install locations, application configuration, and user data) to State's VDC infrastructure

1. Create architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication to agencies for the planned changes
5. Install WebSphere Application Server (WAS)
6. Create cell, nodes, profiles for WAS
7. Installation of ISIM
8. Configuration of ITDS and DB2 instances for ISIM using middleware utility
9. SSL configurations
10. Worker Self-Service: Application Deployment
11. Worker Self-Service: Configurations for the new environment
12. Third Party Self-Service: Application Deployment
13. Third Party Self-Service: Configurations for the new environment
14. MTO Self-Service: Application Deployment
15. MTO Self-Service: Configurations for the new environment
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26. WebSEAL for Third Party (Internal): Instance creation and configuration
27. WebSEAL for Third Party (Internal): Junction creation
28. WebSEAL for MTO: Instance creation and configuration
29. WebSEAL for MTO: Junction creation
30. WebSEAL for MILogin API: Instance creation and configuration
31. WebSEAL for MILogin API: Junction creation
32. Base appliance set up for ISAM boxes
33. ISAM: Configuration

34. ISAM: Database Externalization
35. ISAM: Policy configuration migration
36. ISAM Base appliance set up for Master Policy Server
37. ISAM Cluster configuration
38. ISAM distributed session cache (DSC) configuration
39. Base install on LDAP server
40. Instance creation for ISIM (Lightweight Directory Access Protocol) LDAP
41. Instance creation for ISAM LDAP
42. Configuration migration for ISIM LDAP
43. Configuration migration for ISAM LDAP
44. DB2 Base install on one server
45. DB2 instance creation for instance owners
46. DB2 DB creation for ISIMDB, MICAMUI, MICAMWS, ADREPORT, and HVDB instances
47. Sync up LDAP data between current infrastructure and VDC
48. Base install of ITDI on one server
49. Migration of TDI Assembly lines and reconfiguration
50. Single Sign on between ISAM and WAS Applications (REST/ISIM)
51. Migrate and update custom monitoring scripts
52. Retest State monitoring solutions (App Dynamics (APPD), CA Spectrum), on servers that have State monitoring components installed in Legacy Dev environment
53. Breakup LDAP replication between legacy and VDC servers for delta synchronization
54. Break Master Policy Server (MPS) cluster configuration
55. Integration testing of the environment (internal MILogin components only)
56. Delta sync between LDAP servers post integration testing
57. Update the Domain Name Server (DNS) entry for the WebSEAL Virtual IP Address
58. Create Build guide for DEV environment
59. Migrate and configure scheduled (housekeeping) jobs

d. Develop Custom Help Desk UI to operate on Citizen users

(Below function implementation may be constrained by what ISIM/IBM CI can provide in the form of functionality and API)

1. Access Control
 - i. Helpdesk users should be able to search, view, update, restore, deactivate user accounts for the same application. For e.g. Helpdesk users of application "ABC" can search/view/update users having access to application "ABC" only.
2. Search Users
 - i. Search by username, email address, first name or last name
 - ii. Can search only users who have access to same application i.e. Helpdesk User for application "ABC" can search users having access to application "ABC" only.
2. View/Update
 - i. Should be able to configure viewable/editable attributes per helpdesk role for e.g.
 - Helpdesk users of "ABC" application can view "First Name", "Custom Attribute 1" & "Custom Attribute 2" and able to update "First Name" & "Custom Attribute 2". Helpdesk users of "XYZ" application can view

“Email”, “Custom Attribute 3” & “Custom Attribute 4” and able to update “Email” & “Custom Attribute 3”

3. Reset Passwords
 - i. Helpdesk user should be able to reset the password by typing in temporary helpdesk defined password
4. View Account Status - “Active/Suspend”
5. Suspend/Restore accounts
6. View/Search User Requests
 - i. Submitted by same helpdesk user for Registration/Profile Update/Password Reset/Account Restore

e. Develop MILogin Citizen userid merge function

1. User Interface implementation
 - i. Develop the following functionalities in Citizen Self Service portal
 - New user interface menu tab for userid merge
 - Verification by username and password for merging account within the merge tab
 - Suggestion for primary userid during merge process
 - Consume the webservice responses to determine the most recently used userid that accessed a specific application from the merged list of userid
 - Suggestion for mapping merged userids with individual applications based on the recent activity
 - Tagging the primary and the secondary userids in IBM Security Verify (ISV) post merge.
 - Confirmation of the user profile attributes post merge
 - Restrict login, forgot username and forgot password for secondary accounts
 - ii. Develop the following functionalities in ISD Self Service portal
 - Userid Merge screen pop-up window
 - Restrict login, forgot username and forgot password for secondary accounts
 - iii. Develop the following functionality in Citizen Helpdesk portal
 - Restrict account updates for secondary accounts
 - Allow to search for secondary accounts
 - Display the primary account information when a secondary account is viewed
 - Allow changing of the application to merge userid mapping on the primary account
 - iv. Develop the following functionality in Worker/ThirdParty Helpdesk portal
 - Restrict secondary accounts from performing online/offline Identity proofing
 - v. Develop the following in REST app
 - Update ISD WebService to search and send the primary account information when a secondary account is quired
 - Update userinfo WebService to search and send the primary account information when a secondary account is quired
2. ISV configuration changes
 - i. Create additional user profile attributes
 - ii. Develop advanced transformation rule to translation of primary userid to the mapped application id in the SSO configurations

- iii. Changing application SSO configurations to pass translated userid
3. Perform unit testing
4. Facilitate integration testing with the application teams

2. MILogin QA environment

a. Migration of existing SAML2.0 based federations from TFIM to ISAM

1. Update architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication with State to agencies for the planned changes
5. Configure federations in ISAM
6. Configure WebSEALs (Worker External, Worker Internal, Third Party External, Third Party Internal) to use the configured federations
7. Share the new MILogin metadata files to QA federation partners
8. Set up federation partners in ISAM
9. Update DB/UI configurations for partners
10. Perform unit testing
11. Facilitate user acceptance testing
12. Execute performance testing for application access test cases for up to 3 applications and provide test results report.
13. Create performance testing document

b. Migration of Citizen user identities, application integration configurations, and infrastructure to IBM CI

1. Update architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Set up federations (SAML2.0, OAuth2.0, Open Identity Connect (OIDC)) for existing integrations in IBM CI
5. Migrate rewritten/created new Login app, REST API app, and modified Citizen Self Service UI to interface with modified RESTful API
6. Set up new WebSEALs for Citizen and ISD in VDC as relying party to IBM CI
7. Set up Distribution Session Cache (DSC) for WebSEALs
8. Re-configure existing HTTP Headers based integrations
9. Create new APIs for MiPage application
10. Migrate services to interface with an external Citizen UI front end
11. Configure IBM CI for applicable MILogin life cycle processes (account inactivity, password expiry, session timeout etc.) for citizen and ISD users
12. Configure IBM CI to execute business processes like approval workflows, email notifications, and application subscription
13. Migrate user population and user data through TDI based feed or other means exposed by IBM CI APIs
14. Perform unit testing for MILogin – IBM CI integration
15. Create test case document for IBM CI integration with MILogin
16. Facilitate user acceptance testing with application teams
17. Execute Performance testing for up to three applications for the below test scenarios:
 - Self Registration
 - Request Application Access

- Application Access
- Login
- Update Profile
- Change Password
- Custom UI Help Desk for citizen (search user transactions)
- Mixed transaction load of above and Help Desk (user search) transactions

18. Create performance testing results document
19. Create build guide
20. Migrate and configure scheduled (housekeeping) jobs

c. Migration of Worker and Third Party users set up (servers, application install locations, application configuration, and user data) to State's VDC infrastructure

1. Update architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication to agencies for the planned changes
5. Install WebSphere Application Server (WAS)
6. Create cell, nodes, profiles for WAS
7. Installation of ISIM
8. Configuration of ITDS and DB2 instances for ISIM using middleware utility
9. SSL configurations
10. Worker Self-Service: Application Deployment
11. Worker Self-Service: Configurations for the new environment
12. Third Party Self-Service: Application Deployment
13. Third Party Self-Service: Configurations for the new environment
14. MTO Self-Service: Application Deployment
15. MTO Self-Service: Configurations for the new environment
16. Third Party Login: Application Deployment
17. Third Party Login: Configurations for the new environment
18. MTO Login: Application Deployment
19. MTO Login: Configurations for the new environment
20. IDSWebApp: Installation and configuration
21. Base Appliance set up for ISAM WebSEAL boxes
22. WebSEAL for Workers (Internal): Instance creation and configuration
23. WebSEAL for Workers (Internal): Junction creation
24. WebSEAL for Workers (External): Instance creation and configuration
25. WebSEAL for Workers (External): Junction creation
26. WebSEAL for Third Party (Internal): Instance creation and configuration
27. WebSEAL for Third Party (Internal): Junction creation
28. WebSEAL for MTO: Instance creation and configuration
29. WebSEAL for MTO: Junction creation
30. WebSEAL for MILogin API: Instance creation and configuration
31. WebSEAL for MILogin API: Junction creation
32. Base appliance set up for ISAM boxes
33. ISAM: Configuration

34. ISAM: Database Externalization
35. ISAM: Policy configuration migration
36. ISAM Base appliance set up for Master Policy Server
37. ISAM Cluster configuration
38. Base install on LDAP server
39. Instance creation for ISIM (Lightweight Directory Access Protocol) LDAP
40. Instance creation for ISAM LDAP
41. Configuration migration for ISIM LDAP
42. Configuration migration for ISAM LDAP
43. LDAP Replication set up for Data Migration
44. DB2 Base install on one server
45. DB2 instance creation for instance owners
46. DB2 DB creation for ISIMDB, MICAMUI, MICAMWS, ADREPORT, and HVDB instances
47. Sync up LDAP data between current infrastructure and VDC
48. Base install of ITDI on one server
49. Migration of TDI Assembly lines and reconfiguration
50. Single Sign on between ISAM and WAS Applications (REST/ISIM)
51. Migrate and update custom monitoring scripts
52. Retest State monitoring solutions (APPD, CA Spectrum)
53. Breakup LDAP replication between legacy and VDC servers for delta synchronization
54. Break Master Policy Server (MPS) cluster configuration
55. Integration testing of the environment (internal MILogin components only)
56. Delta sync between LDAP servers post integration testing
57. Update the Domain Name Server (DNS) entry for the WebSEAL Virtual IP Address
58. Perform HA testing for WAS, ISIM, ISAM, TDI, TDS, and DB2 components
59. Create Build guide for QA environment
60. Facilitate user acceptance testing with the application teams
61. Execute Performance testing for up to three applications for the below test scenarios:
 - Self Registration
 - Request Application Access
 - Application Access
 - Login
 - Update Profile
 - Change Password
 - Mixed transaction load of above and Help Desk (user search) transactions
62. Create performance testing results document
63. Create build guide
64. Migrate and configure scheduled (housekeeping) jobs

d. Migration of custom Help Desk UI for citizen users

e. Migration of Citizen userid merge function

1. Migrate the UI code developed for Citizen self-service portal, ISD self-service portal, Citizen Helpdesk portal, Worker/ThirdParty helpdesk Portal and REST app
2. Migrate ISV configuration changes
3. Perform unit testing
4. Facilitate user acceptance testing with the application teams.

3. *Placeholder item to maintain numbering of original CN for reference. No scope is added with this item*

4. MILogin PROD environment

a. Migration of existing SAML2.0 based federations from TFIM to ISAM

1. Update the architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication with State to agencies for the planned changes
5. Configure federations in ISAM
6. Configure WebSEALs (Worker External, Worker Internal, Third Party External, Third Party Internal) to use the configured federations
7. Share the new MILogin metadata files to PROD federation partners
8. Set up federation partners in ISAM
9. Update DB/UI configurations for partners
10. Perform unit testing
11. Facilitate smoke testing
12. Create build guide

b. Migration of Citizen user identities, application integration configurations, and infrastructure to IBM CI

1. Update the architecture and design document
2. Test firewall rules
3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Set up federations (SAML2.0, OAuth2.0, Open Identity Connect (OIDC)) for existing integrations in IBM CI
5. Migrate rewritten/created new Login app, REST API app, and modified Citizen Self Service UI to interface with modified RESTful APIs
6. Set up the custom applications in WAS cluster
7. Set up new WebSEALs for Citizen and ISD in VDC as replying party to IBM CI
8. Set up Distribution Session Cache (DSC) for WebSEALs
9. Re-configure existing HTTP Headers based integrations
10. Create new APIs for MiPage application
11. Migrate Identity Services API to interface with an external Citizen UI front end
12. Configure IBM CI for applicable MILogin life cycle processes (account inactivity, password expiry, session timeout etc.) for citizen and ISD users
13. Configure IBM CI to execute business processes like approval workflows, email notifications, and application subscription
14. Migrate user population and user data through TDI based feed or other means exposed by IBM CI APIs
15. Perform unit testing for MILogin – IBM CI integration
16. Create test case document for IBM CI integration with MILogin
17. Facilitate smoke testing with application teams
18. Create build guide for PROD
19. Migrate and configure scheduled (housekeeping) jobs

c. Migration of Worker and Third Party users set up (servers, application install locations, application configuration, and user data) to State's VDC infrastructure

1. Update the architecture and design document
2. Test firewall rules

3. Coordinate with State Project Manager to set the schedule for configuration changes and testing for the applicable applications.
4. Coordinate communication to agencies for the planned changes
5. Install WebSphere Application Server (WAS)
6. Create cell, nodes, profiles for WAS
7. Installation of ISIM
8. Configuration of ITDS and DB2 instances for ISIM using middleware utility
9. SSL configurations
10. Worker Self-Service: Application Deployment
11. Worker Self-Service: Configurations for the new environment
12. Third Party Self-Service: Application Deployment
13. Third Party Self-Service: Configurations for the new environment
14. MTO Self-Service: Application Deployment
15. MTO Self-Service: Configurations for the new environment
16. Third Party Login: Application Deployment
17. Third Party Login: Configurations for the new environment
18. MTO Login: Application Deployment
19. MTO Login: Configurations for the new environment
20. IDSWebApp: Installation and configuration
21. Base Appliance set up for ISAM WebSEAL boxes
22. WebSEAL for Workers (Internal): Instance creation and configuration
23. WebSEAL for Workers (Internal): Junction creation
24. WebSEAL for Workers (External): Instance creation and configuration
25. WebSEAL for Workers (External): Junction creation
26. WebSEAL for Third Party (Internal): Instance creation and configuration
27. WebSEAL for Third Party (Internal): Junction creation
28. WebSEAL for MTO: Instance creation and configuration
29. WebSEAL for MTO: Junction creation
30. WebSEAL for MILogin API: Instance creation and configuration
31. WebSEAL for MILogin API: Junction creation
32. Base appliance set up for ISAM boxes
33. ISAM: Configuration
34. ISAM: Database Externalization
35. ISAM: Policy configuration migration
36. ISAM Base appliance set up for Master Policy Server
37. ISAM Cluster configuration
38. ISAM DSC configuration
39. Base install on LDAP server
40. Instance creation for ISIM (Lightweight Directory Access Protocol) LDAP
41. Instance creation for ISAM LDAP
42. Configuration migration for ISIM LDAP
43. Configuration migration for ISAM LDAP
44. LDAP Replication set up for Data Migration
45. DB2 Base install on one server
46. DB2 instance creation for instance owners
47. DB2 DB creation for ISIMDB, MICAMUI, MICAMWS, ADREPORT, and HVDB instances
48. Sync up LDAP data between current infrastructure and VDC

49. Base install of ITDI on one server
50. Migration of TDI Assembly lines and reconfiguration
51. Single Sign on between ISAM and WAS Applications (REST/ISIM)
52. Migrate and update custom monitoring scripts
53. Retest State monitoring solutions (APPD, CA Spectrum)
54. Breakup LDAP replication between legacy and VDC servers for delta synchronization
55. Break Master Policy Server (MPS) cluster configuration
56. Integration testing of the environment (internal MILogin components only)
57. Delta sync between LDAP servers post integration testing
58. Update the Domain Name Server (DNS) entry for the WebSEAL Virtual IP Address
59. Perform HA testing for WAS, ISIM, ISAM, TDI, TDS, and DB2 components
60. Create Build guide for PROD environment
61. Facilitate smoke testing with the application teams
62. Migrate and configure scheduled (housekeeping) jobs

d. Migration of custom Help Desk UI for citizen users

e. Migration of MILogin Citizen userid merge function

1. Migrate the UI code developed for Citizen self-service portal, ISD self-service portal, Citizen Helpdesk portal, Worker/ThirdParty helpdesk Portal and REST app
2. Migrate ISV configuration changes
3. Perform unit testing
4. Facilitate user acceptance testing with the application teams

MILogin Component Matrix

Component	MILogin Legacy Version	VDC Version*
ISAM	9.0.6.0	9.0.7.0
ISIM	6.0.0.10	6.0.0.22
WebSphere	8.5.5.10	9.0.0.x
WebSphere Liberty	-	17.x
Java Virtual Machine (JVM)	1.7.x	1.8.x
LDAP	6.3.0.42	6.4.0.0
DB2	10.1.0.4	11.1.0
ISDI	7.1.1.6	7.2.x

*If the chosen version of software in VDC environment causes a blocker issue in MILogin components, a lower stable version will be installed

DELIVERABLES

1. Weekly status report of activities.
2. For migration from TFIM to ISAM:
 - a. Document Deliverables
 1. Architecture design and approach document
 2. Performance test scripts and report
 3. Build and configuration guide
 4. Integration cook book
 - b. Environment Deliverables
 1. Migration from TFIM to ISAM in MILogin for worker and Third Party DEV
 2. Migration from TFIM to ISAM in MILogin for worker and Third Party QA
 3. Migration from TFIM to ISAM in MILogin for worker and Third Party PROD
3. For migration to IBM CI (Citizen and ISD)
 - a. Document Deliverables
 1. Architecture design and approach document
 2. Performance test scripts and report
 3. Build and configuration guide – DEV, QA, and PROD

4. Integration cook book
- b. Environment Deliverables
 1. Migration to IBM CI and integration with MILogin in MILogin citizen and ISD DEV environment
 2. Migration to IBM CI and integration with MILogin in MILogin citizen and ISD QA environment
 3. Migration to IBM CI and integration with MILogin in MILogin citizen and ISD PROD environment
 4. Create identity services API for an external Citizen UI front end in DEV, QA, and PROD
4. For migration to VDC
 - a. Document Deliverables
 1. Architecture design and approach document
 2. Performance test script and report
 3. Build and configuration guide – DEV, QA, and PROD
 - b. Environment Deliverables
 1. Migration of MILogin worker and Third Party services to VDC DEV
 2. Migration of MILogin worker and Third Party services to VDC QA
 3. Migration of MILogin worker and Third Party services to VDC PROD
5. For MILogin Citizen userid merge
 - a. Document Deliverables
 1. Architecture design and approach document
 - b. Environment Deliverables
 1. Development completion in Dev environment in VDC and ISV
 2. Migration and UAT completion in VDC and ISV – tested on Citizens in ISV
 3. Deployment completion to Production in VDC and ISV – operating on Citizens in ISV
6. For Custom UI Help Desk for citizen users
 - a. Development completion in Dev environment in VDC
 - b. Migration and UAT in QA environment in VDC – tested on citizens in IBM CI
 - c. Deployment to Prod environment in VDC – operating on citizens in IBM CI

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them.

OUT OF SCOPE FOR MILogin 2.0 project

1. Changes to application integration pattern
2. Training for helpdesk users
3. Unified Help Desk application
4. Tasks not listed in the tasks and scope section above
5. Merging ISD portal to Enterprise MILogin
6. MFA screen customizations beyond placing MILogin banner/logo
7. Containerization of ISAM or other MILogin components in MILogin QA, PROD, and ILPE QA, and PROD environments
8. Installation of WebSphere liberty in MILogin QA, PROD, and ILPE QA, and PROD environments
9. Deployment of SSUI, REST, Login app on WebSphere liberty in MILogin QA, PROD, and ILPE QA, and PROD environments
10. Deployment or configuration of common REST API wrapper on WebSphere Liberty or WebSphere ND in MILogin QA, PROD, and ILPE QA, and PROD environments

ASSUMPTIONS

1. The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stake holders.
2. The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
3. The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.

4. The State is responsible for completing required documentation for satisfying internal processes such as requests for - EASA, Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
5. The State is responsible for providing VDC environments with infrastructure, operating systems, system applications, hypervisor services, networking and firewall services, OpenShift services. The State will provide software and licenses for IBM Identity and Access Management, WebSphere ND, WebSphere Liberty, IBM Directory Server, and IBM DB2.
6. The State is responsible for providing IBM Cloud Identity tenants provisioned for IBM Cloud Identity Connect, IBM Cloud Identity Govern and IBM Cloud Identity Verify with user licenses.
7. The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
8. Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
9. Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
10. The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
11. Any extension or delay in schedule will be addressed through a change request.
12. Databases containing transient data and/or data which doesn't need real time update (MICAMWS, MICAMUI, ADREPORT, HVDB) will not be set up in High Availability Disaster Recovery (HADR).
13. ISIM DB data in DEV, QA and Production Legacy environments will not be used to setup VDC DEV, DEV 2, QA and Production environments.
14. ISIM DB data in Legacy Production environment will be backed up and created on a standalone IBM DB2 database server in VDC. The State will provide adequate storage and transport mechanism between Legacy and VDC environments for the data.
15. VDC servers are stacked up at least 1:1 against the legacy servers on performance and other metrics.
16. To reduce the downtime and impact to the end users, VDC infrastructure should be deployed in parallel to the legacy system.
17. MILogin portal (Citizen, Worker, Third Party, ISD, MTO, ILPE) branding remains the same.
18. SSL certificates used by different MILogin solution components in legacy system will be reused as-is in VDC, however certain components may need a new certificate to be issued and the same will be communicated as we progress through the stages.
19. The State team is responsible for Organizational Change Management including communications and trainings to the helpdesk personnel with respect to the multiple helpdesk consoles to be used.
20. MFA functionality supported by IBM CI Verify may not support device fingerprinting and nightly clean up, and this may change how many times a Citizen user may be prompted for MFA when they access an MFA protected resource.
21. Application onboarding will transition from Legacy to the VDC and IBM CI environments are deployed and completed.
22. Service Level Agreement (SLA) and Availability requirements for the MILogin for Citizen solution are dependent on, and constrained by IBM Cloud Identity Platform's SLA and Availability. Changes to IBM Cloud Identity Platform's SLA and Availability requirements may impact MILogin for Citizen SLA and Availability specifications.
23. A web service to query the ISV archive database to pull the SSO event information for duplicate user IDs is a pre-requisite and should be available before the implementation of userid merge.

PROJECT CONTROL AND REPORTS

A weekly meeting will be held to provide updates to DTMB Project Managers throughout the life of this project. Each weekly progress report meeting will provide the following information

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

2. **Challenges:** Describe issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Integration Type	Unit Cost	Contract	Units	Discount	Total Cost
C	Standard Application Integration						
	Equivalent to [Highly Custom User Interface (UI)]	Custom	\$250,000.00		6	\$550,000.00	\$950,000.00
	Equivalent to [User Migration]	Custom	\$250,000.00		2	\$150,000.00	\$350,000.00
	Equivalent to [User Provisioning to one end point]	Custom	\$110,000.00		2	\$70,000.00	\$150,000.00
	Equivalent to [Pre-built integration (existing application integration)]	Custom	\$25,000.00		200	\$1,500,000.00	\$3,500,000.00
	Total						\$4,950,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order, so that work can be started by the Deloitte & Touche.

MILogin 2.0 Project

Task	Cost Categories / Milestone	Milestone	Payment by milestone
A.	TFIM to ISAM Migration		
1.	<ul style="list-style-type: none"> Architecture Design & Migration Approach Document 	X + 3 weeks	\$100,000.00
2.	<ul style="list-style-type: none"> Build and Configuration Guide 	X + 20 weeks	\$40,000.00
3.	<ul style="list-style-type: none"> MILogin DEV Environment completion 	X + 6 weeks	\$240,000.00
4.	<ul style="list-style-type: none"> Performance test and performance test script 	X + 14 Weeks	\$150,000.00
5.	<ul style="list-style-type: none"> Integration cook book 	X + 15 weeks	\$20,000.00
6.	<ul style="list-style-type: none"> MILogin QA Environment completion 	X + 16 weeks	\$200,000.00

7.	<ul style="list-style-type: none"> • MILogin PROD Environment completion 	X + 20 weeks	\$200,000.00
	SUB TOTAL		\$950,000.00
B.	Migration to IBM CI (Citizen and ISD)		
1.	<ul style="list-style-type: none"> • Architecture Design & Migration Approach Document 	X + 4 Weeks	\$200,000.00
2.	<ul style="list-style-type: none"> • Build / Configuration Guide - DEV 	X + 18 Weeks	\$20,000.00
3.	<ul style="list-style-type: none"> • Integration cook book 	X + 12 weeks	\$50,000.00
4.	<ul style="list-style-type: none"> • Development Environment Completion 	X + 24 weeks	\$300,000.00
5.	<ul style="list-style-type: none"> • Build / Configuration Guide - QA 	X + 30 Weeks	\$30,000.00
6.	<ul style="list-style-type: none"> • Performance Test and Performance Test Scripts 	X + 36 Weeks	\$250,000.00
7.	<ul style="list-style-type: none"> • Quality Assurance Environment Completion 	X + 40 Weeks	\$350,000.00
8.	<ul style="list-style-type: none"> • Build / Configuration Guide - PROD 	X + 50 Weeks	\$25,000.00
9.	<ul style="list-style-type: none"> • Production Environment Completion 	X + 56 Weeks	\$375,000.00
10.	<ul style="list-style-type: none"> • Creation of Custom Help Desk UI for citizen users 	X + 56 Weeks	\$275,000.00
	SUB TOTAL		\$1,875,000.00
C.	Migration to VDC		
1.	<ul style="list-style-type: none"> • Architecture Design & Migration Approach Document 	X + 4 weeks	\$250,000.00
2.	<ul style="list-style-type: none"> • Build / Configuration Guide - DEV 	X + 10 Weeks	\$35,000.00
3.	<ul style="list-style-type: none"> • Development Environment Build and configuration completion 	X + 8 Weeks	\$260,000.00
4.	<ul style="list-style-type: none"> • Development Environment testing completion 	X + 12 Weeks	\$115,000.00
5.	<ul style="list-style-type: none"> • Build / Configuration Guide - QA 	X + 30 Weeks	\$50,000.00

6.	<ul style="list-style-type: none"> QA Build and configuration completion 	X + 24 Weeks	\$200,000.00
7.	<ul style="list-style-type: none"> QA Environment testing completion 	X + 30 Weeks	\$150,000.00
8.	<ul style="list-style-type: none"> Performance Test and Performance Test Scripts 	X + 40 Weeks	\$250,000.00
9.	<ul style="list-style-type: none"> Build / Configuration Guide - PROD 	X + 46 Weeks	\$40,000.00
10.	<ul style="list-style-type: none"> Production Environment Build and configuration completion 	X + 48 Weeks	\$200,000.00
11.	<ul style="list-style-type: none"> Production Environment testing completion 	X + 54 Weeks	\$150,000.00
	SUB TOTAL		\$1,700,000.00
D.	Migration to IBM CI (ILPE)		
1.	<ul style="list-style-type: none"> Architecture Design & Migration Approach Document 	X + 30 Weeks	\$25,000.00
2.	<ul style="list-style-type: none"> Build / Configuration Guide - QA 	X + 30 Weeks	\$15,000.00
3.	<ul style="list-style-type: none"> Quality Assurance Environment Completion 	X + 40 Weeks	\$175,000.00
4.	<ul style="list-style-type: none"> Build / Configuration Guide - PROD 	X + 50 Weeks	\$10,000.00
5.	<ul style="list-style-type: none"> Production Environment Completion 	X + 56 Weeks	\$200,000.00
D.	MILogin Citizen Userid Merge		
1.	Architecture Design & Migration Approach Document	Y + 3 Weeks	\$75,000.00
2.	Development Environment Completion	Y + 16 Weeks	\$100,000.00
3.	Quality Assurance (QA) Environment Completion	Y + 22 Weeks	\$200,000.00
4.	Production Environment Completion	Y + 24 Weeks	\$50,000.00
	SUB TOTAL		\$425,000.00
GRAND TOTAL			\$4,950,000.00

X: Project purchase order issue date

Y: Userid Merge purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

(517) 284-7117

The designated DTMB Business Relationship Manager is:

Rex Menold

MenoldR@michigan.gov

(517)719-3659

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Department of Technology Management and Budget (DTMB) Comprehensive Child Welfare Information System (CCWIS) Licensing Integrations	Period of Coverage: 08/09/2021-03/30/2022
Requesting Department: Michigan Department of Health and Human Services (MDHHS) - Children Services Agency	Date: 07/30/2021
CCWIS Licensing Business Relationship Manager: Judy Odett	Phone: 517-242-0122
CCWIS Licensing Project Manager: Amanda Petteys	Phone: 517-490-1379

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate DTMB CCWIS Licensing application for Single Sign-On (SSO) in the MILogin Quality Assurance (“QA”), and MILogin Production (“PROD”) environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to enable pre-approved access to the CCWIS Licensing application in the MILogin QA and PROD environments via a custom onboarding feature through comma separated access feed files. As part of this project, the access feed files received from the CCWIS Licensing application through File Transfer Service (FTS) will be processed every hour by Tivoli Directory Integrator (TDI) assembly line scripts designed to grant or revoke user access to the application in MILogin as directed by feed file.

PROJECT OBJECTIVE

The goal of this project is to integrate five CCWIS Licensing application environments for SSO in the MILogin for Worker (Internal & External) and Third Party solutions utilizing SAML 2.0 as the integration pattern and provide pre-approved access via processing input access feed files on a daily basis using TDI feed processes.

SCOPE OF WORK

The scope consists of:

- Provide State Worker (Internal and External) and Third Party users with pre-approved access to the CCWIS Licensing application via TDI feed file.
- Integrate CCWIS Licensing application with MILogin Worker Internal, MILogin Worker External and Third Party portals utilizing SAML 2.0 as the integration pattern.
- The CCWIS Licensing application environments listed below will be integrated with the corresponding MILogin environments for pre-approved application access via TDI feed processes.

CCWIS Licensing Environment	MILogin Environment
SIT	QA
UAT	QA
SITPS	QA
UATPS	QA
PRD	PROD

TASKS

Specific tasks include:

- **MILogin QA environment**
 - Test firewall rules for the CCWIS Licensing application integration in the MILogin QA environment, if applicable.
 - Test FTS service accounts and connections for CCWIS Licensing application file transfer.
 - Integrate CCWIS Licensing application with QA MILogin Worker and Third Party portals utilizing SAML 2.0 as the integration pattern.
 - Implement TDI feeds to read and process files containing pre-approved user list provided by CCWIS Licensing application on FTS.
 - Implement TDI feeds to add or revoke the CCWIS Licensing application access in MILogin.
 - Implement functionality to report errors encountered to an identified CCWIS Licensing application mailbox via TDI.
 - Facilitate test case execution related to the CCWIS Licensing application integration functionality.
- **MILogin PROD environment**
 - Test firewall rules for the CCWIS Licensing application integration in the MILogin PROD environment, if applicable.
 - Test FTS service accounts and connections for CCWIS Licensing application file transfer.
 - Integrate CCWIS Licensing application with PROD MILogin Worker and Third Party portals utilizing SAML 2.0 as the integration pattern.
 - Implement TDI feeds to read and process files containing pre-approved user list provided by CCWIS Licensing application on FTS.
 - Implement TDI feeds to add or revoke the CCWIS Licensing application access in MILogin.
 - Implement functionality to report errors encountered to an identified CCWIS Licensing application mailbox via TDI.
 - Facilitate smoke testing related to the CCWIS Licensing application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for Worker (Internal & External worker) and Third Party solutions with five CCWIS Licensing application environments for pre-approved access in the MILogin QA, and PROD environments utilizing SAML 2.0 as the integration pattern.
- TDI feed to enable pre-approved access to five CCWIS Licensing application environments in the MILogin QA and PROD environments via a custom onboarding feature through comma separated access feed files.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and CCWIS Licensing Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – CCWIS Licensing Application Integrations

- Identity proofing.
- User provisioning and de-provisioning to the CCWIS Licensing application.
- Integration with the MILogin Citizen user portal.
- Performance testing.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Application team will be responsible for changes on the respective application, which may be required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The existing MILogin user interface (UI) currently deployed in Production will be used for the planned migrations. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Only State Worker and Third Party users are considered in scope of this integration.
- FTS maintenance and uptime is responsibility of State.
- CCWIS Licensing application team will be responsible to upload the access file to FTS.
- Account to download the access file from FTS will be provided by the CCWIS Licensing application team.
- Schedule to process the access file will be determined by CCWIS Licensing application team and approved by DTMB.
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation or policy related to COVID-19 imposed by either party or any governmental entity.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to CCWIS Licensing and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using published MILogin Rate Card:

Description	Integration Type	Unit Cost	Contract	Units	Total Cost
Custom/Complex MILogin Services SSO Federations	Custom	\$91,500.00		1	\$91,500.00
Custom/Complex MILogin Services (additional environments, cost per environment)	Custom	\$15,000.00		2	\$30,000.00
Total					\$121,500.00
Discount					\$41,000.00
Net Total					\$80,500.00

**The new standalone CCWIS Licensing integration constitute additional work than a standard pre-built SSO Federation solution as this integration includes five environments and custom onboarding feeds.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – CCWIS Licensing Application Integration and Custom Onboarding

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1	<ul style="list-style-type: none">Requirement and design completion.MILogin QA – CCWIS Licensing application SIT integration completion	X + 5 weeks	\$24,500.00
2	<ul style="list-style-type: none">MILogin QA – CCWIS Licensing application UAT integration completion	X + 8 weeks	\$14,000
3	<ul style="list-style-type: none">MILogin PROD – CCWIS Licensing application PRD integration completion	X + 11 weeks	\$14,000
4	<ul style="list-style-type: none">MILogin QA – CCWIS Licensing application SITPS integration completion	X + 14 weeks	\$14,000
5	<ul style="list-style-type: none">MILogin QA – CCWIS Licensing application UATPS integration completion	X + 17 weeks	\$14,000
Grand Total			\$80,500.00

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated CCWIS Licensing Business Relationship Manager is:

Judy Odett

odettj@michigan.gov

517-242-0122

The designated CCWIS Licensing Project Manager is:

Amanda Petteys

petteysa@michigan.gov

517-490-1379

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and CCWIS Licensing will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 200 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **72**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vik Bansal
	773-960-6143
	vbansal@deloitte.com
	CV0002117

STATE	Program Manager	Various	DTMB
	Contract Administrator	Sean Regan	DTMB
		(517) 243-8459 regans@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,552,337.34	\$0.00	\$77,552,337.34		
DESCRIPTION				
<p>Effective July 1, 2021 this using existing funds of \$156,500.00 to integrate DTMB SIGMA 4.x and SIGMA 4.x Procurement applications for Single Sign-On (SSO) in the MILogin Quality Assurance and MILogin Production environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to enable pre-approved access to the SIGMA 4.x applications in the MILogin QA and PROD environments via a custom onboarding feature through comma separated access feed files, per the attached statement of work.</p> <p>This contract is also using existing funds of \$98,500.00 for the integration of the MILogin for IL IMPACT portal with IL's applications, hosted in CNSI's Amazon Web Service (AWS), per the attached statement of work.</p> <p>All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval.</p>				



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

Project Title: MILogin – Illinois (IL) IMPACT Portal - AWS Application Integration	Period of Coverage: 6/28/2021- 12/31/2021
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 6/16/2021
DTMB MDHHS Business Relationship Manager: John Moore	Phone: 517-242-1075
DTMB MDHHS Project Manager: Diane Perry	Phone: 517-335-3819

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State Of Michigan (SOM) has requested Deloitte & Touche LLP (Deloitte & Touche) to integrate the MILogin for IL IMPACT portal with IL's applications, hosted in Amazon Web Service (AWS). As part of this project, the IL IMPACT AWS applications will be integrated with the MILogin for IL IMPACT single sign-on (SSO) portal to provide secure and enhanced user experience to the State of IL users.

PROJECT OBJECTIVE

Provide Single Sign-On (SSO), IL IMPACT AWS application subscription and Identity Proofing (ID Proofing) services to the IL IMPACT AWS applications via the MILogin for IL IMPACT AWS portal.

SCOPE OF WORK

The scope consists of:

- Provide IL users with the ability to subscribe to the IL applications hosted in AWS that are listed in below table for IL IMPACT AWS applications using their MILogin account.
- Provide IL users with the ability to access IL IMPACT AWS applications listed in below table for IL AWS applications via MILogin for IL IMPACT portal using identity federation SSO protocol i.e. Security Assertion Mark-up Language (SAML) 2.0.
- Migrate application subscription to IL users for each IL IMPACT AWS application based on the existing user application subscription on ILPE portal and mapping provided by IL application team.
- Provide production cutover and transition support for newly integrated IL IMPACT AWS applications.
- Decommission newly integrated IL IMPACT AWS application after IL team approval.
- Perform MILogin – IL IMPACT AWS applications integration as per the below table:

No.	Application Name	Environments	Environment Mapping		MILogin Functionalities
			MILogin Environment	Application Environment	
1.	IL IMPACT QA AWS applications	4	QA	<ul style="list-style-type: none"> System Test User Acceptance Testing (UAT) Regression Disaster Recovery (DR) 	<ul style="list-style-type: none"> Application subscription SSO Identity Proofing (IDP)* Experian based
2.	IL IMPACT PROD AWS applications	1	PROD	PROD	<ul style="list-style-type: none"> Application subscription SSO Identity Proofing (IDP)* Experian based

* Assuming existing IL IMPACT PROD Experian sub code will be used for IDP transactions for these applications.

TASKS

Specific tasks include:

- **Quality Assurance (QA) environment**
 - Enable federation module on ISAM infrastructure
 - Validate firewall rules for the IL IMPACT AWS applications integration in the QA environment as specified in application table for QA environment.
 - Enable ISAM Federation Module on existing Master Policy Server.
 - Configure ISAM for Mobile appliance.
 - Create IL IMPACT QA SAML 2.0 Federation.
 - Configure IL IMPACT QA WebSEALs for Federation.
 - Configure federation management utility.
 - Configure /mga junctions.
 - Make WebSEAL configuration file updates.
 - Create and configure federation access control lists.
 - Integrate new IL IMPACT AWS applications
 - IBM Security Access Manager.
 - Integrate Federation Partner for IL IMPACT AWS QA applications using SAML 2.0 integration pattern.
 - Create and publish access control policies.
 - Apply access control policies to partner.
 - Perform Unit Testing.
 - Facilitate integration and regression testing.
 - ISIM
 - Create groups, role, service, service type, and provisioning policy for new IL IMPACT AWS applications integration.
 - Customize workflow for new IL IMPACT AWS applications integration.
 - Decommission IL IMPACT AWS application integrations based on approval from IMPACT IL team
- **Production (PROD) environment**
 - Enable federation module on ISAM infrastructure
 - Validate firewall rules for the IL IMPACT AWS applications integration in the PROD environment as specified in application table for PROD environment.
 - Enable ISAM Federation Module on existing Master Policy Server.
 - Configure ISAM for Mobile appliance.

- Create IL IMPACT PROD SAML 2.0 Federation.
- Configure IL IMPACT PROD WebSEALs for Federation.
 - Configure federation management utility.
 - Configure /mga junctions.
 - Make WebSEAL configuration file updates.
 - Create and configure federation access control lists.
- Integrate new IL IMPACT AWS applications
 - IBM Security Access Manager.
 - Integrate Federation Partner for IL IMPACT AWS PROD applications using SAML 2.0 integration pattern.
 - Create and publish access control policies.
 - Apply access control policies to partner.
 - Perform Unit Testing.
 - Facilitate integration and regression testing.
 - ISIM
 - Create groups, role, service, service type, and provisioning policy for new IL IMPACT AWS applications integration.
 - Customize workflow for new IL IMPACT AWS applications integration.
- Production cutover support and data cleanup
 - Provide production cutover support (disabling old link ILPE SSO link to old application/enabling new IL IMPACT AWS SSO link for AWS application).
 - Decommission IL IMPACT AWS application integration based on IL IMPACT team approval.
 - Provide final user extract from IL IMPACT production environment.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for IL IMPACT portal, as applicable, with IL IMPACT AWS applications in the corresponding environments as specified in the application table.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDHHS Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – IL IMPACT AWS integration

- MILogin Worker/3rd party/citizen users and user interfaces.
- Any application or environment not listed in the application table above.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stakeholders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with

respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin IMPACT User Interface (UI) currently deployed in QA and PROD will be used for the planned integration. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- Helpdesk / Level 1 services will be provided by the State of IL.
- The State of IL users will be logically segregated from users of other states.
- User ID of a user will be unique across all MILogin solutions.
- Maintenance or downtime activities for common UI will require coordination and support from all States.
- The MILogin and IL IMPACT AWS applications will be integrated for SSO using the SAML 2.0 based integration pattern.
- Any extension or delay in schedule will be addressed through a change request.
- IL application team will be responsible for conducting the UAT and Performance Testing as applicable.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.
- Transactional cost associated with ID proofing will be paid by State of IL.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Payment will be made fixed fee basis per deliverable. Payment will be made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Description	Unit Cost	Discount	No. Of Instances	Total Cost
MILogin services not utilizing pre-built connectors and solution patterns				

SSO Federations and enabling IDP (3 env)	\$ 25,000.00	None	1	\$25,000.00
Additional environment integration – SSO Federation and enabling IDP (2 env)	\$ 8,000.00	None	2	\$ 16,000.00
User migration – custom feed development	\$ 40,000.00	None	0.5	\$ 20,000.00
Enable IL IMPACT portal for Identity federation-based application integration (equivalent to SSO Federations and enabling IDP (3 env))	\$ 25,000.00	None	1.5	\$ 37,500.00
Total cost				\$ 98,500.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – IL IMPACT AWS Applications Integration

Task	Cost Categories / Milestone	Milestone	Payment By Milestone
1.	MILogin QA integration (SSO, user migration and IDP) completion for IL IMPACT UAT AWS environment	X + 2 weeks	\$30,000.00
2.	MILogin QA integration (SSO, user migration and IDP) completion for IL IMPACT DR AWS environment	X + 3 weeks	\$20,000.00
3.	MILogin PROD integration completion for below: <ul style="list-style-type: none"> MILogin PROD – IL IMPACT AWS PROD 	X + 5 weeks	\$18,500.00
4.	MILogin QA integration (SSO, user migration and IDP) completion for below environments: <ul style="list-style-type: none"> MILogin QA – IL IMPACT AWS System Test MILogin QA – IL IMPACT AWS Regression 	X + 7 weeks	\$30,000.00
Grand Total			\$98,500.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

John Moore

Chandler Plaza

300 East Michigan Ave.

Lansing MI 48933

517-291-3228

MooreJ7@michigan.gov

The designated DTMB MDHHS Project Manager is:

Deborah Bowen

Chandler Plaza

300 East Michigan Ave.

Lansing MI 48933

bowend9@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some resources may work from US based delivery centers in Mechanicsburg, PA and Orlando FL.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Department of Technology Management and Budget (DTMB) SIGMA 4.x Integrations	Period of Coverage: 04/16/2021-06/30/2022
Requesting Department: Michigan Department of Technology Management and Budget	Date: 04/15/2021
SIGMA Business Relationship Manager: Kemal Tekinel	Phone: 517-242-4287
SIGMA Project Manager: Arnold Pulliam	Phone: 517-284-5437

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate DTMB SIGMA 4.x, SIGMA 4.x Procurement (as seen by Localities from the Internet), and SIGMA 4.x Vendor Self-Service Administration (“SIGMA 4.x”) applications for Single Sign-On (SSO) in the MILogin Quality Assurance (“QA”) and MILogin Production (“PROD”) environments utilizing SAML 2.0 as the integration pattern. The State has also requested Deloitte and Touche to enable pre-approved access to the SIGMA 4.x applications in the MILogin QA and PROD environments via a custom onboarding feature through comma separated access feed files. As part of this project, the access feed files received from the SIGMA 4.x applications through File Transfer Service (FTS) will be processed daily by Tivoli Directory Integrator (TDI) assembly line scripts designed to grant or revoke user access to the applications in MILogin as directed by feed file.

In addition, the State has requested Deloitte & Touche to:

1. Migrate existing Legacy SIGMA Worker and Third Party users to the new SIGMA 4.x applications by using custom TDI assembly lines for bulk user account migration.
2. Update existing Legacy SIGMA web service for password resets to include capability to perform password resets for SIGMA 4.x application users (Training (SH1) environment only) in the MILogin QA environment.
3. Decommission Legacy SIGMA configurations in MILogin after SIGMA 4.x go-live.

PROJECT OBJECTIVE

The goal of this project is to integrate the SIGMA 4.x applications for SSO in the MILogin for Worker and Third Party solutions utilizing SAML 2.0 as the integration pattern and provide pre-approved access via processing input access feed files on a daily basis using TDI feed processes. The State is looking to merge the below seven legacy SIGMA applications and their corresponding environments (User Acceptance Test (MA1), Training (SH1), Post Go-Live Testing (SH2), Production Test (PRD), and Production) into a unified SIGMA 4.x portal, with the exception of SIGMA 4.x Procurement (as seen by Localities from the Internet) and SIGMA 4.x Vendor Self-Service Administration, which will be two new standalone integrations:

1. SIGMA Administration (Financial and HR)
2. SIGMA Budget
3. SIGMA Business Intelligence
4. SIGMA Employee Self-Service
5. SIGMA Financial
6. SIGMA Human Resource Management
7. SIGMA Manager Self-Service

Select existing Legacy SIGMA Worker and Third Party users will also be migrated to the new SIGMA 4.x applications through TDI assembly lines developed for bulk user migration.

SCOPE OF WORK

The scope consists of:

- Provide State Worker and Third Party users with pre-approved access to the SIGMA 4.x applications via TDI feed file.
- Integrate SIGMA 4.x applications with MILogin Worker and Third Party portals utilizing SAML 2.0 as the integration pattern.
- Migrate existing Legacy SIGMA Worker and Third Party users to the new SIGMA 4.x applications by using custom TDI assembly lines for bulk user account migration.
- The SIGMA 4.x application environments listed below will be integrated with the corresponding MILogin environments for pre-approved application access via TDI feed processes.
- Update existing Legacy SIGMA web service for password resets to include capability to perform password resets for SIGMA 4.x application users (SIGMA SH1 environment only) in the MILogin QA environment.
- Decommission Legacy SIGMA configurations in MILogin after SIGMA 4.x go-live. Decommissioning consists of eight different Legacy SIGMA applications across several SIGMA environments (Conversion (TP3), MA1, SH1, SH2, PRD, and Production).

In scope SIGMA to MILogin environment mapping below:

SIGMA 4.x Environment	MILogin Environment
MA1	QA
SH1	QA
SH2	QA
PRD	PROD

SIGMA 4.x Procurement (as seen by Localities from the Internet) Environment	MILogin Environment
MA1	QA
SH1	QA
SH2	QA
PRD	PROD

SIGMA 4.x Vendor Self-Service Administration Environment	MILogin Environment
MA1	QA
SH1	QA
SH2	QA
PRD	PROD

TASKS

Specific tasks include:

- **MILogin Development (“DEV”) environment**
 - Decommission Legacy SIGMA TP3 configurations in MILogin DEV for eight applications.
- **MILogin QA environment**

- Test firewall rules for the SIGMA 4.x applications integration in the MILogin QA environment, if applicable.
 - Test FTS service accounts and connections for SIGMA 4.x applications file transfer.
 - Integrate SIGMA 4.x applications with QA MILogin Worker and Third Party portals utilizing SAML 2.0 as the integration pattern.
 - Implement TDI feeds to read and process files containing pre-approved user list provided by SIGMA 4.x applications on FTS.
 - Implement TDI feeds to add or revoke the SIGMA 4.x applications access in MILogin.
 - Implement functionality to report errors encountered to an identified SIGMA 4.x applications mailbox via TDI.
 - Implement TDI feeds for migration of existing Worker and Third Party Legacy SIGMA applications users to the new SIGMA 4.x applications.
 - Create test cases specific to the SIGMA 4.x applications functionality.
 - Facilitate test case execution related to the SIGMA 4.x applications integration functionality.
 - Update existing QA Legacy SIGMA web service for password resets to include capability to perform password resets for SIGMA 4.x application users (SH1 environment only).
 - Decommission Legacy SIGMA configurations in MILogin QA for eight applications across several different environments (MA1, SH1, SH2, and PRD)
- **MILogin PROD environment**
 - Test firewall rules for the SIGMA 4.x applications integration in the MILogin PROD environment, if applicable.
 - Test FTS service accounts and connections for SIGMA 4.x applications file transfer.
 - Integrate SIGMA 4.x applications with PROD MILogin Worker and Third Party portals utilizing SAML 2.0 as the integration pattern.
 - Implement TDI feeds to read and process files containing pre-approved user list provided by SIGMA 4.x applications on FTS.
 - Implement TDI feeds to add or revoke the SIGMA 4.x applications access in MILogin.
 - Implement functionality to report errors encountered to an identified SIGMA 4.x applications mailbox via TDI.
 - Implement TDI feeds for migration of existing Worker and Third Party Legacy SIGMA applications users to the new SIGMA 4.x applications.
 - Facilitate smoke testing related to the SIGMA 4.x applications integration functionality.
 - Decommission Production Legacy SIGMA configurations in MILogin PROD for eight applications.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for Worker and Third Party solutions with the SIGMA 4.x applications for pre-approved access in the MILogin QA and PROD environments utilizing SAML 2.0 as the integration pattern.
- TDI feed to enable pre-approved access to the SIGMA 4.x applications in the MILogin QA and PROD environments via a custom onboarding feature through comma separated access feed files.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and SIGMA Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – SIGMA 4.x Applications Integrations

- Identity proofing.
- User provisioning and de-provisioning to the SIGMA applications.
- Integration with the MILogin Citizen user portal.
- Performance testing.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The State Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, which may be required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The existing MILogin user interface (UI) currently deployed in Production will be used for the planned migrations. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Only State Worker and Third Party users are considered in scope of this integration.
- FTS maintenance and uptime is responsibility of State.
- SIGMA 4.x applications team will be responsible to upload the access file to FTS.
- Account to download the access file from FTS will be provided by the SIGMA 4.x applications team.
- Schedule to process the access file will be determined by SIGMA 4.x applications team and approved by DTMB.
- There will be no adverse impact on the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW arising out of COVID-19 or either party's compliance with any law, rule, regulation or policy related to COVID-19 imposed by either party or any governmental entity.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to SIGMA 4.x and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using published MILogin Rate Card:

Description	Integration Type	Unit Contract Cost	Units	Discount	Total Cost
Custom/Complex MILogin Services SSO Federations	Custom	\$91,500.00	1	N/A	\$91,500.00
Custom/Complex MILogin Services (additional environments, cost per environment)	Custom	\$15,000.00	1	N/A	\$15,000.00
MILogin Services utilizing Pre-Built Connectors and Solution Patterns SSO Federation (Equivalent)	Pre-Built	\$25,000.00	2	N/A	\$50,000.00
MILogin Services utilizing Pre-Built Connectors and Solution Patterns (additional environments, cost per environment)**	Pre-Built	\$8,000.00	2	\$16,000.00	N/A
Total					\$156,500.00

**The new standalone SIGMA 4.x Procurement (as seen by Localities from the Internet) and SIGMA 4.x Vendor Self-Service Administration integrations constitute additional work than a standard pre-built SSO Federation solution as each integration includes four environments and custom onboarding feeds. This has been discounted to a standard pre-built SSO Federation cost due to efficiencies gained from doing the SIGMA 4.x applications integrations in parallel.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – SIGMA 4.x Applications Integration and Custom Onboarding Feature

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design completion. MILogin QA – SIGMA 4.x application MA1 integration completion 	X + 5 weeks	\$45,000.00
2.	<ul style="list-style-type: none"> MILogin QA – SIGMA 4.x application SH1 integration completion 	X + 10 weeks	\$20,500
3.	<ul style="list-style-type: none"> MILogin QA – SIGMA 4.x application SH2 integration completion 	X + 15 weeks	\$20,500
4.	<ul style="list-style-type: none"> MILogin PROD – SIGMA 4.x application PRD integration completion 	X + 20 weeks	\$20,500
Grand Total			\$106,500.00

X: Project purchase order issue date

MILogin – SIGMA 4.x Procurement (as seen by Localities from the Internet) Applications Integration

Task	Cost Categories / Milestone	Milestone	Payment by milestone
5.	<ul style="list-style-type: none"> Requirement and design completion. MILogin QA – SIGMA 4.x Procurement (as seen by Localities 	X + 5 weeks	\$10,000.00

	from the Internet) application MA1 integration completion		
6.	<ul style="list-style-type: none"> • MILogin QA – SIGMA 4.x Procurement (as seen by Localities from the Internet) application SH1 integration completion 	X + 10 weeks	\$5,000
7.	<ul style="list-style-type: none"> • MILogin QA – SIGMA 4.x Procurement (as seen by Localities from the Internet) application SH2 integration completion 	X + 15 weeks	\$5,000
8.	<ul style="list-style-type: none"> • MILogin PROD – SIGMA 4.x Procurement (as seen by Localities from the Internet) application PRD integration completion 	X + 20 weeks	\$5,000
Grand Total			\$25,000

X: Project purchase order issue date

MILogin – SIGMA 4.x Vendor Self-Service Administration Applications Integration

Task	Cost Categories / Milestone	Milestone	Payment by milestone
9.	<ul style="list-style-type: none"> • Requirement and design completion. • MILogin QA – SIGMA 4.x Vendor Self-Service Administration application MA1 integration completion 	X + 5 weeks	\$10,000.00
10.	<ul style="list-style-type: none"> • MILogin QA – SIGMA 4.x Vendor Self-Service Administration application SH1 integration completion 	X + 10 weeks	\$5,000
11.	<ul style="list-style-type: none"> • MILogin QA – SIGMA 4.x Vendor Self-Service Administration application SH2 integration completion 	X + 15 weeks	\$5,000
12.	<ul style="list-style-type: none"> • MILogin PROD – SIGMA 4.x Vendor Self-Service Administration application PRD integration completion 	X + 20 weeks	\$5,000
Grand Total			\$25,000

X: Project purchase order issue date

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:
Dane Spencer
DTMB Center for Shared Solutions
SpencerD3@michigan.gov
Office: (517) 284-7117

Cell: (517) 898-3621
Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated SIGMA Business Relationship Manager is:
Kemal Tekinel
TekinelK@michigan.gov
517-335-5779

The designated SIGMA Project Manager is:
Arnold Pulliam
PulliamA@michigan.gov
517-284-9204

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and SIGMA will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touche offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909



CONTRACT CHANGE NOTICE

Change Notice Number **71**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895				
	Vik Bansal		Contract Administrator	Sean Regan	DTMB
	773-960-6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,722,337.34	\$295,000.00	\$78,017,337.34		
DESCRIPTION				
Effective April 5, 2021, The State of Michigan is adding \$295,000.00 for Deloitte & Touche LLP to integrate Michigan Office of Retirement services (ORS) applications MiAccount with MILogin Citizen portal and ORS Employer Self Service (ESS) with MILogin Worker and Third Party portals in MILogin.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval and Administrative Board approval on April 27, 2021.				



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

Project Title: MILogin – Office of Retirement Services user migration and UI customization	Period of Coverage: 04/05/2020-08/31/2021
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 07/29/2020
DTMB Business Relationship Manager: Kemal Tekinel	Phone: 517-449-5883
DTMB Project Manager: Judd Amy	Phone: 517-899-6112

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate Michigan Office of Retirement services (ORS) applications MiAccount with MILogin Citizen portal and ORS Employer Self Service (ESS) with MILogin Worker and Third Party portals in MILogin. As a part of this integration, the existing users of the applications MiAccount and ESS will be migrated to MILogin Citizen, and MILogin Worker and Third Party solutions respectively. The users will be migrated to MILogin Quality Assurance (“QA”), and Production (“PROD”) environments.

PROJECT OBJECTIVE

The goal of this Project is to migrate the users of ORS MiAccount and ESS applications to MILogin QA and Prod environments and to customize the User Interface (UI) to enable auto subscription of the applications when the user starts the login/registration process from the application’s page. In addition, a password reset web service is to be provided for MiAccount application and pass through authentication setup is to be configured for ESS user’s authentication.

SCOPE OF WORK

The scope consists of:

- Migrating ~500,000 MiAccount users to MILogin’s Citizen solution in IBM Security Verify (ISV) tenant.
- Migrating 15 additional security questions from MiAccount repository to MILogin Citizen solution.
- Developing password reset web service in MILogin Citizen QA environment for MiAccount.
- Customizing application subscription process in MILogin for MiAccount and ESS i.e. to auto subscribe the user when the login/registration process is initiated by ORS.
- Migrating ~5,000 ESS users to MILogin Third Party solution.
- Configuring Pass Through Authentication (PTA) to ESS Lightweight Directory Access Protocol (LDAP) repository to authenticate ESS Third Party users from MILogin.

TASKS

The specific tasks are as follows:

- **MILogin QA environment - MiAccount application QA environment**
 - Develop IBM Security Directory Integrator (SDI) Assembly Line (AL) feed for MiAccount users’ migration.
 - Test the firewall rules between SDI server and MiAccount user repository.
 - Test the service account for connecting to the MiAccount user repository.

- Create and execute SDI AL for user migration from MiAccount to ISV tenant for MILogin Citizen solution. The feed will use ISV Application Programming Interface (APIs) to load the users in MILogin Citizen solution.
 - Execute full and delta user loads. Full load to capture all users, and delta loads to capture the delta on user profiles.
- Create and execute SDI AL to generate reports to analyze any user ID conflict between MiAccount and MILogin users.
- Enable auto subscription of MiAccount application when the user starts the login / self-registration process from MiAccount application
 - Develop custom UI code to add MiAccount group to the user profile in ISV based on URL parameters passed by MiAccount application.
- Customize the UI to incorporate additional security questions and answers inherited from MiAccount
 - Add the fifteen (15) MiAccount security questions to the UI database and ISV.
 - Develop code to display and leverage migrated questions set in MILogin for the migrated MiAccount users.
- Develop a RESTful service for MiAccount application to be used by MiAccount administrators to reset MiAccount test users' passwords in bulk.
- Create test cases related to testing the migration of MiAccount users in MILogin Citizen solution.
- Facilitate the testing for MiAccount user migration.
- **MILogin QA environment - ESS application QA environment**
 - Develop SDI AL feed for migrating ESS users.
 - Test the firewall rules between SDI server and ESS user repository.
 - Test the service account for connecting to the ESS user repository.
 - Create and execute SDI AL feed for user migration from ESS application to MILogin Worker and Third Party solutions.
 - Execute full and delta user loads. Full load to capture all users, and delta loads to capture the delta on user profiles.
 - Create and execute SDI AL to generate reports to analyze any user ID conflict between ESS and MILogin users.
 - Enable auto subscription of ESS application when the user starts the login / self-registration process from ESS application
 - Develop custom UI code to add ESS group to the user profile in ISV based on URL parameters passed by ESS application.
 - Configure Pass Through Authentication to ESS LDAP repository
 - Test the firewall rules from MILogin ISDS to ESS user repository.
 - Create a new container/organizational unit (OU) in ISDS for ESS users.
 - Configure ISDS policies on the new container to perform PTA to ESS user repository and to capture the password in ISDS once user has authenticated
 - Configure IBM Security Identity Manager (ISIM) policies and business flow.
 - Create roles and groups in ISIM for ESS.
 - Create ISIM Provisioning policy to grant ESS access to migrated users
 - Modify the existing provisioning policies in ISIM to provision ESS users to the new container in on-prem IBM Security Access Manager (ISAM) LDAP server.
 - Create test cases related to testing the migration of ESS users in MILogin Third Party and Worker solution.
 - Facilitate the testing for ESS user migration.
- **MILogin Production environment - MiAccount application Production environment**
 - Migrate and update SDI AL feed for MiAccount users' migration.
 - Test the firewall rules between SDI server and MiAccount user repository.
 - Test the service account for connecting to the MiAccount user repository.

- Create and execute SDI AL for user migration from MiAccount to ISV tenant for MILogin Citizen solution. The feed will use ISV Application Programming Interface (APIs) to load the users in MILogin Citizen solution.
 - Execute full and delta user loads. Full load to capture all users, and delta loads to capture the delta on user profiles.
- Create and execute SDI AL to generate reports to analyze any user ID conflict between MiAccount and MILogin users.
- Enable auto subscription of MiAccount application when the user starts the login / self-registration process from MiAccount application
 - Migrate and update (if applicable) custom UI code to add MiAccount group to the user profile in ISV based on URL parameters passed by MiAccount application.
- Customize the UI to incorporate additional security questions and answers inherited from MiAccount
 - Add the fifteen (15) MiAccount security questions to the UI database and ISV.
 - Develop code to display and leverage migrated questions set in MILogin for the migrated MiAccount users.
- Facilitate the testing for MiAccount user migration.
- **MILogin Production environment - ESS application Production environment**
 - Migrate and update SDI AL feed for migrating ESS users.
 - Test the firewall rules between SDI server and ESS user repository.
 - Test the service account for connecting to the ESS user repository.
 - Execute SDI feed AL for user migration from ESS application to MILogin Worker and Third Party solutions.
 - Execute full and delta user loads. Full load to capture all users, and delta loads to capture the delta on user profiles.
 - Update and execute SDI AL to generate reports to analyze any user ID conflict between ESS and MILogin users.
 - Enable auto subscription of ESS application when the user starts the login / self-registration process from ESS application
 - Migrate and update custom UI code to add ESS group to the user profile in ISV based on URL parameters passed by ESS application.
 - Configure Pass Through Authentication to ESS LDAP repository
 - Test the firewall rules from MILogin ISDS to ESS user repository.
 - Create a new container/OU in ISDS for ESS users.
 - Configure ISDS policies on the new container to perform PTA to ESS user repository and to capture the password in ISDS once user has authenticated
 - Configure ISIM policies and business flow.
 - Migrate roles and groups in ISIM for ESS.
 - Migrate ISIM Provisioning policy to grant ESS access to migrated users
 - Modify the existing provisioning policies in ISIM to provision ESS users to the new container in on-prem ISAM LDAP server.
 - Facilitate the smoke testing for ESS user migration.

DELIVERABLES

- Weekly status report of activities (will be covered in Weekly MILogin Project Executive Status report).
- Completion of MILogin QA – MiAccount QA user data migration and UI customization.
- Completion of MILogin QA – ESS QA user data migration and UI customization.
- Completion of MILogin Production – MiAccount Production user data migration and UI customization.
- Completion of MILogin Production – ESS Production user data migration and UI customization.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB/ORS and DTMB/MILogin Project Managers have formally accepted them.

OUT OF SCOPE

- Any customization not listed in above sections.
- Any additional environments for ORS MiAccount and ESS applications, except the two in scope.
- Any testing support for performance testing.
- Additional language support for the UI other than English.

ASSUMPTIONS

- The State will assign an Agency Services Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The Agency Services Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The DTMB/ORS Project Manager and DTMB/MILogin Project Manager will work on developing a work plan and identify the required testing and delivery milestones as defined in the project schedule section.
- The DTMB/ORS Project Manager and DTMB/MILogin Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The ORS (MiAccount and ESS) helpdesk will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Application team (ORS) will be responsible for exporting and securely transporting the user data and the security question and answers data required for migration.
- Application team (ORS) MiAccount will be responsible for providing the clear text passwords of the users.
- The ESS LDAP must be LDAP V3 compliant and must support LDAPS protocol.
- Application team (ORS) will be responsible for providing the user security questions and answers in plain text.
- Both MiAccount and ESS application integration and user migration will happen during the same timeline.
- There will be no substantial increase in the user count from what is listed in the scope section i.e. ~500,000 for user migration for MiAccount and ~5000 user for ESS.
- Any user collisions identified during the user migration will only be handled and resolved by the application teams.
- Both MiAccount and ESS will only be integrated with MILogin 2.0.
- The ESS LDAP must be functional until all the user passwords are migrated post go live.
- The ESS LDAP must meet or exceed MILogin SLAs.
- The maintenance and operation of ESS LDAP will be the responsibility of the application team post go-live.
- MILogin password policies and account life cycle policies will be applied to the migrated users of MiAccount and ESS application post go-live.
- Any new accounts created for MiAccount post go live will only be displayed with the standard set of security questions that MILogin currently supports and will not display the questions migrated from MiAccount.
- Any suspended ORS accounts will not be migrated and the communication to the end users will be the responsibility of the application team.
- The Worker users of ESS will follow SOM password policies and account Lifecycle rules.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

MILogin – MiAccount Integration					
Type	Description	Integration Type	Unit Contract Cost	Units	Total Cost
D	User Migration				
	Custom feed development	Custom	\$40,000	1	\$40,000
	Custom solution for migrating user's current password	Custom	\$40,000	1	\$40,000
	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms	Custom	\$30,000	1	\$30,000
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc.	Custom	\$20,000	1	\$20,000
	User load in the MILogin system	Custom	\$100,000	1	\$100,000
D	UI Customization				
	Auto subscription – equivalent of SSO Integrations/Federations Utilizing User Provisioning in Back-End Systems	Custom	\$20,000	1	\$20,000
	Password Reset web service – equivalent of SSO Federations	Custom	\$8,000	1	\$8,000
MILogin – ESS Integration					
D	User Migration				
	Custom feed development	Custom	\$40,000	1	\$40,000
	Custom solution for migrating user's current password	Custom	\$40,000	1	\$40,000
D	UI Customization				
	Auto subscription – equivalent of SSO Integrations/Federations Utilizing User Provisioning in Back-End Systems	Custom	\$20,000	1	\$20,000
	Total				\$358,000

	Discount	\$63,0000
	Grand Total	\$295,000

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touché.

MILogin – ORS MiAccount and ESS Integration

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	<ul style="list-style-type: none"> MILogin QA – ORS MiAccount integration completion. 	X + 8 weeks	\$140,000
2.	<ul style="list-style-type: none"> MILogin QA – ORS ESS integration completion. 	X + 6 weeks	\$38,000
3.	<ul style="list-style-type: none"> MILogin PROD – ORS MiAccount integration completion. 	X + 13 weeks	\$95,000
4.	<ul style="list-style-type: none"> MILogin PROD – ORS ESS integration completion. 	X + 10 weeks	\$22,000
Grand Total			\$295,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touché for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated Business Relationship Manager is:

Gates Nicholas

GatesN@michigan.gov

517-449-5883

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter into a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and ORS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:


Deloitte & Touché will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touché offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm Eastern Time (EST) are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

Approvals:

The following have reviewed and approved this Statement of Work. These approvals are indications only of the person's approval of the contents of this Statement of Work and are not to be considered State approval of any contract changes to the master contract; such final approvals will occur through SIGMA or other applicable State processes.

Role	Name/Title	Signature	Date
ORS Business Relationship Manager	Kemal Tekinel Business Relationship Manager	 RE Approval Needed MiLogin SOW (Attach	2/4/2021
MILogin Project Sponsor	Dane Spencer/ Acting State Administrative Manager		

STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909



CONTRACT CHANGE NOTICE

Change Notice Number **70**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895				
	Vik Bansal		Contract Administrator	Sean Regan	DTMB
	773-960-6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	0 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,422,337.34	\$300,000.00	\$77,722,337.34		
DESCRIPTION				
Effective March 8, 2021, Treasury is adding \$300,000.00 to the contract to extend maintenance & operations technical support as defined in the TASKS section for MILogin for Workers / 3rd party solution for the Michigan Treasury Online (MTO) application.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval and Administrative Board approval on March 30, 2021.				



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

Project Title: Michigan Identity, Credential, and Access Management (MICAM) MTO Optimization Project Maintenance & Operations	Period of Coverage: 10/01/2020 – 09/30/2021
Requesting Department: Michigan Department of Treasury	Date: 09/1/2020
DTMB Project Manager: Spencer Dane	Phone: 517-284-7117
Treasury Project Manager: Lucy Pline	Phone: 517 636-5052

This is a Statement of Work (SOW) to the Enterprise MICAM Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (SOM, State) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the TASKS section for MILogin for Workers / 3rd party solution for the Michigan Treasury Online (MTO) application.

PROJECT OBJECTIVE:

The release 1 of MTO Optimization project was rolled out in January 2016, providing a consistent, mobile friendly, Americans with Disabilities Act (ADA) compliant, and an easy to navigate user interface for MTO. This solution leverages a dedicated hardware for MILogin to meet Treasury's performance and availability requirements and to provide a user interface that addresses Treasury's requirements for user experience and look and feel.

This project will allow Deloitte & Touche to continue providing the required M&O technical support to MILogin MTO application integration in MILogin Development (DEV), Quality Assurance (QA) and Production (PROD) environment.

SCOPE OF WORK:

Provide MILogin M&O technical support as defined in the TASKS section below for the MILogin MTO integration. The ongoing support is estimated to begin on October 01, 2020 and will go through the end of fiscal year, i.e., September 30, 2021.

TASKS:

M&O technical support for MILogin MTO application integration in MILogin DEV, QA and PROD environment consists of (Business hours 8AM-5PM EST excluding weekends and holidays):

- Coordinate with Treasury call center and assist with troubleshooting and resolving MILogin integration specific technical issues related to user ID management (user account creation, user profile updates).
- Health check (consists of executing daily/on demand basis sanity test post maintenance activities) of the MILogin MTO application integration.
- Facilitate MTO application testing by creating/updating User accounts.
- Installation of minor (. upgrades) MTO application WebSEAL service packs and updates as released by IBM and approved by State.
- Monitoring MILogin MTO servers and services, reporting, and certificate management

- Audit and compliance process support
 - Sharing user ID policy
 - Sharing user account password policy
 - Sharing user application subscription report
 - Share user audit history for user management operations
 - Share user report showing user profile information along with user profile status
- Analysis and remediation of vulnerabilities related to MILogin components

M&O technical support for MILogin MTO application integration in MILogin DEV, QA and PROD environment consists of (outside business hours):

- Handle Severity 1 (High) incidents (Response within 4 hours)
- Execute production Request for Changes (RFCs)
- Support infrastructure incidents (OS Patching, Firewall and load balancer (LB) incidents) by attending calls with required team, sharing analysis on application logs part of MILogin – MTO integration solution and sanity testing
- Monthly weekend maintenance (includes tuning and restart of services involved in MILogin – MTO integrations)
- Provide downtime support (bringing down/up the MTO portal based on agency request and approval to show maintenance page) for the MTO application

ACCEPTANCE CRITERIA:

Deliverables (weekly project status report) will not be considered complete until DTMB and Treasury Project Manager have provided approval via email.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will be handled by Treasury call center. The following list of features and associated issues will be covered by level 1:
 - Password reset
 - Account activation / deactivation
 - Profile update
 - Questions and clarifications from end users
- New integrations and enhancements.
- MTO application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, The Services will not constitute an engagement to provide audit, compilation, review or attestation services as described in the pronouncements on professional standards issued by the AICPA, the Public Company Oversight Board, or other regulatory body and, therefore, we will not express an opinion or any other form of assurance as a result of performing the Services.
- The Treasury Contact Center will be responsible for providing help desk services for any user account related operations with respect to MILogin.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some MILogin M&S resources may work from US based delivery centers in Mechanicsburg, PA, Orlando FL, or other Deloitte & Touche Delivery Centers located in USA.
- MILogin level 2/3 support will be available between 8:00 am– 5:00 pm ET (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Managers throughout the term of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following:

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

- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$300,000.00 per the below table in the Cost Breakdown Structure section – Tables 1. DTMB will pay CONTRACTOR (Deloitte & Touche LLP) upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining Treasury Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Treasury Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

Maintenance & Operations (Ongoing cost)

The maintenance & operations (M&O) cost will be charged on an annual basis and paid on a monthly basis. Specified below is the cost for M&O services for the second year.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	12 months	FY21	\$300,000 (To be billed on a monthly basis at \$25,000 starting October 2020 through September 2021 after final approval)
Grand Total				\$300,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer,

State Administrative Manager

Section Manager for Michigan Identity, Credential, Access Management (MICAM/MILogin)

DTMB Center for Shared Solutions

Phone: 517-284-7117

E-mail: SpencerD3@michigan.gov

The designated DTMB Business Relationship Manager is:

Rex Menold

Acting Director of Enterprise Information, Content and Identity Management

DTMB Center for Shared Solutions

Phone: 517-204-5267

E-mail: MenoldR@michigan.gov

The designated Treasury Project Manager is:

Lucy Pline

Business Relations Manager

Michigan Department of Technology Management and Budget (DTMB)
Agency Services – Department of Treasury (Treasury)
Phone: 517 636-5052
E-mail: plinel@michigan.gov

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter into a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and Treasury will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan (exception if advised by state authority to work remote/home) and the Treasury Operations Center as needed.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both project managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **69**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895				
	Vik Bansal		Contract Administrator	Sean Regan	DTMB
	773-960-6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$77,422,337.34	\$130,000.00	\$77,552,337.34		
DESCRIPTION				
Effective March 1, 2021, the UIA is adding \$130,000.00 to this contract for Deloitte & Touche LLP ("Deloitte & Touche") to add enhanced identity proofing for citizen users subscribing to Michigan Web Account Manager (MIWAM) application for Unemployment Insurance processing, per the attached statement of work.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval.				



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

Project Title: MILogin – Unemployment Insurance Agency User Identity Proofing	Period of Coverage: 1/19/2021-08/30/2021
Requesting Department: Unemployment Insurance Agency	Date: 1/19/2020
DTMB Business Relationship Manager: John Walker	Phone: 313-456-3814
DTMB Project Manager: Michael Mowers	Phone: 517-388-2200

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

During the Covid-19 pandemic response, State of Michigan Unemployment Insurance Agency (UIA) has identified attempts by criminals to file imposter claims for unemployment benefits. The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to add enhanced identity proofing for citizen users subscribing to Michigan Web Account Manager (MIWAM) application for Unemployment Insurance processing. As a part of this integration, MILogin will a) conduct identity proofing of citizen users subscribing to MIWAM, using Experian services, b) pass the extended data collected for identity proofing to MIWAM, and c) conduct performance testing of the MIWAM web service as part of user registration flow.

PROJECT OBJECTIVE

The goal of this Project is to provide a short term interim solution to add enhanced identity proofing using Experian web services and a callback to MIWAM application.

The identity proofing functions will be added to the current user flow between MIWAM and MILogin, in MILogin 2.0 Dev, QA and Production environments.

SCOPE OF WORK

The scope consists of:

Identity Proofing (using MIWAM webservice callback from MILogin)

- Incorporate a new Experian sub code for MIWAM citizen users. The new Experian sub code will be provided by State.
- Modify the current MILogin user flow as follows:
 - Modify the flow for users originating from MIWAM to MILogin, which will apply to a new MILogin user, or to an existing MILogin user associating with MIWAM for the first time.
 - Initiate identity proofing flow which will collect extended data from the user, as required by the MIWAM Experian sub code, consisting of 1) Date of Birth (DOB), 2) Address, 3) Social Security Number (SSN).
 - Call Experian web services and render user interface screens to conduct knowledge based identity proofing and store identity proofing date and result.
 - Call a MIWAM web service (to be provided by MIWAM) and pass it the user’s userid and extended attributes DOB, Address and SSN.
 - Allow only identity proofed users to Single Sign On (SSO) to MIWAM.
 - Extended user information (DOB, Address and SSN) will not be persisted in MILogin.
 - No changes to the user flow will be made to a user who is already subscribed to MIWAM when they authenticate to MILogin.
- Conduct performance testing for new user registrations which will call MIWAM web service

- Performance testing will be conducted for new user registration in MILogin 2.0 QA environment and MIWAM environment integrated with it. The MIWAM test environment should be available on the internet
- The performance test will be carried out at 2 load levels: 8,000 new users per hour, and 16,000 new users per hour
- MILogin team will create and validate performance test scripts and will need access to MIWAM URLs in the test environment from the internet.
- MILogin will run a baseline performance test before deploying the changes in QA environment. The baseline will be the used to compare performance after deploying changes.
- **The test will start** at MIWAM screen that launches MILogin (the delay timer in MIWAM to redirect users to MILogin should be disabled during performance test runs)
- MILogin will develop additional code to modify the user flow during performance testing:
 - Bypass email address verification and mobile number verification during user registration
 - Simulate calls to Experian as follows (since Experian does not support performance testing due to limited pool of test ids that cannot be used repeatedly, and quiz answers cannot be scripted)
 - MILogin will collect the user's SSN, DOB and Address
 - MILogin will simulate an identity proofing pass result (no questions will be displayed)
- MILogin will call MIWAM web service (to be provided by MIWAM) and pass it the user's userid and extended attributes DOB, Address and SSN
- MILogin will wait for MIWAM web service success response and Single Sign On (SSO) the user to MIWAM.
- If MIWAM web service returns a failure response or times out, MILogin will show an error message and user will not SSO to MIWAM.
- **The performance test will end** at this point for the user.
- MILogin team will collate the results and provide performance test report
- The tests will be run for up to 2 weeks to allow for re-runs after any needed tuning and remediation on MIWAM or MILogin, and results and final report will be compiled and reviewed in the 3rd week

TASKS

The specific tasks are as follows:

- **MILogin Dev environment – MIWAM/UIA Dashboard applications (using MIWAM callback)**
 - Validate Experian web service APIs in Experian test environment using new Experian sub code for MIWAM from MILogin Dev servers
 - Validate firewall rule to access MIWAM Dev web service from MILogin Dev servers.
 - Develop custom screens to add identity proofing to MIWAM – MILogin user flow, for users originating from MIWAM and either selecting Sign Up option in MILogin, or selecting Login option and associating first time in MILogin to MIWAM.
 - Create UI screens to collect extended user data information
 - Develop code to call Experian web services with MIWAM sub code, and get Experian response
 - Render knowledge questions to end user
 - Handle exceptions if questions cannot be presented to the user due to credit blocks, credit freezes, identity previously marked as fraudulent by Experian, or if user identity is not found
 - Collect responses from end user within a pre-configured time limit
 - Call Experian web services with knowledge questions' answers and get identity proofing result
 - If user was identity proofed successfully
 - Call new MIWAM web service and pass Userid, DOB, Address, SSN
 - Continue auto subscription of user to MIWAM application
 - Use custom UI code to add MIWAM Account group to the MILogin user profile.
 - Single Sign On user to MIWAM and navigate user to MIWAM landing page
 - If user was not identity proofed successfully, remove MIWAM subscription and navigate user to error page and provide link back to unauthenticated MIWAM page
 - If an error occurs when MILogin calls MIWAM webservice, remove MIWAM subscription and navigate the user to a MIWAM provided web URL.

- Facilitate test for identity proofing of user in MILogin Dev when user originates from MIWAM Dev environment.
 - User flow when Experian knowledge based questions are rendered and answered correctly.
 - User flow when Experian knowledge based questions are rendered and answered incorrectly.
 - User flow when Experian knowledge based questions are not available from Experian.
- Facilitate test for user flow when user previously subscribed to MIWAM starts from MILogin and navigates to UIA Dashboard application.

External tasks:

MIWAM will provide a web service endpoint that can accept a JSON payload with user's extended data attributes (userid, DOB, Address, SSN), and return acknowledgement.

- **MILogin QA environment – MIWAM/UIA Dashboard applications (using MIWAM callback)**
 - Validate Experian web service APIs in Experian test environment using new Experian sub code for MIWAM from MILogin QA servers.
 - Validate firewall rule to access MIWAM QA web service from MILogin QA servers.
 - Migrate Citizen Portal changes for MIWAM user identity proofing to MILogin QA.
 - Facilitate MIWAM -MILogin user flow test with identity proofing and test that identity proofed user extended data is passed to MIWAM
 - Facilitate User Acceptance Test (UAT) for UIA in MILogin QA environment by providing MILogin issue resolution
 - Conduct Performance Test as defined in the Scope section
- **MILogin Production environment – MIWAM/UIA Dashboard applications (using MIWAM callback)**
 - Validate Experian web service APIs in Experian Production environment using new Experian sub code for MIWAM from MILogin Production servers.
 - Validate firewall rule to access MIWAM Production web service from MILogin Production servers.
 - Deploy Citizen Portal changes for MIWAM user identity proofing to MILogin Production.
 - Facilitate smoke testing for MIWAM -MILogin user flow with identity proofing and validate that identity proofed user extended data is passed to MIWAM

DELIVERABLES

- Weekly status report of activities (will be covered in Weekly MILogin Project Executive Status report).
- Completion of Identity Proofing (using MIWAM web service) in MILogin Dev environment.
- Completion of Identity Proofing (using MIWAM web service) in MILogin QA environment.
- Completion of Performance Test Report.
- Completion of Identity Proofing (using MIWAM web service) in MILogin Production environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB/UIA and DTMB/MILogin Project Managers have formally accepted them.

OUT OF SCOPE

- Any customization not listed in above sections.
- Any additional environments for UIA, except the three in scope.
- Conducting UAT, except providing MILogin issue resolution
- Additional language support for the UI other than English.

ASSUMPTIONS

- The State will assign an Agency Services Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The Agency Services Project

Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.

- The DTMB/UIA Project Manager and DTMB/MILogin Project Manager will work on developing a work plan and identify the required testing and delivery milestones as defined in the project schedule section.
- The DTMB/UIA Project Manager and DTMB/MILogin Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The UIA helpdesk will be responsible for providing help desk services for user account-related operations with respect to MILogin. This includes services to users who are not able to complete online identity proofing.
- Extension or delay in schedule will be addressed through a change request.
- Application team (UIA) will be responsible for providing MIWAM web service in Dev, Test and Production. This web service will be responsible to consume / persist user's userid and extended user attributes.
- The MIWAM web service availability must meet or exceed MILogin SLA. If MIWAM web service is not available, users will not be able to complete their single sign on to MIWAM.
- The maintenance and operation of MIWAM web service will be the responsibility of the MIWAM application team.
- Ongoing costs for Experian identity proofing transactions, and any one time Experian setup costs are separate from the services costs in this SOW.
- During performance testing, MIWAM team will be available to provide access and support for issues during performance testing.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touché.

MILogin – UIA MIWAM Identity Proofing

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	MILogin Identity Proofing (using MIWAM callback) QA deployment	X + 3 weeks	\$58,000
2.	Performance Testing in QA environment	X + 6 weeks	\$60,000
3.	MILogin Identity Proofing (using MIWAM callback) Production deployment	X + 6 weeks + Duration of UIA UAT	\$12,000
Grand Total			\$130,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touché for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated Business Relationship Manager is:

John Walker

WalkerJ5@michigan.gov

Office: (313) 456-3814

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter into a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and UIA will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touché will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte & Touché offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm Eastern Time (EST) are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **68**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Various	DTMB
	200 Renaissance Center, Suite 3900				
	Detroit, MI 48243-1895				
	Vik Bansal		Contract Administrator	Sean Regan	DTMB
	773-960-6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE			
September 13, 2013	September 12, 2018	5 - 1 Year		September 30, 2023			
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING			
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$76,969,337.34	\$453,000.00	\$77,422,337.34					
DESCRIPTION							
Effective November 30, 2020, the State is adding \$300,000.00 for Deloitte & Touche LLP (Deloitte & Touche) to perform the Maintenance & Operations (M&O) Technical support as defined in the Tasks section for MiLogin for Illinois Provider Enrollment (ILPE) solution for the MDHHS's MIMaaS IL applications. This SOW is for Deloitte & Touche to perform maintenance, and operations services for FY21 of the MiLogin ILPE platform and portals.							
The State is also adding \$153,000.00 to accommodate a DOIT1 for the work associated with the IMPACT IL MiLOGIN Decommissioning statement of work.							
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval, and State Administrative Board approval on December 15, 2020.							



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

Project Title: MICAM – Illinois (IL) Provider Enrollment Solution Maintenance & Operations	Period of Coverage: 10/01/2020 – 09/30/2021
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 09/29/2020
DTMB MDHHS Business Relationship Manager: John Moore	Phone: 517.331.5065
DTMB MDHHS Project Manager: Jim Coggin	Phone: 517.243.5265

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan (“SOM” or “State”) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the Tasks section for the MILogin for Illinois Provider Enrollment (ILPE) solution for the MDHHS agency. This SOW is for Deloitte & Touche to perform maintenance and operations services for FY21 of the MILogin ILPE platform and portals.

BACKGROUND:

The State of Michigan, through the Department of Technology, Management & Budget (DTMB) has issued this contract to provide Michigan with an enterprise solution called MICAM, branded as MILogin.

The MILogin ILPE solution provides user account management, authentication, Single Sign-On (SSO), Identity Proofing (IDP) and Multi-Factor Authentication (MFA) services to Illinois users. The MILogin solution provides these services to protect the State of Michigan systems (highlighted in table under scope of work section) and enable centralized administration and synchronization of user identities across the State’s systems.

PROJECT OBJECTIVE:

The ILPE solution is a multi-state service provided by MDHHS to other states where MILogin is built-in as the foundational service to provide Identity, Credential, and Access Management (ICAM) services to the state of IL. This solution leverages a dedicated hardware for MILogin to meet MDHHS’s performance and availability requirements and to provide a user interface that addresses MDHHS’s requirements for both user experience and look and feel. This project will allow Deloitte & Touche to continue providing the required M&O technical support to the ILPE portal that is being used by the state of IL.

SCOPE OF WORK:

- Provide MILogin M&O technical support as defined in the Tasks section for the ILPE portal in Quality Assurance (QA) and Production (PROD) environment. Support is estimated to begin on October 01, 2020 and will go through April 30, 2021.
- List of applications and environment in scope for ILPE portal:

No.	Application Name	Environments	Environment Mapping	
			MILogin Environment	Application Environment
1.	Third Party Liability Electronic Database (TED)	2	Quality Assurance (QA)	TED User Acceptance Testing (UAT)
			QA	TED UAT Data Guard
2.	IBM FileNet/IBM Content Navigator (Workplace XT/ICN)	2	QA	WorkplaceXT/ICN System Test
			QA	WorkplaceXT/ICN UAT
3.	Document Management Portal (DMP)	2	QA	DMP System Test
			QA	DMP UAT
4.	Siebel	2	QA	Siebel System test
			QA	Siebel UAT
5.	Cognos	2	QA	COGNOS System Test
			QA	COGNOS UAT
6.	HealthBeat	1	QA	HealthBeat Test
7.	ILPE	1	QA	Not Applicable
8.	ILPE	1	PROD	Not Applicable

Note: Support for the applications numbers 1 through 6 in MILogin QA environment is included

TASKS:

M&O technical support for the MILogin ILPE portal consists of:

- Coordinate with the IL Helpdesk and assist with troubleshooting and resolving MILogin integration specific technical issues related to user ID management (account creation, application subscription and application access).
- Health check (executing daily/on demand basis environment sanity tests after scheduled MILogin ILPE portal system maintenance activities) of the MILogin ILPE portal.
- Facilitate ILPE portal testing by creating/updating user accounts to support integrated application (applications specified in the table under Scope of Work section) testing in the QA MILogin ILPE solution environment.
- Applying product patches as applicable post state leadership approval.
- Provide downtime support (bringing down/up the ILPE portal for integrated application maintenance based on agency request and approval to show maintenance page) for the ILPE portal.
- Analysis and remediation of vulnerabilities related to MILogin components for ILPE portal.
- Incident management for the ILPE solution.
- Administration and issue resolution of MILogin Multi-Factor Authentication (MFA) and Identity Proofing functionality for the ILPE solution.
- Provide downtime support (putting up banner page) for the MILogin – ILPE solution.

ACCEPTANCE CRITERIA:

Deliverables (weekly project status report) will not be considered complete until DTMB and MDHHS Project Manager have provided approval via email.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will be handled by the IL Helpdesk. The following list of features and associated issues will be covered by level 1:
 - Password resets.
 - Account activation / deactivation.
 - Profile update.
 - MFA.
 - IDP.
 - Questions and clarifications from end users.
- New integration and enhancements.
- ILPE application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, The Services will not constitute an engagement to provide audit, compilation, review

or attestation services as described in the pronouncements on professional standards issued by the AICPA, the Public Company Oversight Board, or other regulatory body and, therefore, we will not express an opinion or any other form of assurance as a result of performing the Services.

- Helpdesk / Level 1 services will be provided by the State of IL.
- Maintenance or downtime activities for common UI will require coordination and support from all States.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan and the MDHHS Operations Center as needed, or work remotely from Deloitte & Touche offices or employee locations in the USA.
- MILogin M&O technical support will be available between 8:00 am– 5:00 pm CT (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The scope of maintenance and operations services associated with this SOW are only limited to ILPE QA and PROD environments for the applications as specified in the tasks table.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project.

This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$225,000 per the below table in the Cost Breakdown Structure section – Tables 1. The State will pay Deloitte & Touche upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. The DTMB Contracts area will coordinate obtaining MDHHS Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the MDHHS Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The maintenance & operations (M&O) cost will be charged on an annual basis and paid monthly. Specified below is the cost for M&O services for FY19.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	12 months	FY21	\$300,000 (To be billed on a monthly basis at \$25,000 starting October 2020 through September 2021 after final approval)
Grand Total				\$300,000.00

EXPENSES

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517)-241-9935
Cell: (517)-940-0608
Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

John Moore

300 E. Michigan Avenue
Lansing, MI 48933
moorej7@michigan.gov
517.331.5065

The designated DTMB MDHHS Project Manager is:

Jim Coggin

300 E. Michigan Avenue
Lansing, MI 48933
Cogginj@michigan.gov
517.243.5265

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan and the MDHHS Operations Center as needed, or work remotely from Deloitte & Touche offices or employee locations in the USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Illinois (IL) Provider Enrollment Solution Decommissioning Services	Period of Coverage: 10/01/2020 – 09/30/2021
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 09/30/2020
DTMB MDHHS Business Relationship Manager: John Moore	Phone: 517.331.5065
DTMB MDHHS Project Manager: Jim Coggin	Phone: 517.243.5265

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan (“SOM” or “State”) has requested Deloitte & Touche LLP (Deloitte & Touche) to provide solution decommissioning services and technical support as defined in the Tasks section for the MILogin for Illinois Provider Enrollment (ILPE) solution for the MDHHS agency. This SOW is for Deloitte & Touche to perform decommissioning services for the MILogin ILPE platform and portals.

BACKGROUND:

The State of Michigan, through the Department of Technology, Management & Budget (DTMB) has issued this contract to provide Michigan with an enterprise solution called MICAM, branded as MILogin.

The MILogin ILPE solution provides user account management, authentication, Single Sign-On (SSO), Identity Proofing (IDP) and Multi-Factor Authentication (MFA) services to Illinois users. The MILogin solution provides these services to protect the State of Michigan systems (highlighted in table under scope of work section) and enable centralized administration and synchronization of user identities across the State’s systems. The state of IL, through MDHHS, has requested Deloitte & Touche to decommission the MILogin ILPE solution.

PROJECT OBJECTIVE:

The ILPE solution is a multi-state service provided by MDHHS to other states where MILogin is built-in as the foundational service to provide Identity, Credential, and Access Management (ICAM) services to the state of IL. This solution leverages a dedicated hardware for MILogin to meet MDHHS’s performance and availability requirements and to provide a user interface that addresses MDHHS’s requirements for both user experience and look and feel. The state of IL has requested MDHHS to decommission the ILPE solution by 04/30/2021. This project will allow Deloitte & Touche to provide decommissioning technical services for the ILPE portal that is being used by the state of IL.

SCOPE OF WORK:

- Provide MILogin-ILPE decommissioning services and technical support as defined in the Tasks section for the ILPE portal in the Quality Assurance (QA) and Production (PROD) environments. Support is estimated to begin on October 01, 2020 and will go through September 30, 2021.
- List of applications and environments in scope for decommissioning of the ILPE portal:

No.	Application Name	Environments	Environment Mapping	
			MILogin Environment	Application Environment
1.	Third Party Liability Electronic Database (TED)	2	Quality Assurance (QA)	TED User Acceptance Testing (UAT)
			QA	TED UAT Data Guard
2.	IBM FileNet/IBM Content Navigator (Workplace XT/ICN)	2	QA	WorkplaceXT/ICN System Test
			QA	WorkplaceXT/ICN UAT
3.	Document Management Portal (DMP)	2	QA	DMP System Test
			QA	DMP UAT
4.	Siebel	2	QA	Siebel System test
			QA	Siebel UAT
5.	Cognos	2	QA	COGNOS System Test
			QA	COGNOS UAT
6.	HealthBeat	1	QA	HealthBeat Test
7.	ILPE	1	QA	Not Applicable
8.	ILPE	1	PROD	Not Applicable

TASKS:

Decommissioning services and technical support for the MILogin ILPE portal includes:

- Update MILogin enterprise code to disable calls to the ILPE environment for User ID check.
- Update MILogin Operations and Maintenance Guides.
- Stop the monitoring scripts.
- Stop the scheduled maintenance jobs.
- Stop ILPE Login application, Representational State Transfer (REST) application, and Utility application services.
- Stop IBM Security Identity Manager (ISIM) web application.
- Stop WebSphere related services (Node agent, nodes and Deployment Manager (DMGR)) hosting ILPE User Interface (UI) and ISIM web application.
- Stop IBM WebSEAL services.
- Stop IBM Security Access Manager (ISAM) Policy and Authorization Services.
- Stop ISIM Lightweight Directory Access Protocol (LDAP) Services.
- Stop ISAM LDAP Services.
- Stop High Availability Disaster Recovery (HADR) ISIM DB2 databases.
- Stop ISIM DB2 databases.
- Decommission ILPE Experian sub code.
- Decommission service accounts as applicable.
- Clean up ILPE User IDs from QA and Production applications listed in the table within the Scope section.
- Data export:
 - Develop script to export IL user profiles to LDAP Data Interchange Format (LDIF) or Comma-Separated Values (CSV) format, and separate export files for Provider users and Staff users.
 - Develop utility to filter IL user from pooled citizen and IL user audit history from ISIM DB2 database for auditing data retention, and export data by Provider users and Staff users.
 - Export both ILPE Provider user data and ILPE Staff user data (**Note:** Password, and security questions' answers are exported as hash values currently stored in MILogin).
 - Export Provider user audit trail data and export Staff user audit trail data since inception of ILPE implementation (**Note:** This data will be provided in SQL files).
- Solution transition services:
 - Password continuity: Existing passwords and security question answers will be provided in one-way hashed format, as currently stored in MILogin, in the LDIF user data export.
 - Conduct 2 workshops (2 - 4 hours each) with IL application vendor to provide knowledge transfer on user data structure, password formats and audit data structure.
 - Participate in 1 cutover planning session (2 hours) for cutover from MILogin to new system.

ACCEPTANCE CRITERIA:

Deliverables (weekly project status report) will not be considered complete until DTMB and MDHHS Project Manager have provided approval via email.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will be handled by the IL Helpdesk. The following list of features and associated issues will be covered by level 1:
 - Password resets.
 - Account activation / deactivation.
 - Profile update.
 - MFA.
 - IDP.
 - Questions and clarifications from end users.
- New integration and enhancements.
- ILPE application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, The Services will not constitute an engagement to provide audit, compilation, review or attestation services as described in the pronouncements on professional standards issued by the AICPA, the Public Company Oversight Board, or other regulatory body and, therefore, we will not express an opinion or any other form of assurance as a result of performing the Services.
- Helpdesk / Level 1 services will be provided by the State of IL.
- Maintenance or downtime activities for common UI will require coordination and support from all States.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan and the MDHHS Operations Center as needed, or work remotely from Deloitte offices or employee locations in the USA.
- MILogin-ILPE decommissioning services and technical support will be available between 8:00 am– 5:00 pm CT (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The scope of maintenance and operations services associated with this SOW are only limited to ILPE QA and PROD environments for the applications as specified in the tasks table.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$153,000 per the below table in the Cost Breakdown Structure section – Tables 1. The State will pay Deloitte & Touche upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order. The DTMB Contracts area will coordinate obtaining MDHHS Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the MDHHS Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The MILogin-ILPE decommissioning services and technical support cost will be charged on an annual basis. Specified below is the cost for decommissioning services and technical support for FY21.

Task	Environm ent	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	QA	Decommissioning and cleanup costs	4 months	FY21	\$28,000
2.	QA	Export user and user audit data export (grouped by Provider & Staff)		FY21	\$27,000
		Subtotal For QA Environment		FY21	\$55,000
3.	PROD	Decommissioning and cleanup costs	3 months	FY21	\$38,000
4.	PROD	Export user and user audit data export (grouped by Provider & Staff)		FY21	\$48,000
5.	PROD	Solution transition/knowledge transfer cost		FY21	\$12,000
		Subtotal For QA Environment		FY21	98,000
Grand Total					\$153,000

EXPENSES

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517)-241-9935

Cell: (517)-940-0608

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

John Moore

300 E. Michigan Avenue

Lansing, MI 48933

moorej7@michigan.gov

517.331.5065

The designated DTMB MDHHS Project Manager is:

Jim Coggin

300 E. Michigan Avenue

Lansing, MI 48933

Cogginj@michigan.gov

517.243.5265

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan and the MDHHS Operations Center as needed, or work remotely from Deloitte offices or employee locations in the USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Experian Contract	Period of Coverage: 10/01/2020-09/30/2021
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 09/02/2020
DTMB Business Relationship Manager: Rex Menold	Phone: 517-719-3659
DTMB Project Manager: Dane Spencer	Phone: 517-284-9204

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to act as a payee agent for Experian (“Vendor”) and all obligations to invoice and receive payment for the Experian Precise ID Identity Proofing Service (“Software”) shall be received by Deloitte & Touche solely as payee agent for Vendor.

PROJECT OBJECTIVE

The key goal of this project is for Deloitte & Touche to purchase, as payee agent, for resale to the State, a license to Experian’s Precise ID Identity proofing software

SCOPE OF WORK

The scope consists of the following:

- Precise ID Identity Proofing services delivered by Vendor will be invoiced by Deloitte & Touche to State under the Contract as a limited payee agent on behalf of Vendor for the amounts due under the License Agreement
- Receive payment of such amounts from the State when paid by the State (“Paid Amount”)
- Transfer the Paid Amount to Vendor. Deloitte & Touche shall not take delivery of the Software or be required to deliver the Software to the State

DELIVERABLES

- Invoices to the State for Precise ID Identity Proofing services provided by Vendor to the State for the Period of Coverage defined above.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

ASSUMPTIONS

- The State is responsible to secure appropriations to fund its obligations.
- There will be no holdoff or administrative fees for the contract.

PROJECT CONTROL AND REPORTS

- None

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The Precise ID Identity Proofing Service charges are on usage basis and paid on a monthly basis. The amounts below are based on estimates for months 10/2020 through 09/2021. Lower amounts than estimated for a month will be billed "as is". Higher amounts for a month will be billed "as-is" until the total billed for the year meets the value of this SOW. Any overage charges for the year will be added to a new SOW for the charges for next billing period. If Precise ID services between State and Experian are terminated for the next period, a new SOW for only the overage charges will be submitted. Specified below are the charges:

Task	Cost Category	Duration	Fiscal Year	Cost
1.	Precise ID Identity Proofing Services delivered by Vendor for the month of October 2020, invoiced by Deloitte & Touche as payee agent for Vendor	10/2020	FY21	\$60,425.77
2.	Precise ID Identity Proofing Services delivered by Vendor for the month of November 2020, invoiced by Deloitte & Touche as payee agent for Vendor	11/2020	FY21	\$60,425.77
3.	Precise ID Identity Proofing Services delivered by Vendor for the month of December 2020, invoiced by Deloitte & Touche as payee agent for Vendor	12/2020	FY21	\$60,425.77
4.	Precise ID Identity Proofing Services delivered by Vendor for the month of January 2021, invoiced by Deloitte & Touche as payee agent for Vendor	01/2021	FY21	\$60,425.77
5.	Precise ID Identity Proofing Services delivered by Vendor for the month of February 2021, invoiced by Deloitte & Touche as payee agent for Vendor	02/2021	FY21	\$60,425.77
6.	Precise ID Identity Proofing Services delivered by Vendor for the month of March 2021, invoiced by Deloitte & Touche as payee agent for Vendor	03/2021	FY21	\$60,425.77
7.	Precise ID Identity Proofing Services delivered by Vendor for the month of April 2021, invoiced by Deloitte & Touche as payee agent for Vendor	04/2021	FY21	\$60,425.77
8.	Precise ID Identity Proofing Services delivered by Vendor for the month of May 2021, invoiced by	05/2021	FY21	\$60,425.77

	Deloitte & Touche as payee agent for Vendor			
9.	Precise ID Identity Proofing Services delivered by Vendor for the month of June 2020, invoiced by Deloitte & Touche as payee agent for Vendor	06/2020	FY21	\$60,425.77
10.	Precise ID Identity Proofing Services delivered by Vendor for the month of July 2020, invoiced by Deloitte & Touche as payee agent for Vendor	07/2021	FY21	\$60,425.77
11.	Precise ID Identity Proofing Services delivered by Vendor for the month of August 2020, invoiced by Deloitte & Touche as payee agent for Vendor	08/2021	FY21	\$60,425.77
12.	Precise ID Identity Proofing Services delivered by Vendor for the month of September 2020, invoiced by Deloitte & Touche as payee agent for Vendor	09/2021	FY21	\$60,425.77
Grand Total				\$725,109.24

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB Business Relationship Manager is:

Rex Menold

MenoldR@michigan.gov

(517)719-3659

ADDITIONAL TERMS AND CONDITIONS:

None. This Statement Of Work does not change any terms and conditions not explicitly added or modified in this SOW.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or work remotely from Deloitte offices or employee locations in USA. Experian will deliver Precise ID Identity Proofing services from their office locations.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **67**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Dane Spencer	MULTI
	200 Renaissance Center, Suite 3900			517-940-0608	
	Detroit, MI 48243-1895		Contract Administrator	spencerD3@michigan.gov	
	Vik Bansal			Sean Regan	DTMB
	773-960-6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year		September 30, 2023
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING
<input type="checkbox"/> P-Card		<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$76,936,337.34	\$33,000.00	\$76,969,337.34		
DESCRIPTION				
Effective October 1, 2020, this Contract is hereby increased by \$33,000.00 for Deloitte & Touche LLP to integrate MILogin for Worker (internal and external) and MILogin for Third party (external) portals with MDHHS-Contact Tracing Messaging application.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval.				



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Contact Tracing Messaging App Integration	Period of Coverage: 07/22/2020-08/22/2020
Requesting Department: DTMB/Michigan Department of Health and Human Services (MDHHS)	Date: 07/22/2020
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Jeff Ballard	Phone: 517-284-1060

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate MILogin for Worker (internal and external) and MILogin for Third party (external) portals with MDHHS-Contact Tracing Messaging application.

PROJECT OBJECTIVE:

The goal of this project is to provide the following:

- Enable State of Michigan (SOM) worker user to request access for DHHS-SMS Citizen Outreach via MILogin for Worker (internal/external) portal
- Enable SOM Third party user to request access for DHHS-SMS Citizen Outreach via MILogin for Third party (external) portal

SCOPE OF WORK:

The scope of this SOW is described below.

- Integrate MILogin portal with DHHS-SMS Citizen Outreach environment using the HTTP HEADER based Single Sign-On (SSO) integration, per the below listed environment mapping:

#	MILogin portal type	MILogin environment	Contact Tracing Messaging application environment
1	Worker internal	Quality Assurance (QA)	User Acceptance Testing (UAT)
2	Worker external		
3	Third party external		
4	Worker internal	Quality Assurance (QA)	System Integration Testing (SIT)
5	Worker external		
6	Third party external		
7	Worker internal	Production (PROD)	Production (PROD)
8	Worker external		
9	Third party external		

- DHHS-SMS Citizen Outreach is a requestable application and requires approval for access

- Bulk load of up to 1000 users for day zero access to DHHS-SMS Citizen Outreach
- **User types in scope:**
 - SOM Worker users accessing from the intranet
 - SOM Worker users accessing from the internet
 - SOM Third party users accessing from the internet

The timelines are subject to timely approval of this SOW/CN by no-later than **07/28/2020**.

TASKS:

Specific tasks include:

- **MILogin portal QA integration with DHHS-SMS Citizen Outreach UAT Environment:**
 - Validate firewall rules between MILogin portal and the DHHS-SMS Citizen Outreach environment
 - Perform standard pre-built access control configurations using ISAM for DHHS-SMS Citizen Outreach Environment
 - Perform standard pre-built identity management (approval based) configurations using ISIM for DHHS-SMS Citizen Outreach Environment
 - Perform unit test for each new integration for DHHS-SMS Citizen Outreach Environment
 - Support integration tests for DHHS-SMS Citizen Outreach Environment
- **MILogin portal QA integration with DHHS-SMS Citizen Outreach SIT Environment:**
 - Validate firewall rules between MILogin portal and the DHHS-SMS Citizen Outreach environment
 - Perform standard pre-built access control configurations using ISAM for DHHS-SMS Citizen Outreach Environment
 - Perform standard pre-built identity management (approval based) configurations using ISIM for DHHS-SMS Citizen Outreach Environment
 - Perform unit test for each new integration for DHHS-SMS Citizen Outreach Environment
 - Support integration tests for DHHS-SMS Citizen Outreach Environment
- **MILogin portal PROD integration with DHHS-SMS Citizen Outreach PROD Environment:**
 - Test firewall rules between MILogin portal and the DHHS-SMS Citizen Outreach environment
 - Perform standard pre-built access control configurations using ISAM for DHHS-SMS Citizen Outreach Environment
 - Perform standard pre-built identity management (approval based) configurations using ISIM for DHHS-SMS Citizen Outreach Environment
 - Perform unit test for each new integration for DHHS-SMS Citizen Outreach Environment
 - Support smoke tests for DHHS-SMS Citizen Outreach Environment
- **Bulk access:**
 - Enable bulk access to DHHS-SMS Citizen Outreach application for up to 1000 users for day zero access. The user data file will be provided by DHHS in the format specified by MILogin

DELIVERABLES:

- Integrate MILogin for worker (internal/external) portal with DHHS-SMS Citizen Outreach UAT environment
- Integrate MILogin for worker (internal/external) portal with DHHS-SMS Citizen Outreach PROD environment
- Integrate MILogin for third party (external) portal with DHHS-SMS Citizen Outreach UAT environment
- Integrate MILogin for third party (external) portal with DHHS-SMS Citizen Outreach PROD environment

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE

- Customizations to the application request access forms
- Custom HTTP Headers
- Fine grained access control
- Multi-factor authentication
- Identity proofing
- Identity provisioning to MDHHS-Contact Tracing Messaging Application
- End user communications
- Report generation
- Writing/updating/deleting data into non-MILogin user repository
- User acceptance testing
- MILogin for Citizens integration with MDHHS-Contact Tracing Messaging Application
- Anything not listed in the scope section

ASSUMPTIONS:

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stake holders
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in meeting the dates identified in the work plan will result in the additional schedule and potential cost impact
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost
- The existing MILogin UI currently deployed in PROD will be used for the planned integrations. The above requirement considers only basic changes for additional attributes. If additional complex UI changes are needed an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin
- The Application team will be responsible to submitting firewall rule requests between their application infrastructure and MILogin infrastructure. These will cover the integration of application with MILogin QA, MILogin VDC QA, MILogin Production and MILogin VDC Production environments.
- Extension or delay in schedule will be addressed through a change request (CR)
- HTTP header based integration requires MILogin's basic / standard attributes only
- The application request access approval workflow will be configured like the MDHHS-Contact Tracing Application
- Approvers for the DHHS-SMS Citizen Outreach will be same as MDHHS-Contact Tracing Application
- Users already enrolled to Contact Tracing do not require any update to their user profiles

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure:

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 2 environments):

Type	Description	Integration Type	Unit Cost	Contract	Units	Total Cost
A	Automation of Shared Secret Validation Integration					
	Integrating additional environments (per env.)	Expedited delivery of pre-built integration	\$8,000.00		1	\$8,000.00
C	Standard Application Integration					
	SSO HTTP Header Integrations	Expedited delivery of pre-built integration	\$25,000.00		1	\$25,000.00
	Total					\$33,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone end date	Cost
1	MILogin portal QA integration with DHHS-SMS Citizen Outreach UAT completed	X+4 days	\$15,000
2	MILogin portal PROD integration with DHHS-SMS Citizen Outreach PROD completed	X+7 days	\$10,000
3	MILogin portal QA integration with DHHS-SMS Citizen Outreach SIT completed	X+10 days	\$8,000
TOTAL			\$33,000

*: X is the project purchase order issue date.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

SpencerD3@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett

235 S Grand Ave, Lansing, MI 48933

OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell

Agency Services supporting MDHHS

Department of Technology, Management & Budget

300 E. Michigan, Lansing, MI 48933

517-241-1114

CampbellG1@michigan.gov

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter into a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **66**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Dane Spencer	MULTI
	200 Renaissance Center, Suite 3900			517-940-0608	
	Detroit, MI 48243-1895			spencerD3@michigan.gov	
	Vik Bansal		Contract Administrator	Sean Regan	DTMB
	773.960.6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year		September 30, 2023
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING
<input type="checkbox"/> P-Card		<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$76,546,337.34	\$20,000.00	\$76,566,337.34		
DESCRIPTION				
Effective September 4, 2020, this contract is increased by \$20,000.00 to provide customized UI solution via MILogin for Citizens portal during the subscription process to MiChildSupport application and to send an additional attribute to MiChildSupport.				
All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval.				



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

Project Title: MILogin –MiChildSupport User Interface (UI) customization	Period of Coverage: 07/15/2020-11/16/2020
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 07/12/2020
MDHHS Business Relationship Manager: Judy Odett	Phone: 517-242-0122
MDHHS Project Manager: Lori Emme	Phone: 313-600-3353

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to customize MILogin for Citizen’s portal solution in Quality Assurance (“QA”), and Production (“PROD”) environments. As part of this project, the MILogin Citizen solution will be customized to allow subscription to the MiChildSupport application post Identity (ID) proofing regardless of identity proofing result, and to additionally send an attribute indicating whether ID proofing was successful or not in the Security Assertion Markup Language (SAML) token.

PROJECT OBJECTIVE

The goal of this project is to provide customized UI solution via MILogin for Citizens portal during the subscription process to MiChildSupport application and to send an additional attribute to MiChildSupport.

SCOPE OF WORK

The scope consists of:

- Customizing application subscription process for MiChildSupport in MILogin for Citizen solution (legacy and 2.0 both) to allow subscription of the application post ID proofing (even on failure).
- Capturing and passing the attribute containing result of ID proofing in the SAML token.

MiChildSupport Environment	MILogin Environment
DEV	DEV
QA	QA
PROD	PROD

TASKS

Specific tasks include:

- **MILogin Legacy and 2.0 QA environment (below steps are repeated for MiChildSupport DEV and QA set up)**
 - Update the user schema to add an attribute that stores the ID proofing result when subscribing to MiChildSupport application.
 - Update MILogin for Citizen UI application subscription process code with the following for MiChildSupport application:
 - Allow subscription to the application on both success and failure of ID proofing.
 - Capture the results of ID proofing during the subscription process.

- Update the existing SAML application mapping rule for MiChildSupport to add an additional attribute with ID proofing result flag.
- **MILogin Legacy and 2.0 environments PROD environment**
 - Update the user schema to add an attribute that stores the ID proofing result when subscribing to MiChildSupport application.
 - Migrate MILogin for Citizen UI application subscription process code with the following for MiChildSupport application:
 - Allow subscription to the application on both success and failure of ID proofing.
 - Capture the results of ID proofing during the subscription process.
 - Migrate the SAML application mapping rule for MiChildSupport which includes the attribute for ID proofing status flag.

DELIVERABLES

- Weekly status report of activities (will be covered in Weekly MILogin Project Executive Status report).
- UI Customization on Citizen portal in MILogin QA and Prod environments.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE

- Any customization not listed in above sections.
- Any additional environments for MiChildSupport, except the three in scope.
- Any testing support for performance testing.
- Additional language support for the UI other than English.

ASSUMPTIONS

- The State will assign an Agency Services Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The Agency Services Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The MDHHS Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The MDHHS Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, which may be required to integrate with the MILogin solution – legacy and 2.0
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.

- Only SOM Citizen users are considered in scope of this change.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Integration Type	Unit Contract Cost	Units	Total Cost
D	Complex Application Integration				
	UI Customization	Custom	\$5,000.00	4	\$20,000.00
	Total				\$20,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – Michigan Department of Health and Human Services Integration

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	• MILogin QA – MiChildSupport DEV integration completion.	X + 3 weeks	\$10,000
2.	• MILogin QA – MiChildSupport QA integration completion.	X + 4 weeks	\$5,000
3.	• MILogin Prod – MiChildSupport Prod integration completion.	X + 6 weeks	\$5,000
Grand Total			\$20,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer
DTMB Center for Shared Solutions
SpencerD3@michigan.gov
Office: (517) 284-7117
Cell: (517) 898-3621
Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated eService Business Relationship Manager is:
Cassandra Huguelet
HugueletC@michigan.gov
517-243-7071

The designated eService Project Manager is:
Bill Howland
HowlandW@michigan.gov
517-206-3057

ADDITIONAL TERMS AND CONDITIONS:

The parties acknowledge that COVID-19 and either party's compliance with any law, rule, regulation or policy related to COVID-19 may adversely impact the fees, timeline, working arrangements, staffing, responsibilities or other obligations under this SOW. In the event of any such impact, the parties will work in good faith to promptly enter into a change order to eliminate such impact. If the parties fail to enter into a change order within thirty (30) days of Consultant notifying Client of such impact, Consultant may suspend or terminate this SOW upon written notice to Client.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MiChildSupport will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

Approvals:

The following have reviewed and approved this Statement of Work. These approvals are indications only of the person's approval of the contents of this Statement of Work and are not to be considered State approval of any contract changes to the master contract; such final approvals will occur through SIGMA or other applicable State processes.

Role	Name/Title	Signature	Date
MiChildSupport Business Relationship Manager	Judy Odett Business Relationship Manager		

Role	Name/Title	Signature	Date
MILogin Project Sponsor	Dane Spencer/ Acting State Administrative Manager		



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **65**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Dane Spencer	MULTI
	200 Renaissance Center, Suite 3900			517-940-0608	
	Detroit, MI 48243-1895		Contract Administrator	spencerD3@michigan.gov	
	Vik Bansal			Sean Regan	DTMB
	773.960.6143			(517) 243-8459	
	vbansal@deloitte.com			regans@michigan.gov	
	CV0002117				

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$76,546,337.34	\$390,000.00	\$76,936,337.34		
DESCRIPTION				
<p>Effective August 28, 2020, this Contract is increased by \$390,000.00. This request is adding functionality for checking email address uniqueness for new users, and provides reminders to existing users who have shared or have missing email addresses when they login to MILogin.</p> <p>All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval, and State Administrative Board approval on September 10, 2020.</p>				



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

Project Title: User Email and Mobile Uniqueness	Period of Coverage: 07/01/2020 – 06/25/2021
Requesting Department: Department of Technology, Management and Budget (DTMB)	Date: 05/04/2020
DTMB Business Relationship Manager: Rex Menold	Phone: 517-719-3659
DTMB Project Manager: Dane Spencer	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touché") to add functionality for checking user email address uniqueness for new users, and providing reminders to existing users who have shared or missing email addresses when they login to MILogin. Uniqueness of mobile numbers, when provided, will also be checked similarly.

PROJECT OBJECTIVE

The goal of this project is to implement unique email addresses and optionally mobile numbers for MILogin users to improve availability of self-service options for password recovery, decrease account abandonment and reduce multiple user ids for same user.

SCOPE OF WORK

The scope consists of:

- **Phase 1: Implement email uniqueness for new Citizen and Third Party users registering to MILogin**
 - New citizen users coming from MIWAM or directly to Citizen portal will be required to provide a unique email address, and encouraged to provide an optional but unique mobile phone number
 - New citizen users coming to ISD portal will be encouraged to optionally provide email address and mobile number. When provided, they will be checked for uniqueness before allowing user registration.
 - New Third Party users coming to MILogin Third Party, ISD and MTO portals will be required to provide a unique email address, and encouraged to provide an optional but unique mobile phone number.
- **Phase 2a: Implement reminders and navigation for email uniqueness for existing Citizen and Third Party (provide a grace period of 180-360 days after deployment)**
 - When existing citizen users login to MILogin and have a missing email address or a shared email address/mobile number, they will be presented with a profile update request to enter, or update email and mobile number to unique values. Changes will be optional during the grace period.
 - When existing Third Party users login to MILogin, and do not have a unique email address, or are missing a mobile number or have a shared mobile number, they will be presented with a profile update request to update email and mobile number to unique values. Changes will be optional during the grace period.
 - After deployment of Phase 2a, the system will function this mode for a period of 180 to 360 days, at State's discretion.
- **Phase 2b: Implement mandatory unique email enforcement (180 – 360 days after Phase 2a)**
 - The system will enforce a mandatory unique email address for Citizen users. Depending on agreement from MDHHS for a mandatory email address, ISD Citizen users will be included, otherwise they will have an optional but unique email address email requirement. Existing citizen users without an email address, or a shared email address, will have to provide a mandatory unique email address when they login. Existing ISD Citizen users may be included in this if permitted by policy.

- The system will enforce a mandatory unique email address for Third Party users. New Third Party users will have to provide a unique email address. Existing citizen users without an email address, or a shared email address, will have to provide a mandatory unique email address when they login.

TASKS

Specific tasks include:

1. MILogin DEV environment

1.1. Phase 1 (New users)

- 1.1.1. Modify citizen user registration for users coming from MIWAM or directly to Citizen portal to require a unique mandatory email address, and optionally a unique mobile phone number.
- 1.1.2. Modify citizen user registration on ISD portal to encourage user to optionally provide unique email address and mobile phone number.
- 1.1.3. Add functionality to user registration of Third Party users on Third Party, ISD and MTO portals to require a unique mandatory email address. Add check for mobile number uniqueness when mobile number is provided.
- 1.1.4. Enhance Update Profile function for citizens on Citizen and ISD Portal, to check email address and mobile number uniqueness when provided or changed.
- 1.1.5. Enhance Update Profile function for Third Party users on Third Party, ISD and MTO portals to check email address and mobile number uniqueness when provided or changed,
- 1.1.6. Modify MILogin API for email address and mobile number update to add uniqueness checks, and provide appropriate status back.

1.2. Phase 2a (Existing users)

- 1.2.1. Update citizen user authentication on Citizen and ISD portal to check if email address is missing or shared, and if mobile number is missing or shared.
 - 1.2.1.1. Navigate the user to Update Profile screen with appropriate message to provide unique email and/or mobile number, or post message to that effect on ISD Portal.
 - 1.2.1.2. Check changed values for uniqueness.
 - 1.2.1.3. User will be also be allowed to proceed without making changes.
- 1.2.2. Update Third Party user authentication on Third Party, ISD and MTO portal to check if email address is shared, and if mobile number is missing or shared.
 - 1.2.2.1. Navigate the user to Update Profile with appropriate message to provide unique email address and/or mobile number.
 - 1.2.2.2. Check changed values for uniqueness.
 - 1.2.2.3. User will also be allowed to proceed without making changes.

1.3. Phase 2b (End of grace period for existing users)

- 1.3.1. Modify citizen user registration on ISD portal to require a unique email address and optional but unique mobile phone number, if allowed by policy (State to make decision).
- 1.3.2. Modify 1.2.1 Phase 2a Citizen Update citizen user authentication on Citizen and ISD portals to check if email address is missing or shared, and if mobile number is missing or shared.
 - 1.3.2.1. User will NOT be allowed to proceed without providing a unique email address (ISD citizen user may be exempted if allowed by policy)
 - 1.3.2.2. If a mobile number is provided, user will not be allowed to proceed if it is not unique.
- 1.3.3. Modify 1.2.2 Phase 2a Third Party user authentication on Third Party, ISD and MTO portal to check if email address is shared, and if mobile number is missing or shared.
 - 1.3.3.1. User will NOT be allowed to proceed without providing a unique email address.
 - 1.3.3.2. If a mobile number is provided, user will not be allowed to proceed if it is not unique.

1.4. Perform Unit testing.

- **MILogin QA environment**

- Migrate implementation changes to QA environment for SelfService User Interface (UI) apps in MILogin Citizens Portal, Third Party Portal, ISD Portal, MTO Portal, Login App, REST App
- Facilitate integration testing to validate the changes in MILogin Citizens Portal, Portal, Third Party Portal, ISD Portal, MTO Portal, Login App, REST App. UAT will be performed with one Citizen application and one Third Party application, email and mobile number uniqueness related test cases only, for Phase 1 new user registration and Phase 2a existing user authentication.

- **MILogin PROD environment**

- Migrate implementation changes to PROD environment for SelfService User Interface (UI) apps in MILogin Citizens Portal, Portal, Third Party Portal, ISD Portal, MTO Portal, Login App, REST App
- Facilitate smoke testing to validate the changes in MILogin (Citizens) Portal, Portal, Third Party Portal, ISD Portal, MTO Portal, Login App, REST App

DELIVERABLES

- Phase 1 Email / mobile number uniqueness in MILogin Development, QA and Production environments.
- Phase 2 Email / mobile number uniqueness in MILogin Development, QA and Production environments.
- Weekly status report of activities (will be covered in Weekly Executive Status Report for the MILogin program)

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

OUT OF SCOPE

- The changes not listed in the scope section above.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The State is responsible for communications related to this change to impacted end users and integrated applications.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Application team will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- Any extension or delay in schedule will be addressed through a change request.
- Only MILogin Citizen and Third Party users are considered in scope for this implementation, with a possible exception for ISD Citizen users as defined under Scope – Phase 2b.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows

Service Offering	Per Unit Cost	Number of Units	Discount	Total
Custom/Complex MILogin Services				
UI Customization	\$ 10,000.00	40	\$ 10,000.00	\$ 390,000.00
Grand Total				\$ 390,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touché.

User Email and Mobile Uniqueness Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	Develop and unit test the Phase 1 changes and enhancements as listed in in scope table and under tasks in MILogin DEV environment	X + 8 weeks	\$ 150,000.00
2.	Deploy and perform UAT with Phase 1 changes and enhancements as listed in in scope table and under tasks in MILogin QA environment	X + 10 weeks	\$50,000
3.	Deploy and smoke test Phase 1 changes and enhancements as listed in in scope table in MILogin Production environment	X + 10.1 weeks	\$ 25,000.00
4.	Develop and unit test the Phase 2a changes and enhancements as listed in in scope table and under tasks in MILogin DEV environment	X + 15 weeks	\$ 100,000.00
5.	Deploy and perform UAT with Phase 2a changes and enhancements as listed in in scope table and under tasks in MILogin QA environment	X + 18 weeks	\$45,000
6.	Deploy and smoke test Phase 2a changes and enhancements as listed in in scope table in MILogin Production environment	X + 19 weeks	\$ 20,000.00
Grand Total			\$ 390,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer
DTMB Center for Shared Solutions
SpencerD3@michigan.gov
Office: (517) 284-7117
Cell: (517) 898-3621
Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated DTMB Business Relationship Manager is:

Rex Menold
MenoldR@michigan.gov
(517) 719-3659

The designated DTMB DNR Project Manager is:

Ross Feldpausch
FeldpauschR@michigan.gov
517-284-6078

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDOC will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from its US offices or employee locations.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **64**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$76,406,337.34	\$140,000.00	\$76,546,337.34		
DESCRIPTION				
Effective with mutual signature the contract is amended to add funding of \$140,000 to support the request for Deloitte & Touché to integrate with Michigan Department of Treasury Individual Income Tax E-services (MIIT E-Services) application with MILogin Citizen Portal solution. As part of this project, the MIIT E-services application will use MILogin for citizen user registration, single sign on (SSO), and customized Multi Factor Authentication (MFA). (attached SOW). All other terms and conditions will remain the same.				



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

Project Title: MILogin – Michigan Individual Income Tax E-services (MiIT E-services) Integration	Period of Coverage: 07/06/2020-11/20/2020
Requesting Department: Michigan Department of Treasury	Date: 06/24/2020
MiIT E-services Business Relationship Manager: Cassandra Huguelet	Phone: 517-243-7071
MiIT E-services Project Manager: Bill Howland	Phone: 517-206-3057

This is a **Statement of Work (SOW)** to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate with Michigan Department of Treasury Individual Income Tax E-services (MiIT E-Services) application with MILogin Citizen Portal solution. As part of this project, the MiIT E-services application will use MILogin for citizen user registration, single sign on (SSO), and customized Multi Factor Authentication (MFA)

PROJECT OBJECTIVE

The goal of this project is to provide customized on-demand MFA services to the MiIT E-services application via the MILogin for Citizens solution and to provide web services to enable auto subscription.

SCOPE OF WORK

The scope consists of:

- Providing and integrating on-demand MFA feature with MILogin for Citizen for MiIT E-services application, post user authentication with MILogin.
- Customizing MFA page on MILogin for Citizen solution to allow users without a valid MFA factor to add mobile phone number and email address as factors (Note: MiIT eServices will have to get approval from State MCS for the use of email address as a MFA factor for access to the eServices application.
- Redirecting to MiIT E-services after completion of MFA to a URL destination provided by eServices as part of the On Demand MFA configuration.
- Providing MiIT E-services application with a custom end point to add eService role to the user in MILogin legacy environment and providing IBM Cloud Identity (CI) endpoint to add eService role in MILogin 2.0 environment.
- Integration of 3 MiIT E-services application environments listed below with the corresponding MILogin environments.

MiIT E-services Environment	MILogin Environment
SIT	QA
QA	QA
PROD	PROD

TASKS

Specific tasks include:

- **MILogin QA environment (integrates with SIT and QA – below steps repeated for both set up)**
 - For the on-demand MFA:
 - Create OAuth 2.0 clients for on-demand MFA application in IBM Security Access Manager for Mobile (ISAMM) for citizen user types.
 - Create a userinfo endpoint and protect the resource with API protection using OAuth 2.0.
 - Create and attach ACLs and ISAM groups to the end point.
 - Develop a custom endpoint to add the user to MilIT E-services group (for auto subscription to MilIT E-services) and protect this endpoint with API protection using OAuth 2.0.
 - Update the MILogin for Citizens MFA pages to allow the users to add mobile phone/email address as MFA factor if the user does not have either of these attributes in the user's profile.
 - Update the MILogin for Citizens User Interface (UI) code to redirect the user to MilIT E-services application upon successfully updating the phone/email as an MFA factor and completing the MFA.
 - Configure the userinfo end point to pass the below attributes in JSON response type format:
 - User ID
 - First Name
 - Last Name
 - Mobile Number (if available)
 - Email address (if available)
 - Set up of on-demand MFA in MILogin IBM CI QA environment.
 - Set up of web service for auto subscription in MILogin IBM CI QA environment.
 - Facilitate SIT and QA integration testing.
- **MILogin PROD environment**
 - For the on-demand MFA:
 - Create OAuth 2.0 clients for on-demand MFA application in IBM Security Access Manager for Mobile (ISAMM) for citizen user types.
 - Create a userinfo endpoint and protect the resource with API protection using OAuth 2.0.
 - Create and attach ACLs and ISAM groups to the end point.
 - Develop a custom endpoint to add the user to MilIT E-services group (for auto subscription to MilIT E-services) and protect this endpoint with API protection using OAuth 2.0.
 - Update the MILogin for Citizens MFA pages to allow the users to add mobile phone/email address as MFA factor if the user does not have either of these attributes in the user's profile.
 - Update the MILogin for Citizens User Interface (UI) code to redirect the user to MilIT E-services application upon successfully updating the phone/email as an MFA factor and completing the MFA.
 - Set up of on-demand MFA in MILogin IBM CI PROD environment.
 - Set up of web service for auto subscription in MILogin IBM CI PROD environment.
 - Configure the userinfo end point to pass the below attributes in JSON response type format:
 - User ID
 - First Name
 - Last Name
 - Mobile Number (if available)
 - Email address (if available)
 - Facilitate smoke testing.

DELIVERABLES

- Completion of MILogin QA – MilIT E-services SIT integration
- Completion of MILogin QA – MilIT E-services QA integration
- Completion of MILogin Production – MilIT E-services Production integration and release

- Weekly status report of activities (will be covered in Weekly MILogin Project Executive Status report)

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and Treasury Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – Michigan Department of Treasury MillT E-services Integration

- Identity proofing.
- User provisioning and de-provisioning to MillT E-services application.
- Any customization outside of not listed in above sections.
- 24*7*365 availability of MILogin non-production environments.
- Stabilization support post-production rollout.
- Any additional environments for MillT E-services, except the three in scope.
- Any testing support for performance testing.
- Extended test management support for application's SIT and QA test cycles except bug fix support for MILogin issues
- Any MillT E-services native mobile application integration with MILogin.
- Additional language support for the UI other than English.

ASSUMPTIONS

- The State will assign an Agency Services Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the DTMB Project Manager. The Agency Services Project Manager will help the DTMB Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The Treasury Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The Treasury Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, which may be required to integrate with the MILogin solution – legacy and 2.0.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Only SOM Citizen users are considered in scope of this integration.
- Citizen user registration and Single Sign On integration (SSO) (OAuth 2.0 based) will be handled as a part of pre-built integrations (1 unit).
- MILogin MFA will support the following factors:
 - One Time Password (OTP) to mobile phone
 - Voice call back of OTP to phone

- IBM Verify authenticator smart phone application
- OTP to email address (this requires eServices to get MCS approval for use as a MFA factor)

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to MiIT E-services and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Integration Type	Unit Contract Cost	Units	Discount	Total Cost
D	Complex Application Integration					
	On demand MFA and auto-subscription services (equivalent of SSO Integrations/Federations Utilizing User Provisioning in Back-End Systems)	Custom	\$110,000.00	2	\$80,000.00	\$140,000.00
	Total					\$140,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – Michigan Department of Treasury MiIT E-services Integration

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	<ul style="list-style-type: none"> • MILogin QA – MiIT E-services SIT integration completion. 	X + 5 weeks	\$65,000
2.	<ul style="list-style-type: none"> • MILogin QA – MiIT E-services QA integration completion. 	X + 7 weeks	\$40,000
3.	<ul style="list-style-type: none"> • MILogin Prod – MiIT E-services Prod integration completion. 	X + 9 weeks	\$35,000
Grand Total			\$140,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated eService Business Relationship Manager is:

Cassandra Huguelet

HugueletC@michigan.gov

517-243-7071

The designated eService Project Manager is:

Bill Howland

HowlandW@michigan.gov

517-206-3057

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MillT E-services will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

Approvals:

The following have reviewed and approved this Statement of Work. These approvals are indications only of the person's approval of the contents of this Statement of Work and are not to be considered State approval of any contract changes to the master contract; such final approvals will occur through SIGMA or other applicable State processes.

Role	Name/Title	Signature	Date
MillT E-services Business Relationship Manager	Cassandra Huguelet Business Relationship Manager		

Role	Name/Title	Signature	Date
MILogin Project Sponsor	Dane Spencer/ Acting State Administrative Manager		



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **63**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$76,406,337.34	\$16,000.00	\$76,422,337.34		
DESCRIPTION				
Effective with mutual signature the contract is amended to add funding (\$16,000) to support pre-approved access to OSMIS Dashboard UAT2 applications in MILogin for Worker and Third-Party solutions via processing input access feed files on multiple times daily basis using TDI feed processes. External Worker and Third-Party access to OSMIS Dashboard UAT2 applications will be protected by a custom MFA page. (as per attached SOW) All other terms and conditions remain the same.				



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

Project Title: MILogin – Michigan Department of Labor and Economic Opportunity – Workforce Development (LEO-WD) OSMIS Dashboard Integrations	Period of Coverage: 06/15/2020-7/16/2020
Requesting Department: Michigan Labor and Economic Opportunity	Date: 06/15/2020
OSMIS Business Relationship Manager: Nancy Palmateer	Phone: 517-335-5779
OSMIS Project Manager: Shannon Coombs	Phone: 517-284-9204

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to enable pre-approved access to the LEO-WD OSMIS Dashboard UAT2 applications in the MILogin Quality Assurance (“QA”) environment via comma separated access feed file. As part of this project, the access feed files received from the OSMIS Dashboard UAT2 applications through File Transfer Service (FTS) will be processed multiple times daily by Tivoli Directory Integrator (TDI) assembly line scripts designed to grant or revoke user access to the applications in MILogin as directed by the feed file.

In addition, the State has requested Deloitte & Touche to:

- Integrate an additional pre-built OSMIS Dashboard application environment (UAT2) with MILogin utilizing OAuth 2.0 as the integration pattern.
- Integrate an additional pre-built OSMIS Dashboard Legacy environment (Legacy UAT2) with MILogin utilizing SAML 2.0 as the integration pattern.
- Utilize a custom multi-factor authentication (“MFA”) page consisting of only one email-based MFA option. This page will be utilized as an additional layer of security for OSMIS Dashboard UAT2 applications (UAT2 and Legacy UAT2) external Third-Party and Worker access channels.

PROJECT OBJECTIVE

The goal of this project is to provide pre-approved access to OSMIS Dashboard UAT2 applications in MILogin for Worker and Third-Party solutions via processing input access feed files on multiple times daily basis using TDI feed processes. External Worker and Third-Party access to OSMIS Dashboard UAT2 applications will be protected by a custom MFA page.

SCOPE OF WORK

The scope consists of:

- Provide SOM Worker and Third-Party users with pre-approved access to LEO-WD OSMIS Dashboard UAT2 applications via TDI feed file.
- Utilize a custom MFA page to protect External Worker and Third-Party access to LEO-WD OSMIS Dashboard UAT2 applications.
- The LEO-WD OSMIS Dashboard UAT2 application environments listed below will be integrated with the corresponding MILogin environments for pre-approved application access via TDI feed processes.

OSMIS Dashboard Environment	MILogin Environment
UAT2	QA
Legacy UAT2	QA

TASKS

Specific tasks include:

- **MILogin QA environment**
 - Test firewall rules for the MILogin – LEO-WD OSMIS Dashboard UAT2 integrations in the MILogin QA environment, if applicable.
 - Test FTS service accounts and connections for LEO-WD OSMIS Dashboard UAT2 file transfer.
 - Implement TDI feeds to read and process files containing pre-approved user list by LEO-WD OSMIS Dashboard UAT2 integration on FTS.
 - Implement TDI feeds to add or revoke the application access in MILogin.
 - Implement functionality to report errors encountered to an identified LEO-WD OSMIS Dashboard UAT2 mailbox via TDI.
 - Facilitate test case execution related to the MILogin – LEO-WD OSMIS Dashboard UAT2 custom onboarding and MFA functionality.
 - Integrate LEO-WD OSMIS Dashboard UAT2 application with MILogin utilizing OAuth 2.0 integration as the integration pattern.
 - Integrate LEO-WD OSMIS Dashboard Legacy UAT2 application with MILogin utilizing SAML 2.0 as the integration pattern.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for Worker and Third-Party solutions with the LEO-WD OSMIS Dashboard UAT2 applications for pre-approved access in the MILogin QA environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and LEO-WD Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – LEO-WD OSMIS Dashboard UAT2 Integrations

- Identity proofing.
- User provisioning and de-provisioning to the LEO-WD OSMIS Dashboard UAT2 applications.
- Integration with the MILogin Citizen user portal.

ASSUMPTIONS

- The State will assign an Agency Services Project Manager to oversee the project, make management and prioritization decisions, and work side-by-side with the MILogin Project Manager. The Agency Services Project Manager will help the MILogin Project Manager schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and DTMB Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and DTMB Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Delay in meeting the dates identified in the work plan will result in additional scheduling and potential cost impact.

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, which may be required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, and hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed that require schema changes within the core MILogin solution, an impact analysis will be made that will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for user account-related operations with respect to MILogin.
- Extension or delay in schedule will be addressed through a change request.
- Only SOM Worker and Third-Party users are considered in scope of this integration.
- FTS maintenance and uptime is responsibility of State.
- LEO-WD OSMIS Dashboard team will be responsible to upload the access file to FTS.
- Account to download the access file from FTS will be provided by the LEO-WD OSMIS Dashboard UAT2 team.
- Schedule to process the access file will be determined by LEO-WD OSMIS Dashboard UAT2 team and approved by DTMB.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to LEO-WD and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe potential issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 2 environments):

Type	Description	Integration Type	Unit Contract Cost	Units	Total Cost
C	Standard Application Integration				
	Additional environment integration for SSO federations	Pre-built	\$8,000.00	2	\$16,000.00
	Total				\$16,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – LEO-WD OSMIS Dashboard UAT2 Integration and Custom Onboarding Feature

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	<ul style="list-style-type: none"> MILogin QA – OSMIS Dashboard UAT2 and Legacy UAT2 integration completion. 	X + 2 weeks	\$8,000
2.	<ul style="list-style-type: none"> MILogin QA – OSMIS Dashboard UAT2 custom onboarding integration completion. 	X + 3 weeks	\$8,000
Grand Total			\$16,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated LEO-WD OSMIS Dashboard Business Relationship Manager is:

Nancy Palmateer

PalmateerN@michigan.gov

517-335-5779

The designated LEO-WD OSMIS Dashboard Project Manager is:

Shannon Coombs

CoombsS@michigan.gov

517-284-9204

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and LEO-WD will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

Approvals:

The following have reviewed and approved this Statement of Work. These approvals are indications only of the person's approval of the contents of this Statement of Work and are not to be considered State approval of any contract changes to the master contract; such final approvals will occur through SIGMA or other applicable State processes.

Role	Name/Title	Signature	Date
LEO Business Relationship Manager	Nancy Palmateer/ Business Relationship Manager		
MILogin Project Sponsor	Dane Spencer/ Acting State Administrative Manager		



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **62**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS		EXPIRATION DATE BEFORE			
September 13, 2013	September 12, 2018	5 - 1 Year		September 30, 2023			
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING			
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$76,406,337.34	\$16,000.00	\$76,422,337.34					
DESCRIPTION							
Effective with mutual signature funding of \$16,000 is added to support the attached statement of work for the vendor to integrate MiLogin for Worker (internal and external) QA portal with 2 new MDHHS contract tracing salesforce environments UAT and DEVER. All other terms and conditions remain the same.							



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Contact Tracing Integration	Period of Coverage: 06/15/2020-07/10/2020
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 06/11/2020
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Ashley Guttman	Phone: 517-335-1992

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate MILogin for Worker (internal and external) and MILogin for Third party (external) portals with MDHHS-Contact Tracing.

PROJECT OBJECTIVE:

The goal of this project is to provide the following:

- Enable State of Michigan (SOM) worker user to request access for MDHHS-Contact Tracing portal via MILogin for Worker (internal/external) portal
- Enable SOM Third party user to request access for MDHHS-Contact Tracing portal via MILogin for Third party (external) portal

SCOPE OF WORK:

The scope of this SOW is described below.

- Integrate MILogin for Worker (internal and external) QA portal with 2 new MDHHS-Contact Tracing Salesforce environments
 - UAT
 - DEVER
- Integrate MILogin for Third party (external) QA portal with 2 new MDHHS-Contact Tracing portals
- Include previously created functionality as-is to capture 2 additional attributes on request access to MDHHS-Contact Tracing. The 2 additional attributes are County and Role attributes.
- Users already enrolled to Contact Tracing do not require any update to their user profiles for the 2 additional attributes.
- The SAML assertion shared with ISD Salesforce must have the newly captured information

#	Attribute expect in the SAML assertion
1	<ul style="list-style-type: none"> • mict_county • mict_role

- **User types in scope:**
 - SOM Worker users accessing from the intranet
 - SOM Worker users accessing from the internet
 - SOM Third party users accessing from the internet

TASKS:

Specific tasks include:

- **MILogin for worker QA Environment:**
 - Customize request access form to capture 2 additional attributes
 - Configure ISIM work-flows for 2 new MDHHS-Contact Tracing environments
 - Get Metadata files for the 2 new environments from the MDHHS-Contact Tracing team
 - Add SAML2.0 federation configurations for MDHHS-Contact Tracing
 - Perform unit test for newly integrated environments
 - Perform integration tests
- **MILogin for third party QA Environment:**
 - Customize request access form to capture 2 additional attributes
 - Configure ISIM work-flows for 2 new MDHHS-Contact Tracing environments
 - Get Metadata files for the 2 new environments from the MDHHS-Contact Tracing team
 - Add SAML2.0 federation configurations for MDHHS-Contact Tracing
 - Perform unit test for newly integrated environments
 - Perform integration tests

DELIVERABLES:

- Integrate MILogin for worker (internal/external) portal with MDHHS-Contact Tracing UAT environment
- Integrate MILogin for worker (internal/external) portal with MDHHS-Contact Tracing DEVER environment
- Integrate MILogin for third party (external) portal with MDHHS-Contact Tracing UAT environment
- Integrate MILogin for third party (external) portal with MDHHS-Contact Tracing DEVER environment

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE

- New Integration with Amazon Connect / Amazon Webservices
- Fine grained access control
- Multi-factor authentication
- Identity proofing
- Identity provisioning to end system (Salesforce portal)
- End user communications
- Report generation
- Writing/updating/deleting data into non-MILogin user repository
- User acceptance testing
- MILogin for Citizens integration with Salesforce portal
- Anything not listed in the scope section

ASSUMPTIONS:

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stake holders
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in meeting the dates identified in the work plan will result in the additional schedule and potential cost impact
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost
- The existing MILogin UI currently deployed in PROD will be used for the planned integrations. The above requirement considers only basic changes for additional attributes. If additional complex UI changes are needed an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin
- Extension or delay in schedule will be addressed through a change request (CR)
- Metadata files for the 2 new MDHHS-Contact Tracing environments (UAT and DEVER) will be provided latest by 6/15 in order to meet the set timeline 6/19. Delay in getting the metadata file will further delay the environment set up

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure:

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 2 environments):

Type	Description	Integration Type	Unit Contract Cost	Units	Discount	Total Cost
C	Standard Application Integration					
	MILogin Services Utilizing Pre-Built Connectors (additional environments, cost per environment)	Pre-built	\$8,000.00	2	N/A	\$16,000.00
	Total					\$16,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone end date	Cost
1	MILogin for worker (internal/external) and MILogin for third party (external) integration with MDHHS-Contact Tracing UAT completed	X+2 week	\$8,000
2	MILogin for worker (internal/external) and MILogin for third party (external) integration with MDHHS-Contact Tracing DEVER completed	X+1 week	\$8,000
TOTAL			\$16,000

*: X is the project purchase order issue date.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

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Lansing, MI 48933

SpencerD3@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett

235 S Grand Ave, Lansing, MI 48933

OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell

Agency Services supporting MDHHS

Department of Technology, Management & Budget

300 E. Michigan, Lansing, MI 48933

517-241-1114

CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan, or deliver the work remotely from Deloitte offices or employee locations in USA.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **61**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$76,406,337.34	\$0.00	\$76,406,337.34		
DESCRIPTION				
<p>Effective with mutual signature the contract is amended as to the following: The State of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touche") to perform activities collectively identified as a part of MILogin 2.0 Minimum Viable Program. Current MILogin 2.0 MVP program contract - Ref. Contract # 071B3200143, CN 52. The purpose of this request is to change the scope. This is a zero dollar change. Two items are being removed from scope and one item is being added.</p> <p>a.Removed from scope: Creation of the DEV 2 environment.</p> <p>b.Removed from scope: Creation of APIs for use with external portals is.</p> <p>c.Added to scope: Creation of custom help desk interface for Citizens Cloud CI.</p> <p>SEE ATTACHED</p> <p>All other terms and condntions remain the same.</p>				



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **60**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Program Manager	Dane Spencer	MULTI
	200 Renaissance Center, Suite 3900			517-940-0608	
	Detroit, MI 48243-1895		Contract Administrator	spencerD3@michigan.gov	
	Mark Ford			Mike Breen	DTMB
	313-394-5313			(517) 249-0428	
	mford@deloitte.com			breenm@michigan.gov	
	CV0002117				

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE				
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023				
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING			
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$76,043,782.72	\$362,554.62	\$76,406,337.34					
DESCRIPTION							
Effective with mutual signature and State Administrative Board approval (5/5/20) the contract is amended to add funding \$362,554.62 to support the attached SOW for Precise ID Identity Proofing Service for 6 months which is part of the Statewide Enterprise Identity, Credentialing and Access Management (MICAM) contract. All other terms and conditions remain the same.							



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

Project Title: MILogin – Experian Contract	Period of Coverage: 04/01/2020-09/30/2020
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 02/04/2020
DTMB Business Relationship Manager: Rex Menold	Phone: 517-719-3659
DTMB Project Manager: Dane Spencer	Phone: 517-284-9204

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to act as a payee agent for Experian (“Vendor”) and all obligations to invoice and receive payment for the Experian Precise ID Identity Proofing Service (“Software”) shall be received by Deloitte & Touche solely as payee agent for Vendor.

PROJECT OBJECTIVE

The key goal of this project is for Deloitte & Touche to purchase, as payee agent, for resale to the State, a license to Experian’s Precise ID Identity proofing software

SCOPE OF WORK

The scope consists of the following:

- Precise ID Identity Proofing services delivered by Vendor will be invoiced by Deloitte & Touche to State under the Contract as a limited payee agent on behalf of Vendor for the amounts due under the License Agreement
- Receive payment of such amounts from the State when paid by the State (“Paid Amount”)
- Transfer the Paid Amount to Vendor. Deloitte & Touche shall not take delivery of the Software or be required to deliver the Software to the State

DELIVERABLES

- Invoices to the State for Precise ID Identity Proofing services provided by Vendor to the State for the Period of Coverage defined above.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

ASSUMPTIONS

- The State is responsible to secure appropriations to fund its obligations.
- There will be no holdoff or administrative fees for the contract.

PROJECT CONTROL AND REPORTS

- None

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The Precise ID Identity Proofing Service charges are on usage basis and paid on a monthly basis. The amounts below are based on estimates for months 04/2020 through 09/2020. Lower amounts than estimated for a month will be billed "as is". Higher amounts for a month will be billed "as-is" until the total billed for the year meets the value of this SOW. Any overage charges for the year will be added to a new SOW for the charges for next billing period. If Precise ID services between State and Experian are terminated for the next period, a new SOW for only the overage charges will be submitted. Specified below are the charges:

Task	Cost Category	Duration	Fiscal Year	Cost
1.	Precise ID Identity Proofing Services delivered by Vendor for the month of April 2020, invoiced by Deloitte & Touche as payee agent for Vendor	04/2020	FY20	\$60,425.77
2.	Precise ID Identity Proofing Services delivered by Vendor for the month of May 2020, invoiced by Deloitte & Touche as payee agent for Vendor	05/2020	FY20	\$60,425.77
3.	Precise ID Identity Proofing Services delivered by Vendor for the month of June 2020, invoiced by Deloitte & Touche as payee agent for Vendor	06/2020	FY20	\$60,425.77
4.	Precise ID Identity Proofing Services delivered by Vendor for the month of July 2020, invoiced by Deloitte & Touche as payee agent for Vendor	07/2020	FY20	\$60,425.77
5.	Precise ID Identity Proofing Services delivered by Vendor for the month of August 2020, invoiced by Deloitte & Touche as payee agent for Vendor	08/2020	FY20	\$60,425.77
6.	Precise ID Identity Proofing Services delivered by Vendor for the month of September 2020, invoiced by Deloitte & Touche as payee agent for Vendor	09/2020	FY20	\$60,425.77
Grand Total				\$362,554.62

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB Business Relationship Manager is:

Rex Menold

MenoldR@michigan.gov

(517)719-3659

ADDITIONAL TERMS AND CONDITIONS:

None. This Statement Of Work does not change any terms and conditions not explicitly added or modified in this SOW.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **58**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023

PAYMENT TERMS

DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card

☐ PRC

☐ Other

☐ Yes

☒ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$75,743,782.72	\$300,000.00	\$76,043,782.72		

DESCRIPTION

Effective with mutual signature and State Administrative Ad BD approval of 5/5/2020 the contract is amended to add funding of \$300,000.00 for the Department of Treasury for Michigan Treasury Online project for continued maintenance and operations. All other terms and conditions remain the same.



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

Project Title: MICAM MTO Optimization Project Maintenance & Operations	Period of Coverage: 10/01/2019 – 09/30/2020
Requesting Department: Michigan Department of Treasury	Date: 09/25/2019
DTMB Project Manager: Spencer Dane	Phone: 517-241-9935
Treasury Project Manager: Lucy Pline	Phone: 517 636-5052

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (SOM, State) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the TASKS section for MILogin for Workers / 3rd party solution for the Michigan Treasury Online (MTO) application.

PROJECT OBJECTIVE:

The release 1 of MTO Optimization project was rolled out in January 2016, providing a consistent, mobile friendly, Americans with Disabilities Act (ADA) compliant, and an easy to navigate user interface for MTO. This solution leverages a dedicated hardware for MILogin to meet Treasury's performance and availability requirements and to provide a user interface that addresses Treasury's requirements for user experience and look & feel.

This project will allow Deloitte & Touche to continue providing the required M&O technical support to MILogin MTO application integration.

SCOPE OF WORK:

Provide MILogin M&O technical support as defined in the TASKS section for the MILogin MTO integration. The ongoing support is estimated to begin on October 01, 2019 and will go through the end of fiscal year, i.e., September 30, 2020.

TASKS:

M&O technical support for MILogin MTO application integration includes:

- Coordinate with Treasury call center and assist with troubleshooting and resolving MILogin integration specific technical issues.
- Health check of the MILogin MTO application integration.
- Facilitate MTO application testing by creating/updating User accounts.
- Installation of MTO application WebSEAL service packs and updates.
- Provide downtime support for the MTO application.
- Analysis and remediation of vulnerabilities related to MILogin components.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and Treasury Project Manager have provided approval via email for the listed milestones in this SOW.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will be handled by Treasury call center. The following list of features and associated issues will be covered by level 1:
 - Password reset
 - Account activation / deactivation
 - Profile update
 - Questions and clarifications from end users
- New integrations and enhancements.
- MTO application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The Treasury Contact Center will be responsible for providing help desk services for any user account related operations with respect to MILogin.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some MILogin M&S resources may work from US based delivery centers in Mechanicsburg, PA, Orlando FL, or other Deloitte & Touche Delivery Centers located in USA.
- MILogin level 2/3 support will be available between 8:00 am– 5:00 pm ET (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$300,000.00 per the below table in the Cost Breakdown Structure section – Tables 1. DTMB will pay CONTRACTOR (Deloitte & Touche LLP) upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining Treasury Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Treasury Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

Maintenance & Operations (Ongoing cost)

The maintenance & operations (M&O) cost will be charged on an annual basis and paid on a monthly basis. Specified below is the cost for M&O services for the second year.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	12 months	FY20	\$300,000 (To be billed on a monthly basis at \$25,000 starting October 2019 through September 2020 after final approval)
Grand Total				\$300,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB CSS MILogin Service Manager is:

Dane Spencer,
State Administrative Manager
Section Manager for Michigan Identity, Credential, Access Management (MICAM/MILogin)
DTMB Center for Shared Solutions
Phone: (517) 241-9935
E-mail: SpencerD3@michigan.gov

The designated Treasury Agency Service Project Manager is:

Lucy Pline
Business Relations Manager
Michigan Department of Technology Management and Budget (DTMB)
Agency Services – Department of Treasury (Treasury)
Phone: 517 636-5052
E-mail: plinel@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and Treasury will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan and the Treasury Operations Center as needed.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs./week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs./week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **57**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023

PAYMENT TERMS

DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card

☐ PRC

☐ Other

☐ Yes

☒ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$75,743,782.72	\$55,000.00	\$75,798,782.72		

DESCRIPTION

Effective with mutual signature the contract is amended per the attached statement of work with a decommission of the DNR eLicense from MiLogin and adding \$55,000 to the contract for this project. All other terms and conditions remain the same.



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

Project Title: Decommission eLicense application from MILogin (Citizens) Portal	Period of Coverage: 02/03/2020 - 04/30/2020
Requesting Department: Department of Natural Resources (DNR)	Date: 01/23/2020
DTMB DNR Business Relationship Manager: Manny Rosales	Phone: 517-241-4642
DTMB DNR Project Manager: Ross Feldpausch	Phone: 517-284-6078

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touché") to decommission the Department of Natural Resources (DNR) eLicense application from MILogin (Citizens) portal.

PROJECT OBJECTIVE

The goal of this project is to decommission the DNR eLicense application from MILogin (Citizens) portal including user access removal for eLicense, removing access management configurations for eLicense and customizations made in user interface (UI) portals for eLicense.

SCOPE OF WORK

The scope consists of:

- Removing the eLicense related customizations from SelfService and Login User Interface (UI) apps in MILogin (Citizens) portal.
 - Custom code for eLicense access provisioning on –
 - Service provider (SP) initiated flows for login & registration
 - OAuth token exchange flows
 - Custom code to display the application to end users for access and request access
 - Application entry in database
 - Custom code for application access request
- MILogin access management configuration removal for eLicense for Model Office (MO), Continuous Development Model Office (CDMO), and Production environments
 - Removal of OAuth related configurations
 - Removal of access policy related configuration
 - Removal of identity management related configurations
- ELicense Access removal for 400K users in production and test users in MO, CDMO environment
 - Creation of custom script to remove access in a staged manner
 - Validation, and testing of the script in eLicense MO, CDMO environments
 - Removal of production users access using the custom script

NOTE: The application access removal from users is a time and resource intensive process. Due to solution requirements, the script should run as an assembly line in order to reduce the impact of this process on the production environment load. This process needs periodic monitoring (success/failure/pending request) throughout the time of its run. It takes typically a business day to remove access for ~5K-8K users.

TASKS

Specific tasks include:

- **MILogin QA environment**
 - Update SelfService and Login User Interface (UI) apps in MILogin (Citizens) to remove the custom code for eLicense access provisioning, requesting the application access and accessing the application.
 - Migrate implementation changes to QA environment for SelfService and Login User Interface (UI) apps in MILogin (Citizens) portal.
 - Remove the eLicense database entries for MO & CDMO
 - Remove the eLicense IBM Security Identity Manager (ISIM) - services, provisioning policies, application roles, workflows and notifications for MO & CDMO environments.
 - Remove eLicense IBM Security Access Manager (ISAM) configurations for OAuth and access policies configurations for MO & CDMO environments.
 - Create a custom script to remove the eLicense access from existing user profiles.
 - Validate the script to remove the access for eLicense MO & CDMO environments.
 - Execute and monitor the eLicense access removing script.
 - Facilitate integration testing to validate the changes in MILogin (Citizens) portal.
- **MILogin PROD environment**
 - Migrate implementation changes to PROD environment for SelfService and Login User Interface (UI) apps in MILogin (Citizens) portal.
 - Remove the eLicense database entry.
 - Remove the eLicense IBM Security Identity Manager (ISIM) - services, provisioning policies, application roles, workflows and notifications.
 - Remove eLicense IBM Security Access Manager (ISAM) configurations for OAuth and access policies configurations.
 - Execute and monitor the eLicense access removing script in production environment.
 - Facilitate smoke testing to validate the changes in MILogin (Citizens) portal.

DELIVERABLES

- Decommissioning the DNR eLicense application from MILogin (Citizens) portal.
- Weekly status report of activities.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and DNR Project Managers have formally accepted them.

OUT OF SCOPE

- The changes not listed in the scope section above.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The State is responsible for communications related to this change to impacted end users and integrated applications.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or

attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Application team will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The State Client Service Center (CSC) and DNR eLicense team will be responsible for providing help desk notification for this change of decommissioning of eLicense application and any services for user account-related operations with respect to this change.
- Any extension or delay in schedule will be addressed through a change request.
- Only MILogin (Citizens) is considered in scope for this implementation.
- The integrated applications are responsible for any customizations or configurations required on applications side to facilitate this customization.

PROJECT CONTROL AND REPORTS

A weekly progress report should be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report should contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows

Service Offering	Per Unit Cost	Number of Units	Discount	Total
Custom/Complex MILogin Services				
UI Customization	\$ 10,000.00	3	\$ 5,000.00	\$ 25,000.00
Custom/Complex MILogin Services				
SSO Federations (Equivalent efforts for user deprovisioning)	\$ 30,000.00	1	\$ 0.00	\$ 30,000.00
Grand Total				\$ 55,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touché.

Decommissioning eLicense application from MILogin (Citizens) Portal

Task	Cost Categories / Milestone	Milestone	Payment by milestone
1.	<ul style="list-style-type: none"> • Complete the required changes and enhancements as listed in in scope table in MILogin QA (MO & CDMO) environment 	X + 5 weeks	\$ 20,000.00

2.	<ul style="list-style-type: none"> Complete user interface changes and enhancements as listed in in scope table in MILogin PROD environment 	X + 12 weeks	\$ 35,000.00
Grand Total			\$ 55,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB DNR Business Relationship Manager is:

Manny Rosales

RosalesM@michigan.gov

517-241-4652

The designated DTMB DNR Project Manager is:

Ross Feldpausch

FeldpauschR@michigan.gov

517-284-6078

STATE RESPONSIBILITIES:

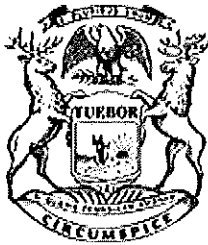
The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDOC will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **56**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE				
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023				
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING				
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$75,573,782.72	\$170,000.00	\$75,743,782.72					
DESCRIPTION							
Effective with mutual signature the contract is amended to add \$170,000 per attached statement of work for MDOS with the project providing performance testing for the CARS application specific to the integration with MiLogin for Workers, 3rd party, and Citizens solution. All other terms and conditions remain the same.							



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

Project Title: MILogin – Customer and Automotive Records System (CARS) Integration Supplements	Period of Coverage: 10/30/2018- 3/8/2019
Requesting Department: Michigan Department of State (MDOS)	Date: 10/11/2018
MDOS Business Relationship Manager: Scott Wager	Phone: 517-636-4028
MDOS Project Manager: Jackie Venton	Phone: 517-230-9691

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touch LLP (“Deloitte & Touche”) to plan, and execute performance tests in MILogin for Workers, 3rd party, and Citizens solution’s Quality Assurance (“QA”) environment specific to CARS application use cases.

PROJECT OBJECTIVE

The key goal of this project is to provide performance testing for the CARS application specific to the integration with MILogin for Workers, 3rd party, and Citizens solution.

SCOPE OF WORK

The scope consists of:

Performance Testing in MILogin QA environment for Citizens, Workers, and Third party

- Create the performance plan highlighting the test cases which will be executed and the metrics for execution.
- Create JMeter test scripts for CARS performance testing.
- Make applicable code changes to incorporate Multi-Factor Authentication (MFA) performance test cases including
 - Generation of the constant One time password (OTP) which can be consumed by the performance testing tool (JMeter)
 - Create a new custom authentication module to pass the above OTP
 - Attach a new CARS MFA policy to trigger the custom authentication module
- Help in executing and troubleshooting the performance CARS test cases using JMeter to test for the CARS defined metrics as defined in Table 1: MILogin CARS Performance Test Cases.
- If applicable, make necessary performance tuning to sustain the system at defined loads.
- Execute the performance test cases using JMeter to test for the peak load MILogin solution can sustain.
- If applicable, make necessary performance tuning to sustain the system at peak loads.
- Document the defects, if any during performance testing and plan for fixes.

Table 1: MILogin CARS Performance Test Cases

Test case #	Description	User type	Metrics
MILogin-Citizen-TC01	Citizen self-registration and auto subscription – Self Service Flow	Citizen	16,000 users (ramp up time: 1 hour). Consists of 1,000 CARS Self Registration and 15,000 MILogin Self Registrations
MILogin-Citizen-TC02	User can login to CARS Application via MILogin portal using OAuth 2.0 framework	Citizen	28,500 users (ramp up time: 1 hour). Consists of 11,000 CARS user logins, and 17,500 MILogin Enterprise user logins)
MILogin-Third Party-TC01	Third Party self-registration and auto subscription – Self Service Flow	Third Party	3,000 per hour (ramp up time: 1 hour)
MILogin-Third Party-TC02	User can login to CARS Application via MILogin portal using OAuth 2.0 framework	Third Party	27,000 users (ramp up time: 1 hour). Consists of 21,000 CARS user logins, and 6,000 MILogin Enterprise user logins)
MILogin-3rdParty-TC05	On-demand MFA on accessing certain links on CARS portal	Third Party	3,000 Concurrent users (ramp-up time:1 hour)
MILogin-Worker-TC02	User can login to CARS Application via MILogin portal using OAuth 2.0 framework	Worker	6,000 Workers (ramp up time: 1 hour). Consisting of 1,000 CARS Worker user logins, and 5000 MILogin Enterprise Worker user logins
MILogin-Third Party-TC03	Users can login simultaneously to CARS Application via MILogin portal using OAuth 2.0 framework	Third Party	1,500 users simultaneously (zero ramp up time)
MILogin-Citizen-TC03	Users can login simultaneously to CARS Application via MILogin portal using OAuth 2.0 framework	Citizen	2,000 users simultaneously (zero ramp up time). Consisting of 1,000 CARS user and 1,000 MILogin Enterprise users
MILogin-Worker-TC03	Users can login simultaneously to CARS Application via MILogin portal using OAuth 2.0 framework	Worker	250 users simultaneously (zero ramp up time).

- Execute Load Runner based performance testing of MILogin system for the following scenarios:
 - Self registration
 - Authentication to MILogin portal
 - ISIM Console usage by Help Desk personnel
 - Mixed load scenario consisting of above 3 scenarios
- Create the Load Runner performance test plan for MILogin

- Create Load Runner scripts for MILogin performance testing
- Execute Load Runner scripts from Deloitte Performance Center Load Generators.
- Make changes if needed to MILogin components to sustain performance at defined loads
- Iteratively increase load for Test Case 09 below and get response metrics. The maximum user sessions will not exceed 40,000 concurrent sessions across the mixed load.

Test case #	Description	User type	Metrics
MILogin-Help Desk-TC01	Help Desk users login to ISIM Console and search for users	Worker	1,200 Help Desk users in 1 hour, with Think Time of 30 seconds per Help Desk user
MILogin-3rdParty-TC02	3rd Party self-registration	Third party	3,000 in 1 hour, with Think Time of 1 minute
MILogin-3rdParty-TC03	User can login to applications (up to 3 target applications) via MILogin portal using HTTP Header, SAML 2.0 and OAuth 2.0 framework	Third Party	20,000 Concurrent users, combined for up to 3 application targets (ramp-up time:1 hour, 0 Think Time)
MILogin-3rdParty-TC04	MFA to 1 application (to be identified)	Third Party	5,000 Concurrent users (ramp-up time: 1 hour, 0 Think Time)
MILogin-Citizen-TC05	Citizen self-registration – Self Service Flow	Citizen	16,000 in one hour (ramp up time: 1 hour, Think Time of 1 minute)
MILogin-Citizen-TC06	User can login to Applications (up to 3 applications) via MILogin portal using HTTP Header, SAML 2.0, and OAuth 2.0 framework	Citizen	20,000 Concurrent users, combined for up to 3 application targets (ramp-up time:1 hour, 0 Think Time)
MILogin-Worker-TC07	User can login to Applications (up to 3 applications) via MILogin portal using HTTP Header, SAML2.0 and OAuth 2.0 framework	Worker	2,000 Concurrent users (ramp-up time:1 hour, 0 Think Time)
MILogin-Citizen-Simultaneous Logins-TC08	User can login to MILogin via MILogin portal	Citizen, Worker and Third Party combined	2000 Concurrent users combined (ramp up time: 0, 0 Think Time)
MILogin-Production Load Mix – TC09	Mix of TC01, TC02, TC03, TC05, TC06, TC07 and TC08, with rationalized and reduced load	Mixed (Worker, Third Party and Citizen)	<ul style="list-style-type: none"> • 25,000 users combined on test cases, ramp up time: 1 hour), plateau for 20 minutes, ramp down over 1 hour • Iteratively increase above user load, not to exceed 40,000 users, for documenting

			performance metrics only. Remediation of MILogin beyond 25,000 users is not in scope.
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Think times in the above tests may be increased or decreased during test execution.

DELIVERABLES

- Weekly status report of activities.
- Performance test plan, and execution in MILogin QA environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the MDOS and DTMB Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – CARS Integration Supplements (Performance Testing)

- Any change in the integration pattern for CARS – MILogin integration.
- Performance testing in any environment other than MILogin QA and CARS Staging environment.
- Performance testing using tools other than JMeter.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- Any extension or delay in schedule will be addressed through a change request.
- Communication and training will be handled by the MDOS CARS team

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Number	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost	Total Cost
1	CARS Performance Testing	Custom	\$46,000	1	\$46,000	\$46,000
2	MILogin Load Runner based Performance testing	Custom	\$124,000	1	\$124,000	\$124,000
TOTAL						\$170,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – CARS Integration Supplements

Task	Cost Categories / Milestone	Milestone date	Payment by milestone
1.	• MILogin CARS Performance testing plan	12/1/2018	\$10,000.00
2.	• MILogin CARS Performance testing result documentation	12/31/2018	\$36,000.00
3.	• MILogin Load Runner based Performance Test plan	1/11/2019	\$25,000
4.	• MILogin Performance Test result documentation	2/8/2019	\$99,000
Grand Total			\$170,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

spencerd3@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-3612

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated MDOS *Business Relationship Manager* is:

Scott Wager

WagerS1@michigan.gov

517-636-4028

The designated MDOS *Project Manager* is:

Jackie Venton

VentonJ@michigan.gov

517-636-4002

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **55**

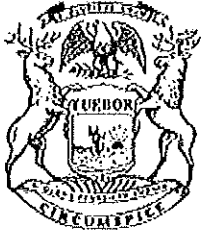
to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$75,273,782.72	\$300,000.00	\$75,573,782.72		
DESCRIPTION				
Effective with mutual signature the contract is amended for the attached SOW extending the period of coverage for the maintenance & operations technical support for MiLogin for Illinois Provider Enrollment solution for MDHHS's MiMas IL applications (Champs); adding funding of \$300,000 as approved by the 2/25/20 State Administrative Board. All other terms and conditions remain the same.				



**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 54

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Dane Spencer	MULTI
	517-940-0608	
	spencerD3@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023

PAYMENT TERMS

DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card

☐ PRC

☐ Other

☐ Yes

☒ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$74,548,673.49	\$725,109.23	\$75,273,782.72		

DESCRIPTION

Effective with mutual signature and State Administrative Board approval (2/11/2020) the contract is amend via attached SOW and the addition of \$725,109.23 of additional funding. All other terms and condtions remain the same



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

Project Title: MILogin – Experian Contract	Period of Coverage: 04/01/2019-03/31/2020
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 11/21/2019
DTMB Business Relationship Manager: Rex Menold	Phone: 517-719-3659
DTMB Project Manager: Dane Spencer	Phone: 517-284-9204

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touche") to act as a payee agent for Experian ("Vendor") and all obligations to invoice and receive payment for the Experian Precise ID Service ("Software") shall be received by Deloitte & Touche solely as payee agent for Vendor.

PROJECT OBJECTIVE

The key goal of this project is for Deloitte & Touche to act as payee agent for Experian.

SCOPE OF WORK

The scope consists of the following:

- Invoice the State under the Contract as a limited payee agent on behalf of Vendor for the amounts due under the License Agreement
- Receive payment of such amounts from the State when paid by the State ("Paid Amount")
- Transfer the Paid Amount to Vendor. Deloitte & Touche shall not take delivery of the Software or be required to deliver the Software to the State

DELIVERABLES

- Invoices to the State as a limited payee agent for Experian.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

ASSUMPTIONS

- The State is responsible to secure appropriations to fund its obligations.
- There will be no holdoff or administrative fees for the contract.

PROJECT CONTROL AND REPORTS

- None

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The Deloitte Payee Agent Charges are on usage basis and paid on a monthly basis. The amounts below are based on estimates for months 10/2019 through 03/2020. Lower amounts than estimated for a month will be billed "as is". Higher amounts for a month will be billed "as-is" until the total billed for the year meets the value of this SOW. Any overage charges for the year will be added to a new SOW for the charges for next billing period. If Precise ID services between State and Experian are terminated for the next period, a new SOW for only the overage charges will be submitted. Specified below are the charges:

Task	Cost Category	Duration	Fiscal Year	Cost
1.	Deloitte Payee Agent Charges	04/2019	FY19	\$52,742.07
2.	Deloitte Payee Agent Charges	05/2019	FY19	\$67,038.45
3.	Deloitte Payee Agent Charges	06/2019	FY19	\$53,890.66
4.	Deloitte Payee Agent Charges	07/2019	FY19	\$51,640.42
5.	Deloitte Payee Agent Charges	08/2019	FY19	\$75,271.67
6.	Deloitte Payee Agent Charges	09/2019	FY19	\$58,898.98
7.	Deloitte Payee Agent Charges	10/2019	FY20	\$63,498.13
8.	Deloitte Payee Agent Charges	11/2019	FY20	\$60,425.77
9.	Deloitte Payee Agent Charges	12/2019	FY20	\$60,425.77
10.	Deloitte Payee Agent Charges	01/2020	FY20	\$60,425.77
11.	Deloitte Payee Agent Charges	02/2020	FY20	\$60,425.77
12.	Deloitte Payee Agent Charges	03/2020	FY20	\$60,425.77
Grand Total				\$725,109.23

EXPENSES:

The State will not pay for travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Dane Spencer

DTMB Center for Shared Solutions

SpencerD3@michigan.gov

Office: (517) 284-7117

Cell: (517) 898-3621

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB Business Relationship Manager is:

Rex Menold
MenoldR@michigan.gov
(517)719-3659

ADDITIONAL TERMS AND CONDITIONS:

None. This Statement Of Work does not change any terms and conditions not explicitly added or modified in this SOW.

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING			
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MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$74,452,673.49	\$96,000.00	\$74,548,673.49					
DESCRIPTION							
Effective with mutual signature the contract is amended to add funding (\$96,000) to support tp provide pre-approved access to APEX and OSMIS Dashborad paalications in MiLogin for Worker and 3rd party solutions. All other terms and condions remain the same.							



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
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P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

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Contract Number **071B3200143**

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	Contract Administrator	Mike Breen	DTMB
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September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,502,673.49	\$4,950,000.00	\$74,452,673.49		
DESCRIPTION				
Effective with mutual signature and State Administrative Board approval of 1/14/2020 the contract is amended to add funding (\$4,950,000) to support Enterprise Identity, Credential, Access Management (MICAM) with MILogin 2.0 Minimum Viable Program. There are four scheduled migrations within this project along with establishing a second Development environment.				



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **51**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Dane Spencer	MULTI
		517-940-0608	
		spencerD3@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY							
ENTERPRISE IDENTITY							
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE				
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023				
PAYMENT TERMS		DELIVERY TIMEFRAME					
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING			
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
MINIMUM DELIVERY REQUIREMENTS							
DESCRIPTION OF CHANGE NOTICE							
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE			
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023			
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE					
\$69,442,673.49	\$60,000.00	\$69,502,673.49					
DESCRIPTION							
Effective with mutual signature the contract is amended to add funding (\$60,000) to implement the custom solution to remove "Citizens" keyword from MiLogin for Citizens portal. All other terms and conditions remain the same. State of Michigan PM changes to Dane Spencer.							

**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909



CONTRACT CHANGE NOTICE

Change Notice Number 50
to
Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	MULTI
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2023
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> PRC	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective with mutual signature the contract is amended as the SOM has requested Deloitte & Touche LLP to extend the Maintenance & Operations (M&O) Technical support as defined in the Tasks section for MILogin for Illinois Provider Enrollment (ILPE) solution for the MDHHS's MIMaaS IL applications. This SOW is for Deloitte & Touche to perform maintenance, and operations services for FY19 of the MILogin ILPE platform and portals. CHAMPS. (attached SOW) All other terms and conditions remain the same.



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

Project Title: MICAM MIMaaS (Michigan Medicaid As Service) – Illinois (IL) Project Maintenance & Operations	Period of Coverage: 10/01/2018 – 09/30/2019
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 08/22/2018
DTMB MDHHS Business Relationship Manager: David Fox	Phone: 517-373-0952
DTMB MDHHS Project Manager: Heather Eakin	Phone: 517 636-5052

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan ("SOM: or "State") has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the Tasks section for MILogin for Illinois Provider Enrollment (ILPE) solution for the MDHHS's MIMaaS IL applications. This SOW is for Deloitte & Touche to perform maintenance, and operations services for FY19 of the MILogin ILPE platform and portals.

BACKGROUND:

The State of Michigan, through the Department of Technology, Management & Budget (DTMB) has issued this contract to provide Michigan with an enterprise solution called MICAM, branded as MILogin.

The MILogin ILPE solution provides user account management, authentication, Single Sign-On (SSO), Identity Proofing (IDP) and Multi-Factor Authentication (MFA) services to Illinois users. The MILogin solution provides these services to protect the State of Michigan systems and enable centralized administration and synchronization of user identities across the State's systems.

PROJECT OBJECTIVE:

The Michigan Medicaid as a Service (MIMaaS) is a multi-state service provided by MDHHS to other states where MILogin is built in as the foundational service to provide Identity, Credential, and Access Management (ICAM) services to MIMaaS for IL. This solution leverages a dedicated hardware for MILogin to meet MDHHS's performance and availability requirements and to provide a user interface that addresses MDHHS's requirements for user experience and look & feel. This project will allow Deloitte & Touche to continue providing the required M&O technical support to ILPE portal that is being used by MIMaaS for IL solution.

SCOPE OF WORK:

- Provide MILogin M&O technical support as defined in the Tasks section for the ILPE portal in the Quality Assurance (QA) and Production (PROD) environments. Support will begin on October 01, 2018 and will go through the end of the State fiscal year, September 30, 2019.
- List of applications and environment in scope for ILPE portal:

No.	Application Name	Environments	Environment Mapping	
			MI Login Environment	Application Environment
1.	Third Party Liability Electronic Database (TED)	2	Quality Assurance (QA)	TED User Acceptance Testing (UAT)
			QA	TED UAT Data Guard
2.	IBM FileNet/IBM Content Navigator (Workplace XT/ICN)	3	QA	WorkplaceXT/ICN System Test
			QA	WorkplaceXT/ICN UAT
3.	Document Management Portal (DMP)	3	QA	DMP System Test
			QA	DMP UAT
4.	Siebel	3	QA	Siebel System test
			QA	Siebel UAT
			QA	Siebel DR
5.	Cognos	3	QA	COGNOS System Test
			QA	COGNOS UAT
			QA	COGNOS DR
6.	HealthBeat	2	QA	Healthbeat Test
			QA	Healthbeat DR
7.	ILPE	1	QA	Not Applicable
8.	ILPE	1	PROD	Not Applicable

Note: Support for these applications in production environment is included whenever these are deployed in Production (PROD) environment in FY19.

TASKS:

M&O technical support for MI Login ILPE portal includes:

- Coordinate with IL Helpdesk and assist with troubleshooting and resolving MI Login integration specific technical issues.
- Health check of the MI Login ILPE portal.
- Facilitate ILPE portal testing by creating/updating user accounts.
- Installation of ILPE portal WebSEAL service packs and updates.
- Provide downtime support for the ILPE portal if any.
- Analysis and remediation of vulnerabilities related to MI Login components for ILPE portal.
- Incident management for the ILPE portal and ongoing MI Login MIMaaS IL application integrations.
- Administration and issue resolution of MI Login Multi-factor authentication (MFA) and Identity Proofing functionality for the MI Login MIMaaS IL for MDHHS application integrations.
- Provide downtime support for the MI Login - MIMaaS IL MDHHS application.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have provided approval via email for the listed milestones in this SOW.

OUT OF SCOPE

- **MI Login Helpdesk/Level 1 services.** The level 1 services will be handled by IL Helpdesk. The following list of features and associated issues will be covered by level 1:
 - Password resets.
 - Account activation / deactivation.
 - Profile update.
 - MFA.
 - IDP.
 - Questions and clarifications from end users.
- New integration and enhancements.
- MIMaaS IL MDHHS application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review,

or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Helpdesk / Level 1 services will be provided by the State of IL.
- Maintenance or downtime activities for common UI will require coordination and support from all States.
- The Level 2-3 support cost will be revisited every six months as user base or number of applications grow.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some MILogin M&S resources may work from US based delivery centers in Mechanicsburg PA.
- MILogin M&O technical support will be available between 8:00 am– 5:00 pm CT (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The scope of maintenance and operations services associated with this SOW are only limited to ILPE QA and PROD environments for the applications as specified in tasks table.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$300,000 per the below table in the Cost Breakdown Structure section – Tables 1. The State will pay Deloitte & Touche upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. The DTMB Contracts area will coordinate obtaining MDHHS Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the MDHHS Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The maintenance & operations (M&O) cost will be charged on an annual basis and paid monthly. Specified below is the cost for M&O services for FY19.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	12 months	FY19	\$300,000 (To be billed on a monthly basis at \$25,000 starting October 2018 through September 2019 after final approval)
Grand Total				\$300,000

EXPENSES

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS

The designated DTMB Project Sponsor is:
Scott Flagg
 DTMB Center for Shared Solutions

FlaggS@michigan.gov
Office: (517)-284-7117
Cell: (517) 898-6315
Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

David Fox
GRAND TOWER BLDG
235 S Grand Ave
Lansing MI 48933
FoxD@michigan.gov
517-373-0952

The designated DTMB MDHHS Project Manager is:

Heather Eakin
GRAND TOWER BLDG
235 S Grand Ave
517-335-1892
EakinH@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan and the MDHHS Operations Center as needed.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909



CONTRACT CHANGE NOTICE

Change Notice Number 49
to
Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	MULTI
		517-284-7117	
		flagg@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2019	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS				EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input checked="" type="checkbox"/>	48 months	<input type="checkbox"/>		September 30, 2023
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		
DESCRIPTION				
Effective with mutual signature the SOM is exercising all remaining options (4) on the contract per the attachment. All other terms and conditions remain the same.				



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

Project Title: MILogin FY19 – FY23 Core Integration, Maintenance, and Operations Services	Period of Coverage: 5/01/2019 – 9/30/2023
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 5/01/2019
DTMB MILogin Service Manager: Scott Flagg	Phone: (517) 898-6315
DTMB Project Manager: Jack Keck	Phone: (517) 284-7101
DTMB Business Relationship Manager: Andrey Verevko	Phone: (517) 284-7157

This is a Statement of Work (SOW) for the Michigan Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan (State) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) for the MILogin solution and include integration services for 40 applications leveraging pre-built Single Sign-on (SSO) integration patterns. This SOW is for Deloitte & Touche to perform integration, maintenance, and operations services from mid FY19 to FY23 of the MILogin platform and portals.

COST BENEFIT FOR MULTI-YEAR EXTENSION

Background

The current annual M&O cost for the MILogin solution (including 40 pre-built integrations) is \$3M (FY19), payable monthly**. On the yearly renewal model, the cost per year will increase year upon year leading to the total cost for M&O as \$16.3M (covering FY19-FY23) with an average of \$3.26M annually.

With the execution of a multi-year extension (FY19 through FY23) in lieu of annual renewals, the annual M&O cost for the MILogin solution (including 40 pre-built integrations) can be lowered to a total cost of \$13.67M (covering FY19-FY23) or a fixed \$2.7M average annual cost, payable monthly.

Projected savings from the multi-year renewal model:

The below savings are calculated based on the change from the current yearly renewal model to multi-year extension. It assumes the multi-year extension is approved by 4/30/2019.

Total cost in yearly extension model (FY19-FY23): **\$16.3M**

Total cost in multi-year extension model (FY19-FY23)= **\$13.675M** the cost breakup is detailed in below table

Category	Breakdown	Cost
Cost for FY20-FY23	\$2.7M*4	\$10.8M
Reduced cost for (May'19 – Sep'19)	\$225K*5	\$1.125M
Incurred cost for (Oct'18 – Apr'19)	\$250K*7	\$1.75M
Total		\$13.675M

Below table provides a summary of benefits from multi-year extension:

Fiscal Year	Cost/benefit to the State for multi-year extension
FY19	\$125,000.00
FY20-FY23	\$2,500,000.00 + \$2,000,000.00 (from prebuilt integration costs savings for up to 200 application integrations)
Total Savings through FY23	\$4,625,000.00

SCOPE OF WORK

The services covered as a part of multi-year renewal are listed below. The services listed assume the support for projected user population based on addition of anticipated pre-built applications.

1. Support integration of 40 pre-built applications for MILogin solution annually (10 per quarter).
2. M&O services/Level2-3 services (Business hours 8AM-5PM EST)
 - a. MILogin production environment incident management
 - b. Support infrastructure changes (Operating System (OS) Patching, Firewall and Load Balancer (LB) changes)
 - c. MILogin vendor and interface management (IBM, Duo, Experian, AT&T, etc.)
 - d. Dev and Quality Assurance (QA) environment support
 - e. Tenable and Payment Card Industry (PCI) vulnerability reporting and remediation
 - f. Monitoring, reports, and certificate management
 - g. Audit and compliance process support
 - h. Minor product patches
3. Extended M&O services/Level2-3 services (After business hours including weekends)
 - a. Handle Severity 1 incidents (Response within 4 hours for production environment)
 - b. Execute production Request for Changes (RFCs)
 - c. Support infrastructure incidents (OS Patching, Firewall and LB incidents)
 - d. Monthly weekend maintenance

*PRE-BUILT INTEGRATIONS

Below section defines the pre-built integration pattern in scope:

Pre-built integration is an integration of an external application with below listed MILogin enterprise portals offer SSO. Portals in scope are:

1. MILogin for Worker (External and Internal)
2. MILogin for Third party
3. MILogin for Citizen

The SSO mechanisms offered are

1. HTTP Headers based integration
2. SAML federation based integration
3. OAuth 2.0 federation based integration
4. OpenID federation based integration

For pre-built integrations any user interface customization, LDAP/Database schema changes, user data migration, any integration mechanism not listed above are out of scope. Up to 3 environments integration will be in scope for any given application.

DELIVERABLES

- Weekly Status report of the integration and M&O activities
- SEM Express documentation of pre-built integrations

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- For pre-built integrations and major M&O tasks, the State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.

- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- Pre-built integrations will be identified by the DTMB project manager working with Deloitte & Touche integration architect.
- For additional environments/multiple instances of application additional units of pre-built integrations will be estimated and a separate SOW will be executed.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- Accomplishments: Indicate what was worked on and what was completed during the current reporting period.
- Challenges: Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices. Due to the nature of this SOW, the State of Michigan is continuing to ramp up its resources and therefore expects that the contractor will be able to reduce its engagement resources as the State takes on more and more responsibility. The expectation by the SOM is to have its monthly cost reduced as it takes on more and more responsibility and there is less and less engagement responsibility from the contractor's resources. This cost reduction would be negotiated and the contract amended via a contract change notification. Be advised should the SOM's manpower be reduced thus requiring additional contractor support/resources, this type of engagement would also be negotiated and the contract amended via a contract change notification.

Cost Breakdown Structure

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche. The total fees associated with the SOW is \$11,925,000, upon State PM approval of a monthly invoice of a monthly milestone.

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost (Monthly)
1.	Revised M&O Technical support for Month 8 and pre-built application integration	5/31/2019	FY19	\$225,000
2.	Revised M&O Technical support for Month 9 and pre-built application integration	6/30/2019	FY19	\$225,000
3.	Revised M&O Technical support for Month 10 and pre-built application integration	7/31/2019	FY19	\$225,000
4.	Revised M&O Technical support for Month 11 and pre-built application integration	8/31/2019	FY19	\$225,000
5.	Revised M&O Technical support for Month 12 and pre-built application integration	9/30/2019	FY19	\$225,000
6.	M&O Technical support and pre-built application integration for Month 1	10/31/2019 10/31/2020 10/31/2021 10/31/2022	FY20 FY21 FY22 FY23	\$225,000
7.	M&O Technical support and pre-built application integration for Month 2	11/30/2019 11/30/2020 11/30/2021 11/30/2022	FY20 FY21 FY22 FY23	\$225,000
8.	M&O Technical support for Month 3 and pre-built application integration	12/31/2019 12/31/2020 12/31/2021 12/31/2022	FY20 FY21 FY22 FY23	\$225,000
9.	M&O Technical support for Month 4 and pre-built application integration	1/31/2020 1/31/2021 1/31/2022 1/31/2023	FY20 FY21 FY22 FY23	\$225,000
10.	M&O Technical support for Month 5 and pre-built application integration	2/28/2020 2/28/2021 2/28/2022 2/28/2023	FY20 FY21 FY22 FY23	\$225,000
11.	M&O Technical support for Month 6 and pre-built application integration	3/31/2020 3/31/2021 3/31/2022 3/31/2023	FY20 FY21 FY22 FY23	\$225,000
12.	M&O Technical support for Month 7 and pre-built application integration	4/30/2020 4/30/2021 4/30/2022 4/30/2023	FY20 FY21 FY22 FY23	\$225,000
13.	M&O Technical support for Month 8 and pre-built application integration	5/31/2020 5/31/2021 5/31/2022	FY20 FY21 FY22	\$225,000

		5/31/2023	FY23	
14.	M&O Technical support for Month 9 and pre-built application integration	6/30/2020 6/30/2021 6/30/2022 6/30/2023	FY20 FY21 FY22 FY23	\$225,000
15.	M&O Technical support for Month 10 and pre-built application integration	7/31/2020 7/31/2021 7/31/2022 7/31/2023	FY20 FY21 FY22 FY23	\$225,000
16.	M&O Technical support for Month 11 and pre-built application integration	8/31/2020 8/31/2021 8/31/2022 8/31/2023	FY20 FY21 FY22 FY23	\$225,000
17.	M&O Technical support for Month 12 and pre-built application integration	9/30/2020 9/30/2021 9/30/2022 9/30/2023	FY20 FY21 FY22 FY23	\$225,000
Grand Total				\$11,925,000

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB *Business Relationship Manager* is:

Andrey Verevko

VerevkoA@michigan.gov

517-284-7157

The designated DTMB *Project Manager* is:

Jack Keck

KeckJ@michigan.gov

517-284-7101

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909



CONTRACT CHANGE NOTICE

Change Notice Number 48

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	MULTI
		517-284-7117	
	Contract Administrator	flaggs@michigan.gov	
		Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2019

PAYMENT TERMS

DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card

☐ PRC

☐ Other

☐ Yes

☒ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective with mutual signature attached is added as a SOW to the Enterprise Identity, Credential, and Access Management (MICAM) contract. All other terms and conditions remain the same.



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

Project Title: MILogin – Duo Contract	Period of Coverage: 04/01/2019-09/30/2019
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 4/01/2019
DTMB Business Relationship Manager: Andrey Verevko	Phone: (517)284-7157
DTMB Service Manager: Scott Flagg	Phone: (517)-284-7117

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The state of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touche") to act as a payee agent for Duo Security ("Duo") and all obligations to invoice and receive payment for the Duo's Multi-Factor ("MFA") Solution shall be received by Deloitte & Touche solely as payee agent for Vendor.

PROJECT OBJECTIVE

The key goal of this project is for Deloitte & Touche to act as a payee agent for Duo.

SCOPE OF WORK

The scope consists of:

- Invoice the State under the Contract as a limited payee agent on behalf of Vendor for the amounts initially due under the License Agreement,
- Receive payment of such amounts from the State when paid by the State ("Paid Amount") and
- Transfer the Paid Amount to Vendor. Deloitte & Touche shall not take delivery of the Software or be required to deliver the Software to the State

DELIVERABLES

- Invoices to the State as a limited payee agent for Duo

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

ASSUMPTIONS

- The State is responsible to secure appropriations to fund its obligations
- There will be no holdoff or administrative fees for the contract

PROJECT CONTROL AND REPORTS

- None

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The Duo invoices will be charged on usage basis (determined by Duo generated invoices) and paid monthly. Specified below are the charges for Duo.

Task	Cost Category	Duration	Fiscal Year	Cost
1	Duo Charges	6 months (4/1/2019 to 09/30/2019)	FY19	\$225,612.50 (to be billed monthly and on actual usage as reported by Duo)
Grand Total				\$225,612.50

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

The designated DTMB Business Relationship Manager is:

Andrey Verevko

VerevkoA@michigan.gov

(517)284-7157

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES

Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909



CONTRACT CHANGE NOTICE

Change Notice Number 47

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	MULTI
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Mike Breen	DTMB
		(517) 249-0428	
		breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2019

PAYMENT TERMS

DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card

☐ PRC

☐ Other

☐ Yes

☒ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective with mutual signature the attached SOW is executed such that a DO(purchase order) for payment can be generated for Experian Precise ID Service (osftware). All other terms and condntions remain the same.



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

Project Title: MILogin – Experian Contract	Period of Coverage: 08/1/2018-03/31/2019
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 4/24/2019
DTMB Business Relationship Manager: Andrey Verevko	Phone: (517)284-7157
DTMB Project Manager: Scott Flagg	Phone: (517)-284-7117

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The state of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touche") to act as a payee agent for Experian ("Vendor") and all obligations to invoice and receive payment for the Experian Precise ID Service ("Software") shall be received by Deloitte & Touche solely as payee agent for Vendor.

PROJECT OBJECTIVE

The key goal of this project is for Deloitte & Touche to act as a payee agent for Experian.

SCOPE OF WORK

The scope consists of:

- Invoice the State under the Contract as a limited payee agent on behalf of Vendor for the amounts initially due under the License Agreement,
- Receive payment of such amounts from the State when paid by the State ("Paid Amount") and
- Transfer the Paid Amount to Vendor. Deloitte & Touche shall not take delivery of the Software or be required to deliver the Software to the State

DELIVERABLES

- Invoices to the State as a limited payee agent for Experian

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

ASSUMPTIONS

- The State is responsible to secure appropriations to fund its obligations
- Experian is not, and shall not be deemed to be, a subcontractor to Deloitte & Touche
- There will be no holdoff or administrative fees for the contract

PROJECT CONTROL AND REPORTS

- None

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The Experian invoices is charged on usage basis (determined by Experian generated invoices) and paid on a monthly basis. Specified below are the charges for Experian.

Task	Cost Category	Duration	Fiscal Year	Cost
1.	Experian Charges	07/2018	FY18	\$1347.73 (this is amount incurred beyond the \$360,000 from original PO by 07/2018)
2.	Experian Charges	08/2018	FY18	\$58,687.45
3.	Experian Charges	09/2018	FY18	\$46,723.17
4.	Experian Charges	10/2018	FY19	\$54,455.15
5.	Experian Charges	11/2018	FY19	\$60,199.27
6.	Experian Charges	12/2018	FY19	\$48,347.86
7.	Experian Charges	01/2019	FY19	\$53,468.22
8.	Experian Charges	02/2019	FY19	\$56,445.78
9.	Experian Charges	03/2019	FY19	\$72,097.84
Grand Total				\$451,772.47

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

The designated DTMB Business Relationship Manager is:

Andrey Verevko

VerevkoA@michigan.gov

(517)284-7157

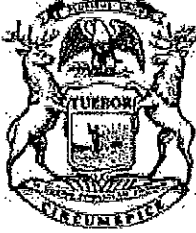
LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909



CONTRACT CHANGE NOTICE

Change Notice Number 46
 to
 Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2019
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISION DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective with mutual signatures the contract is amended to add scope for MiLogin MDOC Corrections Offender Management System (COMS) Integration. Which is to provide pre-approved access to COMS application in MiLogin for worker and 3rd party solution via processing input access feed file daily using TDI feed process (fee for service is \$43,000 see attached SOW). All other terms and conditions remain the same.



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

Project Title: MILogin – MDOC Corrections Offender Management System (COMS) Integration	Period of Coverage: 02/08/2019-06/08/2019
Requesting Department: Michigan Department of Corrections / Automated Data Systems and Support	Date: 3/11/2019
Project Owner: Jeff Anderson	Phone: 517-335-1251
COMS Business Relationship Manager: David Enslin	Phone: 517-930-6332
COMS Project Manager: Darren Elliott	Phone: 313-652-1542

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touche") to enable pre-approved access to Michigan Department of Corrections (MDOC) Corrections Offender Management System (COMS) application in the MILogin Quality Assurance ("QA"), and Production ("PROD") environments via comma separated access feed file. As part of this project, these access feed files received from COMS application through File Transfer Service (FTS) will be processed daily by Tivoli Directory Integrator (TDI) assembly line script to grant or revoke user's access to COMS application in MILogin as directed by feed file.

PROJECT OBJECTIVE

The key goal of this project is to provide pre-approved access to COMS application in MILogin for worker and 3rd party solution via processing input access feed file daily using TDI feed process.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker and 3rd party users with pre-approved access to COMS application via TDI feed file.
- Below listed COMS application environments will be integrated with corresponding MILogin environment for pre-approved COMS application access via TDI feed.

COMS Environment	MILogin Environment
Development	QA
Test	QA
User Acceptance Testing (UAT)	QA
Production	Production
Training	QA

TASKS

Specific tasks include:

- **MILogin QA environment**
 - Verify firewall rules for the MILogin – COMS application integration in the MILogin QA environment if applicable.

- Verify FTS user and connection for COMS file transfer.
 - Implementing automated tools to read and process files containing pre-approved user list by COMS on FTS.
 - Implement TDI feeds to add or revoke the application access in MILogin.
 - Implement functionality to report the errors encountered to an identified COMS mailbox via TDI.
 - Create test cases related to the MILogin and COMS application integration functionality.
 - Facilitate test case execution related to the MILogin and COMS application integration functionality.
 - Work with ATG and COMS teams to correct any MILogin issues identified during testing.
- **MILogin PROD environment**
 - Verify firewall rules for the MILogin – COMS application integration in the PROD environment if applicable.
 - Verify FTS user and connection for COMS file transfer.
 - Implementing automated tools to read and process files containing pre-approved user list by COMS on FTS.
 - Implement TDI feeds to add or revoke the application access in MILogin.
 - Implement functionality to report the errors encountered to an identified COMS mailbox via TDI.
 - Facilitate smoke testing related to the MILogin and COMS application integration functionality.
 - Create test cases related to the MILogin and COMS application integration functionality.
 - Facilitate test case execution related to the MILogin and COMS application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- SEM Express document for MILogin – COMS integration.
- Integrate MILogin for worker and 3rd party solution with the COMS application for pre-approved access in the MILogin QA, and PROD environments.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the MDOC Project Owner and MDOC COMS Project Manager have formally accepted them in writing.

OUT OF SCOPE FOR MILogin – COMS Integration

- Identity proofing
- Multi-factor authentication
- Citizen users (as defined in within the master contract)
- Single Sign-On
- User migration
- User provisioning and de-provisioning to the COMS application

ASSUMPTIONS

- The State will utilize the MILogin Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State's MILogin Project Manager will assist Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stake holders.
- The State's MILogin Project Manager and Deloitte & Touche will work on developing a work plan and identify the required testing and delivery milestones.
- The State's MILogin Project Manager and Deloitte & Touche will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). Deloitte & Touche will provide observations, advice, and recommendations. However, Deloitte & Touche services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, Deloitte & Touche we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The State will be responsible for changes on the respective State applications, required to integrate with the MILogin solution.
- Delays or unavailability of State resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution, an impact analysis will be made which could result in a change request.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM worker and third-party users, as defined within the master contract, are considered in scope of this integration.
- FTS maintenance and uptime is responsibility of State.
- COMS team will be responsible to upload the access file to FTS.
- Account to download the access file from FTS will be provided by the COMS team.
- Schedule to process the access file will be determined by COMS team and approved by DTMB.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to the MILogin Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations (see the master contract) as follows (this is for 5 environments):

Type	Description	Integration Type	Unit Contract Cost	Units	Discount	Total Cost
C	Standard Application Integration					
	Equivalent to [User Provisioning to one end point]	Custom	\$110,000.00	1	\$67,000.00	\$43,000.00
	Total					\$43,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – COMS Integration

Task	Task Category / Milestone	Milestone	Payment by milestone
1.	<ul style="list-style-type: none">Requirement and design completion.MILogin QA – COMS DEV integration completion	X + 3 weeks	\$11,000.00
2.	<ul style="list-style-type: none">MILogin QA – COMS TEST integration completion	X + 4 weeks	\$8,000
3.	<ul style="list-style-type: none">MILogin QA – COMS UAT integration completion	X + 5 weeks	\$8,000
4.	<ul style="list-style-type: none">MILogin PROD– COMS PROD integration completion.	X + 6 weeks	\$8,000
5.	<ul style="list-style-type: none">MILogin QA– COMS Training integration completion.	X + 7 weeks	\$8,000
Grand Total			\$43,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
DTMB Center for Shared Solutions
flaggs@michigan.gov
Office: 517-284-7117
Cell: 517-898-6315

The designated MILogin Project Manager is:

Jack Keck
DTMB – EPMO
keckj@michigan.gov
Cell: 517-930-5093

The designated MDOC Project Owner is:

Jeff Anderson
Andersonj30@michigan.gov
Office: 517-335-1251

The designated DTMB Business Relationship Manager is:

David Enslin
enslind@michigan.gov
Cell: 517-930-6332

The designated MDOC COMS Project Manager is:

Darren Elliott
elliottd6@michigan.gov
Cell: 313-652-1542

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDOC will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

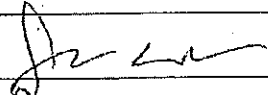
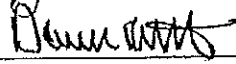
Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing by the MILogin Project Manager. No hours over 40 hrs./week will be permitted without prior written approval of the MDOC Project Owner and the MILogin Project Manager. Any hours over 40 hrs./week are paid at straight time, no premium pay will be authorized.

Approvals:

The following have reviewed and approved this Statement of Work. These approvals are indications only of the person's approval of the contents of this Statement of Work and are not to be considered State approval of any contract changes to the master contract; such final approvals will occur through SIGMA or other applicable State processes.

Role	Name/Title	Signature	Date
DTMB Project Sponsor	Scott Flagg, DTMB Center for Shared Solutions		
MILogin Project Manager	Jack Keck, DTMB – EPMO		
MDOC Project Owner	Jeff Anderson, MDOC Administrator		3/11/19
MDOC COMS Project Manager	Darren Elliott, DTMB – EPMO		3/11/2019
DTMB COMS Project Technical Team Manager	Eric Miller, COMS Technical Manager		

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDOC will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

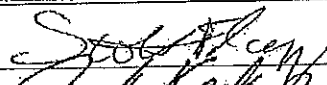
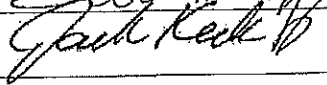
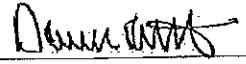
Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing by the MILogin Project Manager. No hours over 40 hrs./week will be permitted without prior written approval of the MDOC Project Owner and the MILogin Project Manager. Any hours over 40 hrs./week are paid at straight time, no premium pay will be authorized.

Approvals:

The following have reviewed and approved this Statement of Work. These approvals are indications only of the person's approval of the contents of this Statement of Work and are not to be considered State approval of any contract changes to the master contract; such final approvals will occur through SIGMA or other applicable State processes.

Role	Name/Title	Signature	Date
DTMB Project Sponsor	Scott Flagg, DTMB Center for Shared Solutions		3/25/19
MILogin Project Manager	Jack Keck, DTMB - EPMO		3/20/19
MDOC Project Owner	Jeff Anderson, MDOC Administrator		
MDOC COMS Project Manager	Darren Elliott, DTMB - EPMO		3/11/2019
DTMB COMS Project Technical Team Manager	Eric Miller, COMS Technical Manager		

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDOC will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

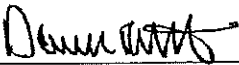

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

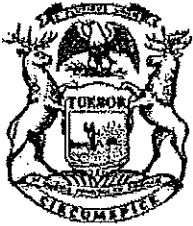
EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing by the MILogin Project Manager. No hours over 40 hrs./week will be permitted without prior written approval of the MDOC Project Owner and the MILogin Project Manager. Any hours over 40 hrs./week are paid at straight time, no premium pay will be authorized.

Approvals:

The following have reviewed and approved this Statement of Work. These approvals are indications only of the person's approval of the contents of this Statement of Work and are not to be considered State approval of any contract changes to the master contract; such final approvals will occur through SIGMA or other applicable State processes.

Role	Name/Title	Signature	Date
DTMB Project Sponsor	Scott Flagg, DTMB Center for Shared Solutions		
MILogin Project Manager	Jack Keck, DTMB – EPMO		
MDOC Project Owner	Jeff Anderson, MDOC Administrator		
MDOC COMS Project Manager	Darren Elliott, DTMB – EPMO		3/11/2019
DTMB COMS Project Technical Team Manager	Eric Miller, COMS Technical Manager		3/11/2019



**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 45

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEYOND	
September 13, 2013	September 12, 2018	5 - 1 Year	September 30, 2019	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input checked="" type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISION DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		
DESCRIPTION				
Effective with mutual signature the attached Statement of work is added to the contract. All other terms and conditions remain the same.				



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

Project Title: MILogin – Duo Contract	Period of Coverage: 10/1/2018 – 3/31/2019
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 3/4/2019
DTMB Business Relationship Manager: Andrey Verevko	Phone: (517)284-7157
DTMB Project Manager: Scott Flagg	Phone: (517)-284-7117

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touch LLP ("Deloitte & Touche") to act as a payee agent for Duo Security ("Duo") and all obligations to invoice and receive payment for the Duo's Multi-Factor ("MFA") Solution shall be received by Deloitte & Touche solely as payee agent for Vendor.

PROJECT OBJECTIVE

The key goal of this project is for Deloitte & Touche to act as a payee agent for Duo.

SCOPE OF WORK

The scope consists of:

- Invoice the State under the Contract as a limited payee agent on behalf of Vendor for the amounts initially due under the License Agreement,
- Receive payment of such amounts from the State when paid by the State ("Paid Amount") and
- Transfer the Paid Amount to Vendor. Deloitte & Touche shall not take delivery of the Software or be required to deliver the Software to the State

DELIVERABLES

- Invoices to the State as a limited payee agent for Duo

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

ASSUMPTIONS

- The State is responsible to secure appropriations to fund its obligations
- Duo is not, and shall not be deemed to be, a subcontractor to Deloitte & Touche
- There will be no holdoff or administrative fees for the contract

PROJECT CONTROL AND REPORTS

- None

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The Duo invoices will be charged on usage basis (determined by Duo generated invoices) and paid monthly. Specified below are the charges for Duo.

Line Item	Cost Category	Duration	Fiscal Year	Cost
1	Duo Charges	6 months	FY19	\$224,387.16 (to be billed monthly and on actual usage as reported by Duo)
Grand Total				\$224,387.16

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

The designated DTMB Business Relationship Manager is:

Andrey Verevko

VerevkoA@michigan.gov

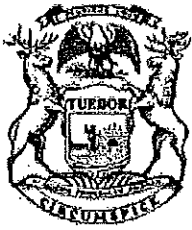
(517)284-7157

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **44**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
CV0002117	

STATE	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	October 1, 2019	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISION DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 30, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED/AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		
DESCRIPTION				
Effective with mutual signature the attached statement of work is added to the contract. All other terms and conditions remain the same.				



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation of Portal 49	Period of Coverage: 12/10/2018-01/26/2018
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 12/07/2018
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the "State") has requested Deloitte & Touche LLP ("Deloitte & Touche") to integrate MILogin-Enterprise (for workers) with MDHHS-ISD and Mandatory Reporter (MR).

PROJECT OBJECTIVE:

The goal of this project is to provide the following:

- For each State of Michigan (SOM) worker user who requests access for MI Bridges for Navigators portal via MILogin for Workers capture the requested data for the Office of Inspector General (OIG)

SCOPE OF WORK:

The scope of this SOW is described below.

Requirement #	Description																											
ISD_MILogin_R4_Portal49 CR01	<ul style="list-style-type: none">Capture the data listed in the table below for each State of Michigan (SOM) worker user who requests access for MI Bridges for Navigators portal via MILogin for Workers <table><tr><th colspan="3">Table lists the data to be captured when a worker user requests access</th></tr><tr><th>Field Name</th><th>Field Type</th><th>Field Value</th></tr><tr><td>ACTIVITY NAME</td><td>VARCHAR(100)</td><td>"Requested Access to Navigators Application"</td></tr><tr><td>USER TYPE</td><td>VARCHAR(50)</td><td>"State Navigator - SN"</td></tr><tr><td>PREFERRED LANGUAGE</td><td>VARCHAR(50)</td><td>Only English</td></tr><tr><td>IP ADDRESS</td><td>VARCHAR(35)</td><td rowspan="4">The field values would follow the exact same format used in MILogin-ISD (custom portal) integration, and sent to OIG</td></tr><tr><td>USER NAME</td><td>VARCHAR(100)</td></tr><tr><td>RECORD DATE TIME</td><td>VARCHAR(23)</td></tr><tr><td>UNIQUE RECORD IDENTIFIER</td><td>VARCHAR(50)</td></tr><tr><td>USER FIRST NAME</td><td>VARCHAR(64)</td><td>Note: The IP Address should be the worker's assigned internal</td></tr></table>	Table lists the data to be captured when a worker user requests access			Field Name	Field Type	Field Value	ACTIVITY NAME	VARCHAR(100)	"Requested Access to Navigators Application"	USER TYPE	VARCHAR(50)	"State Navigator - SN"	PREFERRED LANGUAGE	VARCHAR(50)	Only English	IP ADDRESS	VARCHAR(35)	The field values would follow the exact same format used in MILogin-ISD (custom portal) integration, and sent to OIG	USER NAME	VARCHAR(100)	RECORD DATE TIME	VARCHAR(23)	UNIQUE RECORD IDENTIFIER	VARCHAR(50)	USER FIRST NAME	VARCHAR(64)	Note: The IP Address should be the worker's assigned internal
Table lists the data to be captured when a worker user requests access																												
Field Name	Field Type	Field Value																										
ACTIVITY NAME	VARCHAR(100)	"Requested Access to Navigators Application"																										
USER TYPE	VARCHAR(50)	"State Navigator - SN"																										
PREFERRED LANGUAGE	VARCHAR(50)	Only English																										
IP ADDRESS	VARCHAR(35)	The field values would follow the exact same format used in MILogin-ISD (custom portal) integration, and sent to OIG																										
USER NAME	VARCHAR(100)																											
RECORD DATE TIME	VARCHAR(23)																											
UNIQUE RECORD IDENTIFIER	VARCHAR(50)																											
USER FIRST NAME	VARCHAR(64)	Note: The IP Address should be the worker's assigned internal																										

USER LAST NAME	VARCHAR(64)	State of Michigan IP address (10.00.00.00 address) .
MOBILE NUMBER	VARCHAR(13)	
WORK HOME PHONE	VARCHAR(13)	
EMAIL ADDRESS	VARCHAR(50)	
SECURITY_QUESTION_1	VARCHAR(250)	These fields would not hold any value for SOM workers requesting access for <i>MI Bridges for Navigators</i> via <i>MI Login for Workers</i> portal
SECURITY_QUESTION_2	VARCHAR(250)	
SECURITY_QUESTION_3	VARCHAR(250)	
SECURITY_QUESTION_4	VARCHAR(250)	
ID_PROOFING_DATE_TIME	VARCHAR(24)	
ID_PROOFING_RESULT	VARCHAR(100)	
FORGOT_PASSWORD_OPTION	VARCHAR(20)	
FORGOT_PASSWORD_OPTION_V ALUE	VARCHAR(50)	
STREET_ADDRESS	VARCHAR(50)	
CITY	VARCHAR(30)	
STATE	VARCHAR(20)	
ZIP	VARCHAR(10)	
COUNTY	VARCHAR(50)	

- Transferring of data listed in the above table to Data Warehouse supporting OIG

User types in scope:
SOM Workers who have Active Directory (AD) accounts in the 11 Active Directories integrated with MILogin

Access channels in scope:
Internet and intranet for SOM Workers

Environment Mapping:

<i>MILogin Enterprise (3)</i>	<i>Portal (10)</i>
<i>DEVELOPMENT (DEV)</i>	<i>ISDDEV</i>
	<i>HFDEV</i>
<i>QUALITY ASSURANCE (QA)</i>	<i>SIT</i>
	<i>Hotfix SIT (SITIR)</i>
	<i>MRSIT</i>
	<i>Pre- PROD (Staging)</i>
	<i>HFUAT</i>
	<i>SFUAT</i>
	<i>UAT</i>
<i>PRODUCTION (PROD)</i>	<i>ISD PROD</i>

The timelines are subject to timely approval of this SOW/CN by no-later than 12/09/2018.

TASKS for ISD_MILogin_R4_Portal49_CR01:

Specific tasks include:

- MI Login-Enterprise (for workers) DEV, QA, and PROD Environment:

- *Note: in the below text all references to "log", "logs", or "log files" is specific to the log generated for this specific requirement only*
- Capture the end user terminal IP address X-forwarded by the load balancer team
- Update ISAM configuration to capture the IP address forwarded by the load balancers
- Develop code to capture and store user's IP address forwarded by the load balancers along with the other data items listed in the table above (ref. Work in Scope section), into a log file on the MILogin servers
- Generate a checksum file for each log file generated by MILogin
- Retain the log files for this requirement for a duration of 1 week from the date of event
- The MILogin log file data will be comma separated and the order of attributes would remain the same as provided by MILogin-ISD custom portal
- If the firewall rule between MILogin and OIG's Secure File Transfer Protocol (SFTP) server is implemented, and the load balancer team can forward the end user's terminal IP to MILogin, MILogin system will capture the OIG requested data and send it to the OIG's SFTP server daily. The time for file transfer from MILogin for Workers will align with the file transfer from MILogin-ISD
- If the firewall rule between MILogin and OIG's SFTP server is not implemented, but the load balancer team is able to forward the end user's terminal IP to MILogin, MILogin system will capture the OIG requested data and store it on MILogin server locally. The captured logs will be manually sent to OIG's SFTP server once a week. The time for file transfer from MILogin for Workers will be 6PM each Friday until the automated solution is implemented
- For non-production environments, the log files will be sent to OIG's non-production SFTP server
- For production environments, the log files will be sent to OIG's production SFTP server

DELIVERABLES for ISD_MILogin_R4_Portal49_CR01:

- Weekly Status Report of Activities
- Integrate environments as mapped in the below table

<i>MILogin Enterprise (3)</i>	<i>Portal (10)</i>
<i>DEVELOPMENT (DEV)</i>	<i>ISDDEV</i>
	<i>HFDEV</i>
<i>QUALITY ASSURANCE (QA)</i>	<i>SIT</i>
	<i>Hotfix SIT (SITIR)</i>
	<i>MRSIT</i>
	<i>Pre- PROD (Staging)</i>
	<i>HFUAT</i>
	<i>SFUAT</i>
	<i>UAT</i>
<i>PRODUCTION (PROD)</i>	<i>ISDPROD</i>

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR ISD_MILogin_R4_Portal49_CR01

- Capture OIG requested data for SOM worker requesting access for Mandatory Reporter (MR) portal
- Capture OIG requested data for SOM worker when "request access" for MI Bridges for Navigators is approved
- MPI integration
- Fine grained access control
- Identity proofing for MILogin for workers
- Identity provisioning to end system (portal)
- End user communications

- Report generation
- Writing/updating/deleting data into non-MILogin user repository
- Non-SOM AD users
- User acceptance testing
- Identity correlation across applications
- MILogin-Enterprise (for citizens) integration with portal
- Automated worker to department mapping
- Anything not listed in the scope section

ASSUMPTIONS:

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stake holders
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in meeting the dates identified in the work plan will result in the additional schedule and potential cost impact
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost
- The existing MILogin UI currently deployed in PROD will be used for the planned integrations. The above requirement considers only basic changes for additional attributes. If additional complex UI changes are needed an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin
- Extension or delay in schedule will be addressed through a change request (CR)
- Data Warehouse team has reviewed and approved the data format for the data shared by MILogin-ISD (custom portal), and the same format applies for MILogin for Workers
- Data Warehouse team has reviewed and approved the file format for the data to be shared by MILogin-ISD (custom portal), and the same format applies for MILogin for Workers
- State provided SFTP will be used to transfer the files between MILogin and OIG
- MILogin system will only be capturing the IP forwarded by the load balancer team
- The telecom team enables the MILogin for Workers load balancers to X-Forward-for the end user's terminal IP address for each environment by the date listed in the below table:

Environment	Date
Development	12/14
Quality Assurance	12/21
Production	01/07

- The firewall team enables the required firewall rules for MILogin for Workers to connect with OIG's SFTP server for each environment by the date listed in the below table:

Environment	Date
Development	12/14
Quality Assurance	12/21
Production	01/07

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure for ISD MILogin R4 Portal49 CR01

The price was computed using Table 7: Operational Services Costs for New Integrations:

Type	Description	Integration Type	Unit Contract Cost	Units	Discount	Total Cost
E	Highly-Customized Complex Application Integration					
	Highly Custom User Interface (UI)					
	Application/Agency branding (look and feel, images, font, graphics etc.)*	Custom	\$100,000	1	30%	\$70,000
Total						\$70,000

*Similar level of effort

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone end date	Effort Estimated Hours	Fiscal Year	Cost
1	MILogin-Enterprise (for workers) DEV OIG IP Locator configurations	X*+5 weeks	180	FY19	\$20,000

2	MILogin-Enterprise (for workers) QA OIG IP Locator configurations	X*+6weeks	315	FY19	\$40,000
3	MILogin-Enterprise (for workers) PROD OIG IP Locator configurations	X*+7 weeks	135	FY19	\$10,000
TOTAL					\$70,000

*: X is the project purchase order issue date.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

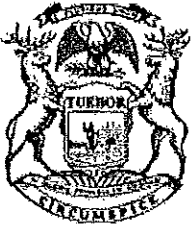
The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **43**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	October 1, 2019
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXPIR. DATE
<input type="checkbox"/>	one year	<input type="checkbox"/>		September 30, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective with mutual signature:
Extend the Maintenance and Operations (M&O) services for the MI Login solution through FY19
Perform the M&O services for FY19, including Maintenance and Support (M&S), also called Level 2-3 support and integration work for prebuilt integrations as defined in the TASKS section of the Michigan, Identity, Credential, and Access Management (MICAM) project.
Per Attachment SOW. Funding is already on the contract.

All other terms and conditions remain the same.



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

Project Title: MILogin FY19 Core Integration, Maintenance, and Operations Services	Period of Coverage: 10/01/2018 – 9/30/2019
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 9/3/2018
DTMB MILogin Service Manager: Scott Flagg	Phone: (517) 898-6315
DTMB Project Manager: Anila Francis	Phone: (517) 373-7676
DTMB Business Relationship Manager: Andrey Verevko	Phone: (517) 284-7157

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan (SOM, State) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) for the MILogin solution and include integration services for 40 applications leveraging pre-built SSO integration patterns. This SOW is for Deloitte & Touche to perform integration, maintenance, and operations services for FY19 of the MILogin platform and portals.

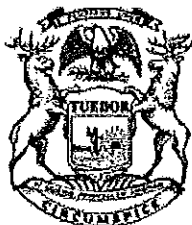
Cost Breakdown Structure

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

The total fees associated with the SOW are **\$3,000,000**, upon State PM approval of a monthly invoice of a monthly milestone.

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost
1.	M&O Technical support and pre-built application integration for Month 1	10/31/2018	FY19	\$250,000
2.	M&O Technical support and pre-built application integration for Month 2	11/30/2018	FY19	\$250,000
3.	M&O Technical support for Month 3 and pre-built application integration	12/31/2018	FY19	\$250,000
4.	M&O Technical support for Month 4 and pre-built application integration	1/31/2019	FY19	\$250,000
5.	M&O Technical support for Month 5 and pre-built application integration	2/28/2019	FY19	\$250,000
6.	M&O Technical support for Month 6 and pre-built application integration	3/31/2019	FY19	\$250,000
7.	M&O Technical support for Month 7 and pre-built application integration	4/30/2019	FY19	\$250,000
8.	M&O Technical support for Month 8 and pre-built application integration	5/31/2019	FY19	\$250,000
9.	M&O Technical support for Month 9 and pre-built application integration	6/30/2019	FY19	\$250,000
10.	M&O Technical support for Month 10 and pre-built application integration	7/31/2019	FY19	\$250,000
11.	M&O Technical support for Month 11 and pre-built application integration	8/31/2019	FY19	\$250,000

12.	M&O Technical support for Month 12 and pre-built application integration	9/30/2019	FY19	\$250,000
Grand Total				\$3,000,000



**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 41

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEYOND
September 13, 2013	September 12, 2018	5 - 1 Year	October 1, 2019
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

--

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXPIRATION DATE
<input type="checkbox"/>		<input type="checkbox"/>		October 1, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$300,000.00	\$69,742,673.49		

DESCRIPTION

Effective with mutual signature the contract is amended to add \$300,000.00 in funding to support MCA MTO Optimization Maintenance and Operations as requested by Treasury beginning 10/1/18 to 9/30/2019 as per the attached document. All other terms and conditions remain the same.



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

Project Title: MICAM MTO Optimization Project Maintenance & Operations	Period of Coverage: 10/01/2018 – 09/30/2019
Requesting Department: Michigan Department of Treasury	Date: 08/22/2018
DTMB Manager: Andrey Verevko	Phone: 517-284-7157
Treasury Project Manager: Lucy Pline	Phone: 517 636-5052

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan ("SOM" or "State") has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the Tasks section for MiLogin for Workers / 3rd party solution for the Michigan Treasury Online (MTO) application.

PROJECT OBJECTIVE

The release 1 of MTO Optimization project was rolled out in January 2016. This solution leverages a dedicated hardware for MiLogin to meet Treasury's performance and availability requirements and to provide a user interface that addresses Treasury's requirements for user experience and look & feel.

This project will allow Deloitte & Touche to continue providing the required M&O technical support to MiLogin MTO application integration.

SCOPE OF WORK

Provide MiLogin M&O technical support as defined in the Tasks section for the MiLogin MTO integration. The ongoing support is estimated to begin on October 01, 2018 and will go through the end of State's fiscal year, September 30, 2019.

TASKS

M&O technical support for MiLogin MTO application integration includes:

- Coordinate with Treasury call center and assist with troubleshooting and resolving MiLogin integration specific technical issues.
- Health check of the MiLogin MTO application integration.
- Facilitate MTO application testing by creating/updating User accounts.
- Installation of MTO application WebSEAL service packs and updates.
- Provide downtime support for the MTO application.
- Analysis and remediation of vulnerabilities related to MiLogin components.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and Treasury Project Manager have provided approval via email for the listed milestones in this SOW.

OUT OF SCOPE

- **MiLogin Helpdesk/Level 1 services.** The level 1 services will be handled by Treasury call center. The following list of features and associated issues will be covered by level 1:
 - Password reset
 - Account activation / deactivation
 - Profile update

- o Questions and clarifications from end users
- New integrations and enhancements.
- MTO application specific issues and support.

ASSUMPTIONS

- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The Treasury Contact Center will be responsible for providing help desk services for any user account related operations with respect to MILogin.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some MILogin M&S resources may work from US based delivery centers in Mechanicsburg, PA.
- MILogin level 2/3 support will be available between 8:00 am– 5:00 pm ET (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established timeline.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$300,000 per the below table in the Cost Breakdown Structure section – Tables 1. The State will pay Deloitte & Touche LLP upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining Treasury Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Treasury Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

Table 1:

The M&O cost will be charged on an annual basis and paid on a monthly basis. Specified below is the cost for M&O services for the second year.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	12 months	FY19	\$300,000 (To be billed on a monthly basis at \$25,000 starting October 2018 through September 2019 after final approval)
Grand Total				\$300,000

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Business Relationship Manager is:

Andrey Verevko

517-284-7157

VerevkoA@michigan.gov

The designated Treasury Project Manager is:

Lucy Pline

Business Relations Manager

Michigan Department of Technology Management and Budget (DTMB)

Agency Services – Department of Treasury (Treasury)

Phone: 517 636-5052

E-mail plinel@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and Treasury will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan and the Treasury Operations Center as needed.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES**

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 40

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Scott Flagg	MULTI
	200 Renaissance Center, Suite 3900		517-284-7117	
	Detroit, MI 48243-1895		flaggs@michigan.gov	
	Mark Ford		Mike Breen	DTMB
	313-394-5313		(517) 249-0428	
	mford@deloitte.com		breenm@michigan.gov	
	CV0002117			

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE ERROR	
September 13, 2013	September 12, 2018	5 - 1 Year	October 1, 2019	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REQUIRED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		October 1, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49				
DESCRIPTION				
Effective with mutual signature milestone payment table is corrected for previous CCN 36 as attached. All other terms and conditions remain the same.				

Milestone Payment Table Correction for CCN 36

	Cost Categories/ Milestone	Milestone	Hours	Fiscal Year	Old Cost	New Cost
1.	Complete user interface changes and enhancements as listed in in scope table in MILogin DEV environment	X + 6 weeks	320	FY18	\$46,800.00	\$30,000.00
2.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment	X + 9 weeks	360	FY18	\$56,500.00	\$55,000.00
3.	Complete user interface changes and enhancements as listed in in scope table in MILogin UAT environment	X + 11 weeks	140	FY18	\$23,000.00	\$23,000.00
4.	Complete user interface changes and enhancements as listed in in scope table in MILogin PROD environment	X + 12 weeks	100	FY18	\$15,000.00	\$17,000.00
Grand Total			920		\$425,000.00	\$125,000.00



STATE OF MICHIGAN CENTRAL PROCUREMENT SERVICES

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 39

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Scott Flagg	MULTI
	200 Renaissance Center, Suite 3900		517-284-7117	
	Detroit, MI 48243-1895		flaggs@michigan.gov	
	Mark Ford		Mike Breen	DTMB
	313-394-5313		(517) 249-0428	
	mford@deloitte.com		breenm@michigan.gov	
	CV0002117			

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE	
September 13, 2013	September 12, 2018	5 - 1 Year	October 1, 2019	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		October 1, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$24,500.00	\$69,467,173.49		
DESCRIPTION				
Effective with mutual signature contract is amended to add \$24,500.00 for DHHS engagement for their ISD portal and provide 8 week extended track 2 UAT support. All other terms and conditions remain the same.				



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation of ISD Portal User Acceptance Testing (UAT) Hotfix Integration and Extended UAT support for Track 2	Period of Coverage: 9/22/2018-12/8/2018
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 08/19/2018
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the "State") has requested Deloitte & Touche LLP ("Deloitte & Touche") to integrate MILogin Quality Assurance (QA) with MDHHS-ISD Portal's UAT Hotfix environment.

PROJECT OBJECTIVE:

The goal of this project is to provide the following:

- Federated Single Sign-On (FSSO) to MDHHS-ISD portal's UAT Hotfix environment via MILogin-ISD
- Provide 8-week extended Track 2 UAT support

SCOPE OF WORK:

The scope of this SOW is described below.

Requirement #	Description
ISD_MILogin_R3.1_1	Configure MILogin-ISD QA for Federated Single Sign-On (FSSO) and Multi-Factor Authentication (MFA) for new portal UAT Hotfix environment
ISD_MILogin_R3.1_2	Provide extended Track 2 UAT support for a duration of 8 weeks starting 10/21 through 12/8

The timelines are subject to timely approval of this SOW/CN by no-later than 09/14/2018.

TASKS:

Specific tasks include:

- **MILogin QA Environment:**
 - Complete MILogin configuration for Federated Single Sign-On (FSSO).
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).

- Set up the federation profile of the MDHHS ISD portal application (also known as partner profile).
- Exchange metadata with the application.
- Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).
- Define user identity mapping and configure customize identity mapping rules as required.
- Configure Identity Provider initiated federation.
- Create and enforce MFA policy.
- Execute test cases related to MILogin and MDHHS portal application integration functionality.
- **MILogin extended UAT support:**
 - MILogin team will help troubleshoot and fix minor bugs
 - Any major bugs identified as a functionality change and related to MILogin as part of the Track 2 portal UAT will need to go through a change request process

DELIVERABLES:

- Weekly Status Report of Activities.
- Integration of new portal UAT Hotfix environment with MILogin QA environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.
- MFA for Citizens.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Any change in the current integration pattern.
- Anything not listed in the scope section above.

ASSUMPTIONS:

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MDHHS and Portal will be responsible for conducting the UAT and performance testing as applicable. MILogin team will provide support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal is capable of consuming SAML token and Portal will be responsible for account creation and access assignment for users in the ISD Portal.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- Portal will pass an identifier to MILogin to distinguish between Navigators and Citizens for distinguishing various user specific operations.
- Navigators will need to have a unique email address (i.e. the one not already in use).
- For MILogin purposes, Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to MDHHS.
- MFA for community partners will be provided based on the enterprise policies and by leveraging DUO solution.
- The new ISD specific instances, such as WebSEAL, will share the hardware and software resources with existing MILogin WebSEAL instances.
- Portal will pass an identifier to MILogin to identify the language selected by the end user using which MILogin will configure the language support to display translated MILogin-Portal pages.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Type	Description	Integration Type	Unit Contract Cost	Units	Discount	Total Cost
A	Automation of Shared Secret Validation Integration					
	Integrating additional environments (per environment)	Custom	\$8,000.00	1		\$8,000.00
	MFA Configurations	Custom	\$4,000.00	1		\$4,000.00
G	Integrating additional environments – Identity Federation (per environment) *	Custom	\$15,000.00	1	\$2,500.00	\$12,500.00
TOTAL						\$24,500.00

* - Effort equivalent to additional 2 months of Track 2 (Mandatory Reporter) UAT support.

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone start date	Milestone end date	Effort Estimated Hours	Fiscal Year	Cost
1	Integration of new UAT Hotfix environment with MILogin QA environment	X*	X+4 days	32	FY19	\$8,000.00
2	Configurations of MFA in the UAT Hotfix environment for Community Partner (CP) users	X*	X+5 days	40	FY19	\$4,000.00
3	Extended Track 2 UAT support for a duration of 8 weeks starting 10/21 through 12/8	X*	12/8/2018	320	FY19	\$12,500.00
TOTAL						\$24,500.00

*: X is the project purchase order issue date.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
 222 N. Washington Sq.
 Lansing, MI 48933
 517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:
Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:
Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 38
 to
 Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

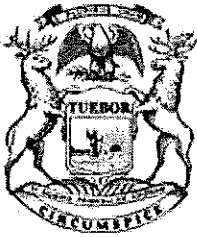
MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input checked="" type="checkbox"/>		<input type="checkbox"/>	12 months	October 1, 2019
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective with mutual signature the contract is amended to exercise a one year option to 10/1/2019. All other terms and conditions remain the same.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 37

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE Program Manager Contract Administrator	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective with mutual signature a statement of work is issued for a MDHHS engagement within the MiLogin Project that has reduced scope and reduces the obligation for this engagement by \$92,000.00. All other terms and conditions remain the same.

**Program Managers
for
Multi-Agency and Statewide Contracts**

AGENCY	NAME	PHONE	EMAIL
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State of Michigan MILogin – Phase 2 Medicaid Change Request

General Information

Project ID/Acronym:	MDHHS (Enterprise PMO) – MILogin Project	Creation Date:	01/03/18
Version:	1.0	Approved On:	
Controlling Agency:	MDHHS	Authorized By:	Enterprise PMO
Prepared By:	Jenny Miller	Last Reviewed On:	

Approvals

The signatures relay an understanding of the purpose and content of the document by those endorsing it. By signing this document you agree to this as the formal charter statement to begin work on the project described herein, and commitment of the necessary resources.

PMO Leadership Team Approval		
Name/Role	Signature	Date
Dani Wager Bridges Scanning and Indexing Business Owner	See email approval	03/07/18
Kim Bachelder Business Delivery Liaison	See email approval	03/13/18
David Fox Technical Delivery Owner	See email approval	03/13/18
Carla O'Connell Financial Specialist	See email approval	03/07/18
Brendan O'Brien PMO Manager	See email approval	03/13/18

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved with this project or who will become involved during its lifecycle.

Change Control

Revision Date	Author(s)	Version	Summary of Changes
01/03/18	Jenny Miller	1.0	Initial Draft
03/05/18	Jenny Miller	1.1	Revisions to description, analysis, schedule

References

This project operates under the authority and governance of the Enterprise PMO and follows the processes set forth in the MILogin Phase 2 Medicaid Program Management Plan (PMP). The PMP and other key resources are included below for your convenience.

Resource Name	Link
Project Charter	MILogin Phase 2 Medicaid FY18 Project Charter
Project Management Plan	MILogin Phase 2 Medicaid FY18 Project Management Plan

1. Change Request Description

This is a Change Request (CR) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

Notification has been given to the MILogin team by DHHS that the Bridges Scanning and Indexing (BSI) application integration no longer needs to include a backend junction connection to the BSI application or Multi Factor Authentication (MFA). In addition, the original baselined dates need to be revised.

The current Statement of Work includes integrations with both the BSI Thin Toolbar (front end application) and the BSI application (backend junction) as well as MFA. This change request is revise the scope of work with financial impact of a \$92,000.00 credit (original cost was \$216,000; new cost is \$124,000).

2. Detailed Impact Analysis

Impact on Scope:

The current Statement of Work includes integrations with both the BSI Thin Toolbar (front end application), the BSI application (backend junction) and Multi Factor Authentication. This change request is revise the scope of work to exclude the BSI application backend junction and Multi Factor Authentication.

Impact on Schedule:

Environment/Instance	Previous Date	New Date
MILogin QA and BSI Thin Toolbar UAT Complete (aka Datacap 9)	02/14/18	03/21/18
MILogin QA and BSI Thin Toolbar PROD Readiness Complete (aka Datacap 9)	03/02/18	04/12/18
MILogin QA and BSI Thin Toolbar PRDI Complete (aka Datacap 9)	02/22/18	04/19/18

Impact on Cost:**Original SOW Cost Table****Cost Breakdown Structure**

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Integration Type	Unit Cost	Number	Total	Comments
D	Complex Application Integration				
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks. - BSI	\$ 79,000.00	1	\$ 79,000.00	
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks. – BSI Thin Toolbar	\$ 79,000.00	0.5	\$ 39,500.00	Integration uses the same pattern of the first integration and so the cost is lower based on lower work effort
A	Automation of Shared Secret Validation Integration				
	Integrating additional environments (per env.) - BSI	\$15,000.00	3	\$ 45,000.00	
	Integrating additional environments (per env.) – BSI Thin Toolbar	\$15,000.00	1.5	\$ 22,500.00	Integration uses the same pattern of the first integration and so the cost is lower based on lower work effort.
	Multi Factor Authentication 3 env- BSI	\$10,000.00	1	\$10,000.00	
	Multi Factor Authentication 3 additional env- BSI	\$10,000.00	1	\$10,000.00	
	Multi Factor Authentication 3 env- BSI Thin Toolbar	\$10,000.00	0.5	\$5,000.00	Integration uses the same pattern of the first integration and so the cost is lower based on lower work effort.
	Multi Factor Authentication 3 additional env- BSI Thin Toolbar	\$10,000.00	0.5	\$5,000.00	Integration uses the same pattern of the first integration and so the cost is lower based on lower work effort.
Total				\$216,000.00	

New Cost Table with Scope Removed**Cost Breakdown Structure**

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Integration Type	Unit Cost	Number	Total	Comments
D	Complex Application Integration				
	Integration Cost (HTTP header) for 3 environments including	\$ 79,000.00	1	\$ 79,000.00	

	Prod. Work effort of 9 weeks. – BSI Thin Toolbar				
A	Automation of Shared Secret Validation Integration				
	Integrating additional environments (per env.) – BSI Thin Toolbar	\$15,000.00	3	\$ 45,000.00	
Total				\$124,000.00	

Payment Milestones

Original (and Change Request Dated 07/20/17):

Deloitte & Touche payment milestone/deliverable dates

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Milestone Amount
1.	Requirements and design	X+10	60	\$132,000.00
2.	Development environment	X+30	300	\$75,000.00
3.	QA environment and UAT testing completion	X+45	250	\$63,900.00
4.	Prod environment	X+60	250	\$63,900.00
Grand Total			860	\$216,000.00

X: Project purchase order issue date

Revised:

Deloitte & Touche payment milestone/deliverable dates

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Milestone Amount
1.	Requirements and design	X+10	80	\$14,000.00
2.	Development environment	X+30	240	\$36,666.00
3.	QA environment and UAT testing completion	X+45	240	\$36,667.00
4.	Prod environment	X+60	240	\$36,667.00
Grand Total			800	\$124,000.00

X: Project purchase order issue date

Impact on Resources:

None

Impact of Not Implementing the Change Request:

Business Impact:

- No impact. SOM Workers would continue to use BSI Thin Toolbar as they do currently.

Technical Impact:

- MILogin will be integrated with BSI Thin Toolbar application only.

3. Approval Information

Changepoint Change Request ID:

CHG-2018-000013



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **36**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

Program Manager	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
Contract Administrator	Mike Breen	DTMB
	(517) 249-0428	
	breenm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		
DESCRIPTION				
<p>Effective 7/17/2018, the State adds the attached Statement of Work pertaining to MDHHS ISD application implementation - Release 3, including their Salesforce environment refresh and the Mandatory Reporter (MR) portal to provide secure and enhanced user experience for the application.</p> <p>All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.</p>				



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation R3 (including Salesforce environment refresh and Mandatory Report (MR) portal)	Period of Coverage: 7/9/2018-9/22/2018
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 6/17/2018
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to implement a list of new requirements and enhancements for Michigan Department of Health and Human Services Integrated Service Delivery (ISD) Portal.

PROJECT OBJECTIVE:

The ISD Portal business owners have requested a list of new functionalities and enhancements to an existing system. The objective of this project is to implement these new requirements across MILogin Development (DEV), Quality Assurance (QA), User Acceptance Testing (UAT) and Production (PROD) environments.

SCOPE OF WORK:

The scope of this SOW is described below. The following table is taken as-is from the requirements document.

Requirement No.	Portal Requirements Reference and Description	Key Discussion Points
ISD_MILogin_R3_1	Portal 24: MILogin will enhance the “Did you forget your username” functionality to filter out deactivated MILogin usernames	
ISD_MILogin_R3_2	Portal 50: MI Login will enhance the informational messaging on the pages for when a MI Bridges user has an active session	• A new concurrent session page, based on the revised visual designs already received by MILogin team
ISD_MILogin_R3_3	CC 517: Limited username obfuscation	• Show multiple MILogin usernames returned by MPI with only 2 letter obfuscations (2 asterisks)

ISD_MILogin_R3_4	Mandatory Reporter (MR) MILogin integration	MR MILogin requirements were provided via PowerPoint and the slides with that information are included at the end of this Statement of Work.		
ISD_MILogin_R3_5	Metadata reconfigurations for 6 existing portal environments due to Salesforce environment refresh	No changes in the existing mapping.		
ISD_MILogin_R3_6	Configure Federation Single Sign-On (SSO) and Multi-Factor Authentication (MFA) for 2 new portal environments	MILogin, ISD portal and MPI environment mapping as below:		
		MILogin Environment	ISD Portal Environment	MPI Environment
		QA	Salesforce Release path SIT	Staging
		UAT	Salesforce Release path UAT	UAT

All the timelines are subject to timely approval of this SOW along with the receiving of final visual designs (VDs) and language translations by no later than 7/6/2018.

TASKS:

Specific tasks include:

- **MILogin DEV Environment:**

- Development of the requirements listed in the above table.
- For reconfiguration of each existing portal environment:
 - Set up the federation profile of the MDHHS ISD portal application (also known as partner profile).
 - Reconfigurations of portal metadata for each environment.
 - Configure Identity Provider initiated federation.
 - Modify and enforce MFA policy.
 - Execute test cases related to MILogin and MDHHS portal application integration functionality.
- Support system testing.

- **MILogin QA Environment:**

- Migrate the corresponding code to incorporate the requirements listed in the above table.
- For each new portal environment integration:
 - Complete MILogin configuration for FSSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Set up the federation profile of the MDHHS ISD portal application (also known as partner profile).
 - Exchange metadata with the application for each environment.
 - Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Create and enforce MFA policy.
 - Execute test cases related to MILogin and MDHHS portal application integration functionality.
- For reconfiguration of each existing portal environment:
 - Set up the federation profile of the MDHHS ISD portal application (also known as

- partner profile).
 - Reconfigurations of portal metadata for each environment.
 - Configure Identity Provider initiated federation.
 - Modify and enforce MFA policy.
 - Execute test cases related to MILogin and MDHHS portal application integration functionality.
- Support integration testing.
- **MILogin UAT Environment:**
 - Migrate the corresponding code to incorporate the requirements listed in the above table.
 - For reconfiguration of each existing portal environment:
 - Set up the federation profile of the MDHHS ISD portal application (also known as partner profile).
 - Reconfigurations of portal metadata for each environment.
 - Configure Identity Provider initiated federation.
 - Modify and enforce MFA policy.
 - Execute test cases related to MILogin and MDHHS portal application integration functionality.
 - Support UAT.
- **MILogin PROD Environment:**
 - Migrate the corresponding code to incorporate the requirements listed in the above table.
 - Conduct smoke testing related to MILogin functionality in Production environment.

DELIVERABLES:

- Weekly Status Report of Activities.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin DEV environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin QA environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin UAT environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin PROD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.
- MFA for citizens.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Any change to the existing integration pattern.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

- Anything not listed in the scope section above.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any requirement or environment not listed as part of this SOW, will be addressed through a separate SOW or change request.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State's MDHHS and Portal teams will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support limited to user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification because of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to the State.
- MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- Portal will pass an identifier to MILogin to identify the language selected by the end user using which MILogin will configure the language support to display translated MILogin-Portal pages.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- The new portal environment integrations will be based on URL based parameter (i.e. existing QA URL with a new environment variable).
- Additional MR Portal specific assumptions:
 - Portal would send an encrypted URL parameter to MILogin for identifying a MR user.
 - Existing client registrations screens will be customized to show/hide the registration fields based on the identifier sent by Portal. No new screen will be developed for MR Portal users.
 - MR porta is not a new user type from MILogin perspective. It is a client type user.
 - MR portal will use the same MILogin URL and functionalities (such as forgot username, forgot

- password) as used by client users.
- Per last discovery call, user's phone labels will be changed to primary phone number and secondary phone number. The primary phone number will be mandatory and secondary phone number will be optional. No more dynamic logic to require call phone or work phone number.
- MFA and Identity proofing is not application for MR portal users.
- Integrations, such as MPI, would work the same way as existing for client users.
- Portal would decide what page/functionalities to display to MR portal users. MILogin will send these users to the same Portal URL as client users.
- From MILogin perspective, there's no change to the existing Community Partners workflow.
- MR Portal screens will be in English only.
- Workers or CP users creating a MR portal registration are considered to general MR Portal user. Their other personas are separate and won't affect their ability to self-register as a MR Portal user.
- The Terms & Conditions page for MR will be hosted by the portal and portal will provide us the link.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Type	Description	Per Unit Cost	Number of Units	Discount	Cost
A	Automation of Shared Secret Validation Integration				
	Integrating additional environments (per environment) – Reconfiguring existing environments	\$8,000.00	6	25%	\$36,000.00
	Integrating additional environments (per environment) – Configuring net new environments	\$8,000.00	2		\$16,000.00
	MFA configurations for net new environments	\$4,000.00	2		\$8,000.00
E	Highly-Customized Complex Application Integration				
	Highly Custom User Interface (UI)				

	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00	1		\$50,000.00
	ADA compliant user interface	\$30,000.00	0.5		\$15,000.00
Grand Total					\$125,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Complete user interface changes and enhancements as listed in in scope table in MILogin DEV environment	X + 6 weeks	320	FY18	\$45,800.00
2.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment	X + 9 weeks	360	FY18	\$56,500.00
3.	Complete user interface changes and enhancements as listed in in scope table in MILogin UAT environment	X + 11 weeks	140	FY18	\$23,000.00
4.	Complete user interface changes and enhancements as listed in in scope table in MILogin PROD environment	X + 12 weeks	100	FY18	\$15,000.00
Grand Total			920		\$125,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

ATTACHMENT 1:
MANDATORY REPORTER (MR) MILOGIN
INTEGRATION REQUIREMENTS

REQUIREMENTS

- User is able to register as a Mandatory Reporter user
- Registered MR user is able to login to MI Bridges
- Registered MR user is able to use “Forgot Password” functionality
- Registered MR user is able to use “Forgot Username” functionality

ASSUMPTIONS

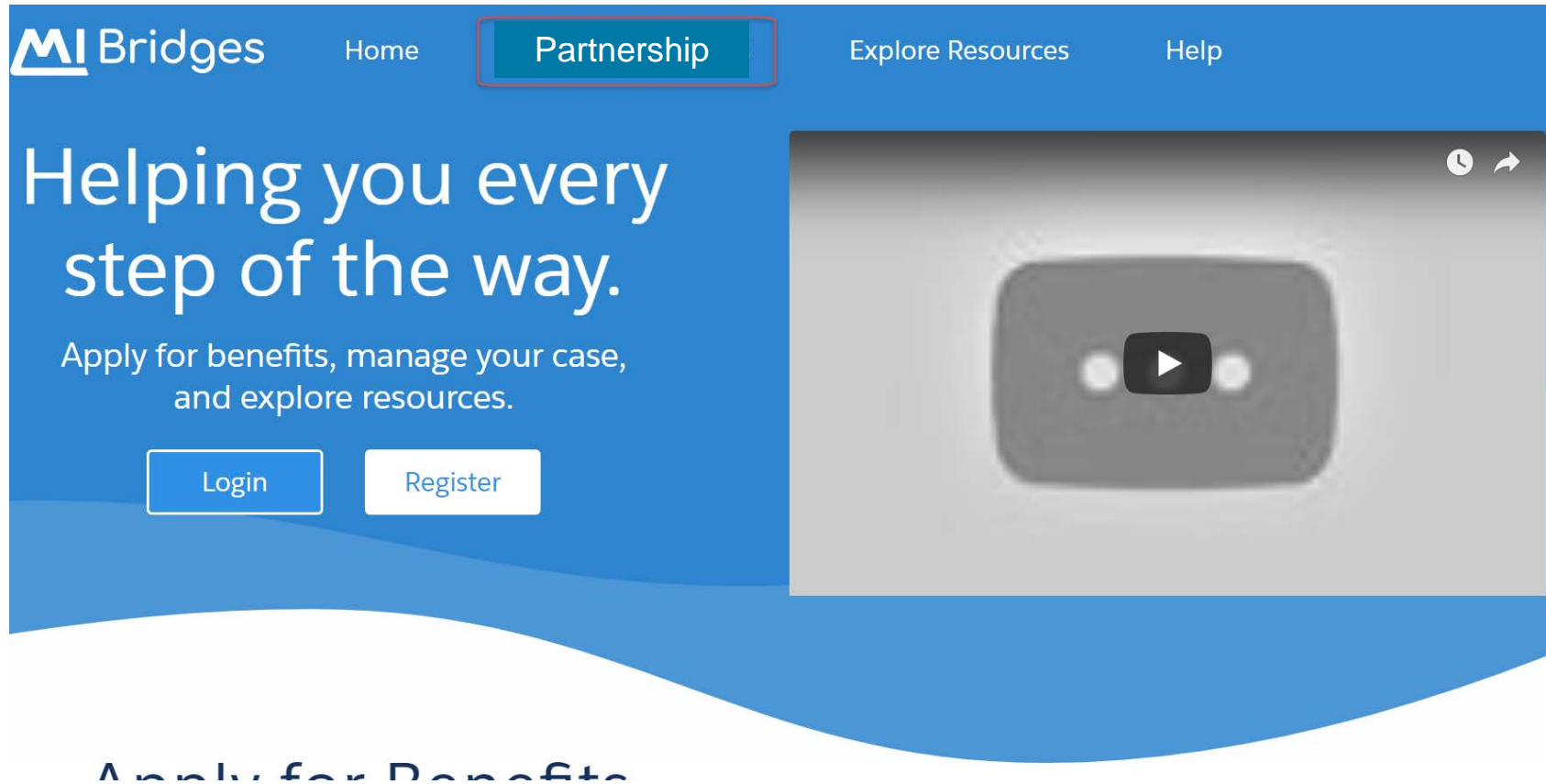
- Community Partners will not need to register as Mandatory Reporters
- State employees registering as Mandatory Reporters will use a personal email address for their account
- Existing error messages and exception scenarios from MI Bridges registration will be repurposed for MR registration

REGISTRATION WORKFLOW

New Mandatory Reporter User

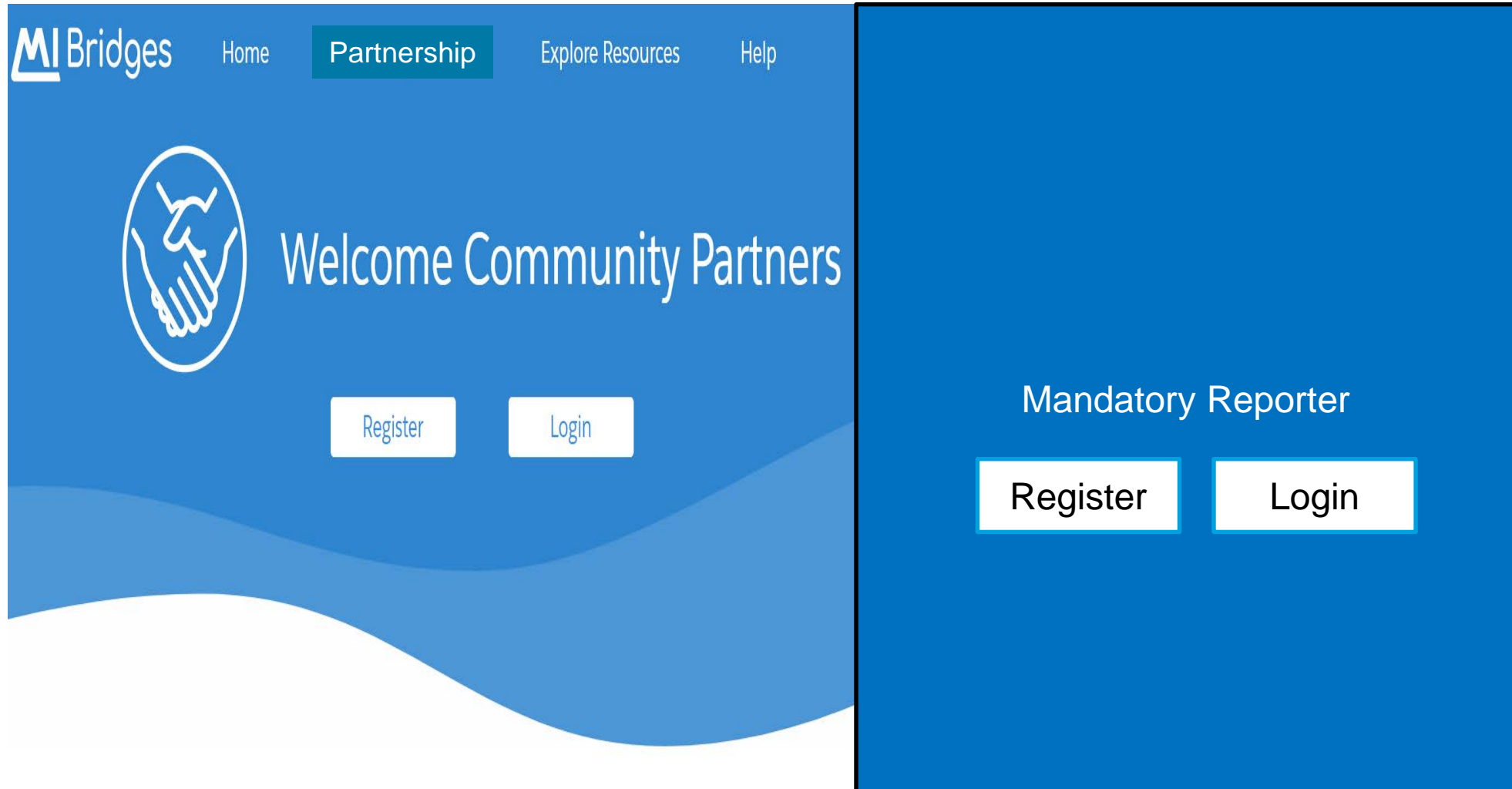
LANDING PAGE

Portal owned page. User navigates to MI Bridges landing page and clicks on the Partnership link.



PARTNERSHIP

Portal owned page. User finds a mandatory reporter section and clicks on the registration button.





ACCOUNT REGISTRATION

MiLogin owned page. User completes the user personal information for account registration.

- First Name
- Last Name
- Email
- Cell Phone
- Work Phone
- Robot Question
- Agree to Terms & Conditions of MI Bridges



USERNAME AND SECURITY

MiLogin owned page. User completes the username, password, and security questions for account registration.

Username and Security

Username and Password

Password Guidelines

Password must be 8 characters, not based on username, and include characters from 3 of the following categories:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numbers (0-9)
- Special Characters (!\$#,%@~^&*_-+=><)

Username *

Password *

Retype Password *

Security Questions

Providing the information below helps us recover your username and password.

Security Question 1 *

Select Security Question 1

Answer *

Security Question 2 *

Select Security Question 2

Answer *

Security Question 3 *

Select Security Question 3

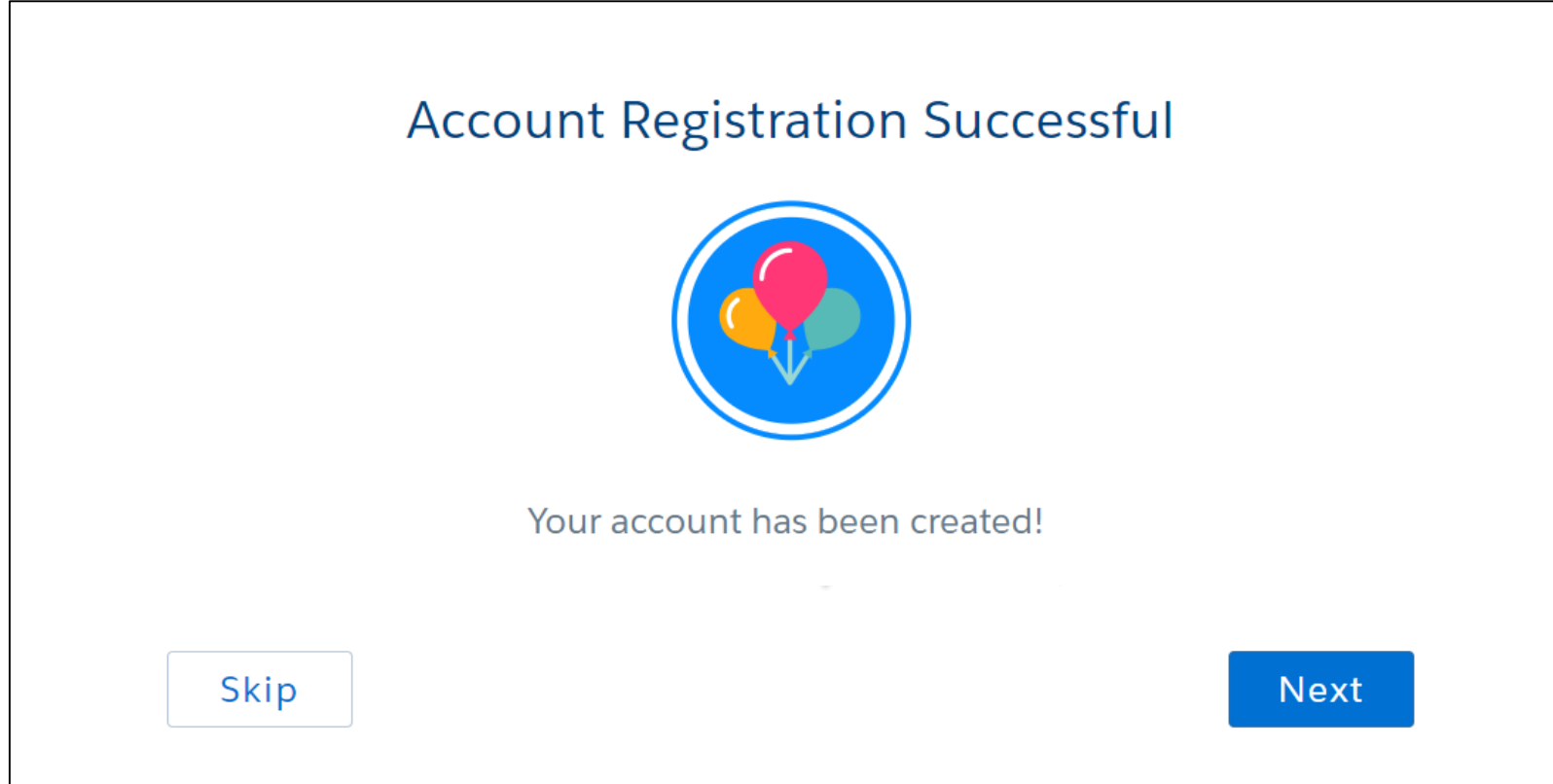
Answer *

Back

Next

SUCCESSFUL REGISTRATION

MiLogin owned page. User successfully completes registration. Upon clicking next, handoff back to Portal.



ORGANIZATION AND ROLE

Portal owned page. User provides information for organization and role to qualify as a mandatory reporter.

- Are you a State of Michigan employee?
- Role
- Organization/Agency
- Address (org/personal address)



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **35**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Mark Ford
	313-394-5313
	mford@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	MULTI
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Garrick Paraskevin	DTMB
		(517) 284-6993	
		paraskeving@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS

DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card ☐ Direct Voucher (DV) ☐ Other ☐ Yes ☒ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective 6/25/2018, the vendors Single Point of Contact is being changed to Mark Ford. Mr. Ford can be reached at mford@deloitte.com or (313) 394-5313.

All of terms, conditions, specifications, and pricing remain the same. Per contractor, agency, and DTMB procurement.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **34**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

Program Manager	Scott Flagg	MULTI
	517-284-7117	
	flaggs@michigan.gov	
Contract Administrator	Garrick Paraskevin	DTMB
	(517) 284-6993	
	paraskeving@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,442,673.49	\$0.00	\$69,442,673.49		

DESCRIPTION

Effective 5/30/2018, the parties agree to add the attached Statement of Work to provide Single Sign-On (SSO) to the CARS application via the MILogin for Workers, 3rd party, and Citizens solution using OAuth 2.0 federation using \$195,500.00 of existing Contract funds for services related to Contract Change Notice 34. The existing funds will be taken from two funding sources: CCG Acct template for \$150,500 and MDOS Acct Template for \$45,000.

All other terms, conditions, specifications and pricing remain the same. Per contractor, agency, and DTMB Procurement.



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

Project Title: MILogin – Customer and Automotive Records System (CARS) Integration	Period of Coverage: 5/30/2018- 2/19/2019
Requesting Department: Michigan Department of State (MDOS)	Date: 5/18/2018
MDOS Business Relationship Manager: Scott Wager	Phone: (517)636-4028
MDOS Project Manager: Rebecca Jones	Phone: 517-284-7171
MILogin Business Relationship Manager Andrey Verevko	Phone: (517)284-7157
MILogin Project Manager: Anila Francis	Phone: 517-373-7676

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touch LLP (“Deloitte & Touche”) to integrate CARS application in the MILogin for Workers, 3rd party, and Citizens solution’s Development (“Dev”), Quality Assurance (“QA”), and Production (“PROD”) environments. As part of this project, the CARS application will be integrated with MILogin for Workers, 3rd party, and Citizens solution to provide secure and enhanced user experience to the State Of Michigan (SOM) worker, 3rd party, and citizen users of CARS application over intranet (worker users only) and internet (3rd party and citizen users only).

PROJECT OBJECTIVE

The key goal of this project is to provide Single Sign-On (SSO) to the CARS application via the MILogin for Workers, 3rd party, and Citizens solution using OAuth 2.0 federation.

SCOPE OF WORK

The scope consists of:

- Providing SOM worker and 3rd party users with the ability to subscribe to the CARS application using their MILogin account over the SOM network (workers) and internet (3rd party users).
- Auto subscribe all existing and new citizen users to CARS application.
- Auto subscribe 3rd party users initiated by CARS portal to MILogin for 3rd party solution using the OAuth 2.0 URL configured.
- Provide SOM worker, 3rd party, and citizen users with the ability to login to the CARS application via MILogin for worker, 3rd party, and citizen solution over the SOM network (worker) and internet (3rd party and citizens).
- Proof of Concept (POC) to establish the capability to offer a URL based (“on-demand”) Multi-factor Authentication (MFA) feature to be used by CARS in order to protect certain resources

on the CARS portal.

- Upon success of the POC for on-demand MFA feature, integrate the feature with MILogin for 3rd party for CARS application.
- Upon success of the POC for on-demand MFA feature, integrate the feature with MILogin for Citizen for CARS application.
- 1 week of support for each of: performance, end-to-end, and business testing conducted by the CARS team. The scope will be limited to facilitate testing of use cases related to MILogin integration with CARS application.
- Create wireframe document to describe the MILogin-CARS integration use cases.

TASKS

Specific tasks include:

- **MILogin Dev environment (MFA POC for 3rd party users)**
 - Create OAuth 2.0 client for CARS application in IBM Security Access Manager for Mobile (ISAMM).
 - Create an end point and protect the resource with API protection using OAuth 2.0
 - Protect the end point with ISAMM policy to trigger on demand MFA for an authenticated user by invoking the end point URL.
 - Configure the end point to pass information related to user's MFA activity – user ID and pass/fail status.
 - Facilitate testing of on-demand MFA from the CARS application.
- **MILogin Dev environment (OAuth Integration with CARS Dev environment)**
 - Request and verify firewall rules needed to set up new WebSEAL instances.
 - Create OAuth 2.0 clients for CARS application in IBM Security Access Manager for Mobile (ISAMM) for each of worker, 3rd party, and citizen user types.
 - Create new WebSEAL instances to host separate end points (worker, 3rd party, and citizen) to allow OAuth API calls.
 - Integrate the new WebSEAL instances with ISAMM.
 - Configure the new WebSEAL instances – SSL configurations, Distributed Session Cache (DSC) configurations, HTTP transformation rules, OAuth configurations.
 - Create encrypted end points (for worker, 3rd party, and citizen user types) and protect the resource with API protection using OAuth 2.0
 - Create and attach Access Control List (ACLs) and ISAM groups to the end point.
 - Update the MILogin for Worker User Interface (UI) to include “Authorization ID” field.
 - Update the MILogin for 3rd party UI to automatically grant access to CARS application for 3rd party users if they are being redirected from CARS portal to MILogin.
 - Update the IBM Security Identity Manager (ISIM) schema to include Authorization ID for worker user type.
 - Create the application specific workflows in ISIM for worker and 3rd party users.
 - Configure approvers and notifications in ISIM for worker and 3rd party users.
 - Configure on-demand MFA for Citizen and 3rd party users.
 - Configure the end point to pass the below attributes in an encrypted JavaScript Object Notation (JSON) response
 - User ID,
 - First Name,

- Last Name,
 - Mobile Number (if available),
 - Email address (if available),
 - Identity Proofing Attributes (for Citizens only, if available)
- Facilitate the business testing of the OAuth 2.0 implementation up to one week only.
- **MILogin QA environment (OAuth Integration with CARS QA environment)**
 - Request and verify firewall rules needed to set up new WebSEAL instances.
 - Create OAuth 2.0 clients for CARS application in ISAMM for each of worker, 3rd party, and citizen user types.
 - Create new WebSEAL instances to host end points (worker, 3rd party, and citizen) to allow OAuth API calls.
 - Integrate the new WebSEAL instances with ISAMM.
 - Configure the new WebSEAL instances – SSL configurations, Distributed Session Cache (DSC) configurations, HTTP transformation rules, OAuth configurations, and cluster configurations.
 - Create encrypted end points (for worker, 3rd party, and citizen user types) and protect the resource with API protection using OAuth 2.0.
 - Create and attach ACLs and ISAM groups to the end point.
 - Update the MILogin for Worker UI to include “Authorization ID” field.
 - Update the MILogin for 3rd party UI to automatically add access to CARS application for 3rd party users if they are being redirected from CARS portal to MILogin.
 - Update the ISIM schema to include Authorization ID.
 - Create the application specific workflows in ISIM for worker and 3rd party users
 - Configure approvers and notifications in ISIM for worker and 3rd party users.
 - Configure on-demand MFA for Citizen and 3rd party users.
 - Configure the end point to pass the below attributes in an encrypted JSON response
 - User ID,
 - First Name,
 - Last Name,
 - Mobile Number (if available),
 - Email address (if available),
 - Identity Proofing Attributes (for Citizens only, if available)
 - Facilitate the end-to-end testing of the integration up to one week only.
 - Facilitate the performance testing of the integration up to only week only.
- **MILogin PROD environment (OAuth Integration with CARS PROD environment)**
 - Request and verify firewall rules needed to set up new WebSEAL instances.
 - Create OAuth 2.0 clients for CARS application in ISAMM for each of worker, 3rd party, and citizen user types.
 - Create new WebSEAL instances to host end points (worker, 3rd party, and citizen) to allow OAuth API calls.
 - Integrate the new WebSEAL instances with ISAMM.
 - Configure the new WebSEAL instances – SSL configurations, Distributed Session Cache (DSC) configurations, HTTP transformation rules, OAuth configurations, and

cluster configurations.

- Create encrypted end points (for worker, 3rd party, and citizen user types) and protect the resource with API protection using OAuth 2.0.
- Create and attach ACLs and ISAM groups to the end point.
- Update the MILogin for Worker UI to include “Authorization ID” field.
- Update the MILogin for 3rd party UI to automatically add access to CARS application for 3rd party users if they are being redirected from CARS portal to MILogin.
- Update the ISIM schema to include Authorization ID.
- Create the application specific workflows in ISIM for worker and 3rd party users
- Configure approvers and notifications in ISIM for worker and 3rd party users.
- Configure on-demand MFA for Citizen and 3rd party users.
- Configure the end point to pass the below attributes in an encrypted JSON response
 - User ID,
 - First Name,
 - Last Name,
 - Mobile Number (if available),
 - Email address (if available),
 - Identity Proofing Attributes (for Citizens only, if available)

DELIVERABLES

- Weekly status report of activities.
- OAuth configurations for CARS application in MILogin environments.
- MFA POC in 3rd party DEV environment.
- On-demand MFA for citizen, and 3rd party users in MILogin environments (if the MFA POC is successful).
- Wireframe diagrams for the user cases related to MILogin integration.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the MDOS and DTMB Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – CARS Integrations

- Identity proofing.
- User migration.
- User provisioning and de-provisioning to the CARS application.
- Any additional user attributes apart from the attributes listed in TASKS section.
- Any User Interface (UI) customization outside of TASKS section.
- External Worker UI integration with CARS application.
- MFA for worker users.
- Any major or minor release for CARS application beyond 2/19/19.
- Any reporting capability.
- 24*7*365 availability of MILogin non-production environments.
- Stabilization support post production rollout.
- Co-location of MILogin resources with the CARS team in Secretary of State building through integration.
- Any document except the wireframe document listed in deliverables.
- Support for FAST Methodology/Agile methodology.

- Any additional environments for CARS, except the three in scope.
- Any additional testing support for business, end-to-end, or performance testing except the 1 week listed in Tasks.
- Integration with Master Person Index.
- Any CARS native mobile application integration with MILogin.
- Additional language support for the UI other than English.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- Any extension or delay in schedule will be addressed through a change request and result in additional cost.
- CARS has a way to identify the user type before invoking MILogin URLs.
- Helpdesk for CARS user issues will be provided by MDOS/State.
- Only English language support will be provided through MILogin UI.
- There are no specific performance requirements for any of the target user community, i.e., State workers, 3rd party, and Citizens UI.
- Implementation of the "on-demand" MFA will be subject to the success of the POC.
- Availability requirement of 24x7 for production environment except for scheduled maintenance windows.
- Only Michigan.gov approved web browser versions are supported.
- Communication and training will be handled by the MDOS CARS team.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 3 environments):

Type	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost	Total Cost
D	Complex Application Integration					
	Identity Federation Integration: Consumer	Custom	\$91,500.00	1	\$91,500.00	\$91,500.00
	Multi-factor Authentication POC (equivalent of an Identity Federation Integration: Provider)	Custom	\$45,000.00	1	\$45,000.00	\$45,000.00
C	Standard Application Integration					
	Multi-factor Authentication	Custom	\$10,000.00	1	\$10,000.00	\$10,000.00
	UI Customization	Custom	\$10,000.00	1	\$10,000.00	\$10,000.00
	1 week support for each	Custom	\$20,000.00	1	\$20,000.00	\$20,000.00

	Business, end-to-end, and performance testing					
	Detailed Wireframe document	Custom	\$19,000.00	1	\$19,000.00	\$19,000.00
TOTAL*						\$195,500.00

***From the total implementation cost, DTMB will fund \$150,500.00 for this integration and MDOS is responsible for \$45,000.00. Any change orders arising due to changes in the scope or schedule will be addressed by the MDOS.**

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – CARS Integration

Task	Cost Categories / Milestone	Milestone start date	Milestone end date	Effort Estimated Hours	DTMB Payment by milestone	MDOS Payment by milestone
1.	<ul style="list-style-type: none"> MILogin 3rd party DEV– CARS MFA POC completion 	6/1/2018	7/1/2018	240	\$37,000.00	\$8,000.00
2.	<ul style="list-style-type: none"> MILogin CARS integration design sessions and wireframes document 	6/1/2018	6/14/2018	100	\$16,000.00	\$3,000.00
3.	<ul style="list-style-type: none"> MILogin 3rd party DEV – CARS DEV integration MILogin 3rd party DEV MFA implementation 	6/1/2018	7/23/2018	75	\$11,000.00	\$3,000.00
4.	<ul style="list-style-type: none"> MILogin Citizen DEV – CARS DEV integration MILogin citizen DEV MFA implementation 	6/1/2018	7/23/2018	75	\$11,000.00	\$3,000.00
5.	<ul style="list-style-type: none"> MILogin Worker DEV – CARS DEV integration 	6/1/2018	7/23/2018	62	\$8,000.00	\$3,500.00
6.	<ul style="list-style-type: none"> Support business testing 	7/23/2018	7/30/2018	40	\$5,500.00	\$1,500.00
7.	<ul style="list-style-type: none"> MILogin 3rd party QA – CARS QA 	8/1/2018	9/1/2018	75	\$10,000.00	\$3,000.00

	<ul style="list-style-type: none"> integration • MILogin 3rd party QA MFA implementation 					
8.	<ul style="list-style-type: none"> • MILogin Citizen QA – CARS QA integration • MILogin citizen QA MFA implementation 	8/1/2018	9/1/2018	75	\$10,000.00	\$3,000.00
9.	<ul style="list-style-type: none"> • MILogin Worker QA – CARS QA integration 	8/1/2018	9/1/2018	50	\$7,000.00	\$3,000.00
10.	<ul style="list-style-type: none"> • Support end-to-end testing 	11/5/2018	11/12/2018	40	\$5,500.00	\$1,500.00
11.	<ul style="list-style-type: none"> • Support performance testing 	11/12/2018	11/19/2018	40	\$4,500.00	\$1,500.00
12.	<ul style="list-style-type: none"> • MILogin 3rd party PROD – CARS PROD integration • MILogin 3rd party PROD MFA implementation 	1/21/2019	2/19/2019	70	\$9,000.00	\$4,000.00
13.	<ul style="list-style-type: none"> • MILogin Citizen PROD – CARS PROD integration • MILogin citizen PROD MFA implementation 	1/21/2019	2/19/2019	70	\$9,000.00	\$4,000.00
14.	<ul style="list-style-type: none"> • MILogin Worker PROD – CARS PROD integration 	1/21/2019	2/19/2019	50	\$7,000.00	\$3,000.00
Grand Total				1062	\$150,500.00	\$45,000.00

MDOS BRM and PM shall authorize the MDOS payments, and MILogin BRM and PM will be authorizing the DTMB payments.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Andrey Verevko

DTMB Center for Shared Solutions

verevkoa@michigan.gov

Office: (517) 284-7157

Cell: (517) 898-5399

Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated MDOS *Business Relationship Manager* is:
Scott Wager
Wagers1@michigan.gov
(517)636-4028

The designated MDOS *Project Manager* is:
Rebecca Jones
JonesR21@michigan.gov
517-636-4452

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **33**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	MULTI
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Garrick Paraskevin	DTMB
		(517) 284-6993	
		paraskeving@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS

DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card ☐ Direct Voucher (DV) ☐ Other ☐ Yes ☒ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,412,673.49	\$30,000.00	\$69,442,673.49		

DESCRIPTION

Effective 5/9/2018, the parties agree to add \$30,000 to the Contract per the attached Statement of Work for the implementation of email address validation functionality in MILogin, relating to Contract Change Notice 33. All other terms, conditions, specifications and pricing remain the same. Per contractor, agency, and DTMB Procurement.



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

Project Title: MILogin Citizen Email Address Validation	Period of Coverage: 2/12/2018- 3/23/2018
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 01/19/2018
DTMB Business Relationship Manager: Verevko Andrey	Phone: 517-284-7157
DTMB Project Manager: Anila Francis	Phone: 517-284-7171

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the "State") has requested Deloitte & Touche LLP ("Deloitte & Touche") to implement email address validation functionality in MILogin for citizen solution such that any application on MILogin citizen environment should be able to leverage it if required.

PROJECT OBJECTIVE

The specific goal of this project is to implement email address validation functionality in MILogin for citizen solution.

SCOPE OF WORK:

The scope consists of:

- Configure email address validation functionality in MILogin for citizen solution environment i.e. Development (DEV), Quality Assurance (QA) and Production (PROD).

TASKS:

Specific tasks include:

- **DEV environment**
 - Update MILogin citizen UI code in DEV environment to send a validation link to user's email address.
 - Make sure email validation link sent to end user's email address never expires.
 - Execute test cases related to the email address validation functionality.
- **QA environment**
 - Migrate MILogin citizen UI code for email address validation from MILogin Dev to QA environment.
 - Execute test cases related to the email address validation functionality.
- **Production (PROD) environment**

- Migrate MILogin citizen UI code for email address validation from MILogin QA to PROD environment.
- Execute test cases related to the email address validation functionality.

DELIVERABLES

- Weekly status report of activities.
- Implement email address validation functionality in MILogin citizen DEV environment.
- Implement email address validation functionality in MILogin citizen QA environment.
- Implement email address validation functionality in MILogin citizen PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them.

OUT OF SCOPE FOR MILogin Email address Validation

- MILogin Worker/3rd party/IL environments.
- SOM Worker and 3rd party, IL users.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stakeholders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- Any missing milestone that state has identified in project plan will result in a change order for accommodation of additional time to complete the tasks.
- During the execution of project if any new MILogin environment is identified for email address validation functionality will result in schedule and cost impact.
- Users will leverage MILogin self-service capabilities for updates to their profile for password management, demographics information, etc.
- Any extension or delay in schedule will be addressed through a change request.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must

contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Unit Number	Cost (DEV, QA and PROD)	Total Cost
E	Highly-Customized Complex Application Integration – Email Address Validation	\$30,000.00	1	\$30,000.00	\$30,000.00
Total		\$30,000.00		\$30,000.00	\$30,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin Citizen email address validation

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	MILogin DEV email address validation implementation	X + 2 weeks	80	\$14,000.00
2.	MILogin QA email address validation implementation	X + 4 weeks	50	\$8,000.00
3.	MILogin PROD email address validation implementation	X + 6 weeks	50	\$8,000.00
Grand Total			180	\$30,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB *Business Relationship Manager* is:

Verevko Andrey

VerevkoA@michigan.gov

517-284-7157

The designated DTMB *Project Manager* is:

Anila Francis

FrancisA@michigan.gov

517-284-7171

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and UIA will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **31**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg		DTMB
		517-284-7117		
		flaggs@michigan.gov		
	Contract Administrator	Garrick Paraskevin		DTMB
		(517) 284-6993		
		paraskeving@michigan.gov		

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS	DELIVERY TIMEFRAME
---------------	--------------------

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,325,173.49	\$87,500.00	\$69,412,673.49		

DESCRIPTION

Effective 4/4/2018, the parties agree to add the attached Statement of Work for Maintenance & Operations (M&O) Technical support as defined in the TASKS section for MILogin for Illinois Provider Enrollment (ILPE) solution for the MDHHS's MIMaaS IL applications and \$87,500.00 for services related to Contractor Change Notice 31. All other terms, conditions, specifications and pricing remain the same. Per contractor, agency, and DTMB Procurement.



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

Project Title: MICAM MIMaaS (Michigan Medicaid As Service) - IL (Illinois) Project Maintenance & Operations (for QA environment only)	Period of Coverage: 03/01/2018 – 09/30/2018
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 12/14/2017
DTMB MDHHS Business Relationship Manager: David Fox	Phone: 517-898-6315
DTMB MDHHS Project Manager: Heather Eakin	Phone: 517 636-5052

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (SOM) has requested Deloitte & Touche LLP (Deloitte & Touche) to begin the Maintenance & Operations (M&O) Technical support as defined in the TASKS section for MILogin for Illinois Provider Enrollment (ILPE) solution for the MDHHS's MIMaaS IL applications.

PROJECT OBJECTIVE:

The Michigan Medicaid as a Service (MIMaaS) is built on a multi-state governance where MILogin is built in as the foundational service to provide Identity, Credential, and Access Management (ICAM) services to MIMaaS. The QA deployment is planned to be completed by September 2018. This solution leverages a dedicated hardware for MILogin to meet MDHHS's performance and availability requirements and to provide a user interface that addresses MDHHS's requirements for user experience and look & feel.

This project will allow Deloitte & Touche to begin providing the required M&O technical support to MILogin – MIMaaS MDHHS application integration in MILogin Quality Assurance (QA) environment. The MILogin M&O services for MIMaaS IL application will be renewed on annual basis, aligned with MI's fiscal year.

SCOPE OF WORK:

Provide MILogin M&O technical support as defined in the TASKS section for the MILogin - MIMaaS IL MDHHS application integrations. The support is estimated to begin on January 01, 2018 and will go through the end of fiscal year, i.e., September 30, 2018.

TASKS:

M&O technical support for MILogin MIMaaS IL for MDHHS application integrations includes:

- Coordinate with IL Helpdesk and assist with troubleshooting and resolving MILogin integration specific technical issues.
- Incident management for the QA MILogin MIMaaS IL application integration.
- Handle tickets and mails on the MILogin MIMaaS IL application integration specific issues for the QA environment.
- Administration and issue resolution of MILogin Multi-factor authentication (MFA) and Identity Proofing functionality for the MILogin MIMaaS IL for MDHHS application integrations.
- Monitor and provide MILogin ILPE - MIMaaS for IL MDHHS application integration support for the following applications and environments.

No.	Application Name	Environments	Environment Mapping	
			MILogin Environment	Application Environment
1.	Third Party Liability Electronic Database (TED)	2	QA	TED User Acceptance Testing (UAT)
			QA	TED UAT Data Guard
2.	IBM FileNet/IBM Content Navigator (Workplace XT/ICN)	3	QA	WorkplaceXT/ICN System Test
			QA	WorkplaceXT/ICN UAT
			QA	WorkplaceXT/ICN B2B
3.	Document Management Portal (DMP)	3	QA	DMP System Test
			QA	DMP UAT
			QA	DMP B2B
4.	Siebel	3	QA	Siebel System test
			QA	Siebel UAT
			QA	Siebel DR
5.	Cognos	3	QA	COGNOS System Test
			QA	COGNOS UAT
			QA	COGNOS DR
6.	HealthBeat	2	QA	Healthbeat Test
			QA	Healthbeat DR
7.	Oracle Financials application (OFIN)	3	QA	OFIN System Test (ST)
			QA	OFIN UAT
			QA	OFIN DR

- Provide downtime support for the MILogin - MIMaaS IL MDHHS application

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have provided approval via email for the listed milestones in this SOW.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will be handled by IL Helpdesk. The following list of features and associated issues will be covered by level 1:
 - Password reset
 - Account activation / deactivation
 - Profile update
 - MFA
 - Identity Proofing (IDP)
 - Questions and clarifications from end users
- MILogin IL Development (DEV) and Production (PROD) environment
- New integration and enhancements
- MIMaaS IL MDHHS application specific issues and support

ASSUMPTIONS

- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Helpdesk / Level 1 services will be provided by the State of IL.
- Maintenance or downtime activities for common UI will require coordination and support from all States.
- The Level 2-3 support cost will be revisited every six months as user base or number of applications grow.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some MILogin M&S resources may work from US based delivery centers in Mechanicsburg PA.
- MILogin M&O technical support will be available between 8:00 am– 5:00 pm CT (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The scope of maintenance and operations services associated with this SOW are only limited to MILogin QA environment integration as specified in tasks table.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$87,500.00 per the below table in the Cost Breakdown Structure section – Tables 1. DTMB will pay CONTRACTOR (Deloitte & Touche LLP) upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining MDHHS Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the MDHHS Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure**Table 1:**

The MILogin M&O cost will be charged on an annual basis, aligned with State of MI fiscal year, and paid on a monthly basis. Specified below is the cost for M&O services for the second year.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	7 months	FY18	\$87,500 (To be billed on a monthly basis at \$12,500 starting March 2018 through September 2018 after final approval)
Grand Total				\$87,500.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

David Fox

GRAND TOWER BLDG

235 S Grand Ave

Lansing MI 48933

FoxD@michigan.gov

517-373-0952

The designated DTMB MDHHS Project Manager is:

Heather Eakin

GRAND TOWER BLDG

235 S Grand Ave

517-335-1892

EakinH@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan and the MDHHS Operations Center as needed.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **32**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Garrick Paraskevin	DTMB
		(517) 284-6993	
		paraskeving@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS	DELIVERY TIMEFRAME
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ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,325,173.49	\$0.00	\$69,325,173.49		

DESCRIPTION

Effective 4/27/2018, the parties agree to add the attached Statement of Work for a Proof of Concept ("POC") to help establish the compatibility of OAuth 2.0 protocol with CARS application in the MILogin for Citizens solution's Development ("Dev") environment using \$20,000.00 of existing Contract funds for services related to Contract Change Notice 32. All other terms, conditions, specifications and pricing remain the same. Per contractor, agency, and DTMB Procurement.



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

Project Title: MILogin – Customer and Automotive Records System (CARS) OAuth Proof of Concept (POC)	Period of Coverage: 5/1/2018- 5/30/2018
Requesting Department: Department of Technology, Management and Budget (DTMB)	Date: 4/25/2018
DTMB Business Relationship Manager: Andrey Verevko	Phone: 517-284-7157
DTMB Project Manager: Anila Francis	Phone: 517-284-7171

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touch LLP (“Deloitte & Touche”) to perform a Proof of Concept (“POC”) to help establish the compatibility of OAuth 2.0 protocol with CARS application in the MILogin for Citizens solution’s Development (“Dev”) environment. As part of this project, the CARS application will leverage the OAuth 2.0 framework protocols to establish connectivity with MILogin for Citizens solution to achieve Single Sign-on for the State Citizen users of CARS application in MILogin Dev environment over intranet.

PROJECT OBJECTIVE

The key goal of this POC project is to provide Single Sign-On (SSO) to the CARS application via the MILogin for Citizens solution using OAuth 2.0 federation.

SCOPE OF WORK

The scope consists of:

- Set up an OAuth 2.0 client for CARS application to enable authentication of citizen users in MILogin Dev environment
- Set up a protected resource for CARS application to fetch user’s profile information in MILogin Dev environment (limited to user’s MILogin id, first name, last name, mobile number and email, if available)
- Support testing of OAuth 2.0 protocol for the application team.

TASKS

Specific tasks include:

- **MILogin Dev environment**
 - Create OAuth 2.0 client for CARS application in IBM Security Access Manager for Mobile (ISAMM).
 - Create an end point and protect the resource with API protection using OAuth 2.0
 - Enable the end point to pass the below attributes in a JavaScript Object Notation (JSON) response
 - MILogin ID,

- First Name,
- Last Name,
- Mobile Number (if available),
- Email address (if available)
- Facilitate the testing of the OAuth 2.0 implementation by the application.

DELIVERABLES

- Weekly status report of activities.
- OAuth configurations for CARS application in MILogin environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – CARS POC

- Identity proofing.
- Multi-factor authentication.
- SOM worker and 3rd party users.
- User migration.
- User provisioning and de-provisioning to the CARS application.
- Birth-right access (default access to citizen users upon creation) to CARS application for citizen users.
- Automatic access to CARS application for existing citizen users.
- Any additional user attributes apart from the attributes listed in TASKS section.
- Any User Interface (UI) customization.
- MILogin Subscription process for CARS application.
- Integration in MILogin Quality Assurance and Production environment.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.

- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- Any extension or delay in schedule will be addressed through a change request.
- Only State Citizen users are considered in scope of this POC.
- User's Browser's setting should allow third party cookies for successful testing.
- This Proof of concept is to test the functionality of OAuth 2.0 protocol for the CARS application only. All the parameters, configurations used in this exercise could be changed on the actual integration of CARS application.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 3 environments):

Type	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost	Discount	Total Cost
C	Standard Application Integration						
	Identity Federation Integration: Provider	Custom	\$91,500.00	0.33	30,500.00	10,500.00	\$20,000.00
	Total						\$20,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at

this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – CARS POC

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none">• MILogin DEV– CARS DEV POC completion• Facilitate testing to establish OAuth 2.0 protocol compatibility	X + 2 weeks	100	\$20,000
Grand Total			100	\$20,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB *Business Relationship Manager* is:

Andrey Verevko

VerevkoA@michigan.gov

517-284-7157

The designated DTMB *Project Manager* is:

Anila Francis

FrancisA@michigan.gov

517-284-7171

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **30**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Garrick Paraskevin	DTMB
		(517) 284-6993	
		paraskeving@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,325,173.49	\$0.00	\$69,325,173.49		

DESCRIPTION

Effective 4/2/2018, the parties agree to add the attached Statements of Work, as requested by the ISD Portal business owners for the creation of a "Helpdesk Assisted Identity Proofing" application for workers, and a revision to the existing user self-registration process, both related to Contractor Change Notice 30. All other terms, conditions, specifications and pricing remain the same. Per contractor, agency, and DTMB Procurement.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Offline Identity Proofing	Period of Coverage: 3/2/2018-5/11/2018
Requesting Department: DTMB/Michigan Department of Health and Human Services (MDHHS)	Date: 1/25/2017
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to implement a process to register the offline identity proofing attempts (i.e. in person using Driver’s License or State ID) into the system.

PROJECT OBJECTIVE:

The ISD Portal business owners have requested MILogin team to create a new “Helpdesk Assisted Identity Proofing” application for workers, which also includes the steps for registering the successful offline identity proofing (i.e. in person identity proofing using Driver’s License or State ID).

The objective of this project is to make available the existing “Helpdesk Assisted Identity Proofing” application, along with the enhanced features of offline identity proofing, to SOM worker users via MILogin for Workers enterprise solutions. The MILogin for workers enterprise solution is deployed in Development (DEV), Quality Assurance (QA) and Production (PROD) environments.

SCOPE OF WORK:

Following functionality will be developed only for worker users to enter successful offline identity proofing into the system.

The worker users can access the identity proofing application through their MILogin for worker home page.

Step 1 (New):

- A designated worker user logs-on to MILogin for worker portal (<https://miloginworker.michigan.gov>).
- The worker user clicks on the “Helpdesk Identity Proofing” application link displayed on worker user’s home page.

MILogin for Workers

[HOME](#)[REQUEST ACCESS](#)[UPDATE PROFILE](#)[SECURITY OPTIONS](#)[CHANGE PASSWORD](#)[LOGOUT](#)


John Doe's Home Page

Access your applications by clicking on the application links below

[Administration](#)[Helpdesk](#)[Helpdesk Identity Proofing](#)

Step 2 (New):

- The worker user enters the user ID for which identity proofing needs to be conducted.


[HELP](#)
[CONTACT US](#)

MILogin for Workers

[HOME](#)

Helpdesk Identity Proofing

1

2

3

4

Enter User ID
Additional Information
Verify Identity
Confirmation

Enter User ID


Provide your User ID to proceed:

* Required

* User ID

NEXT

RESET


[HOME](#) | [HELP](#) | [CONTACT US](#) | [POLICIES](#)

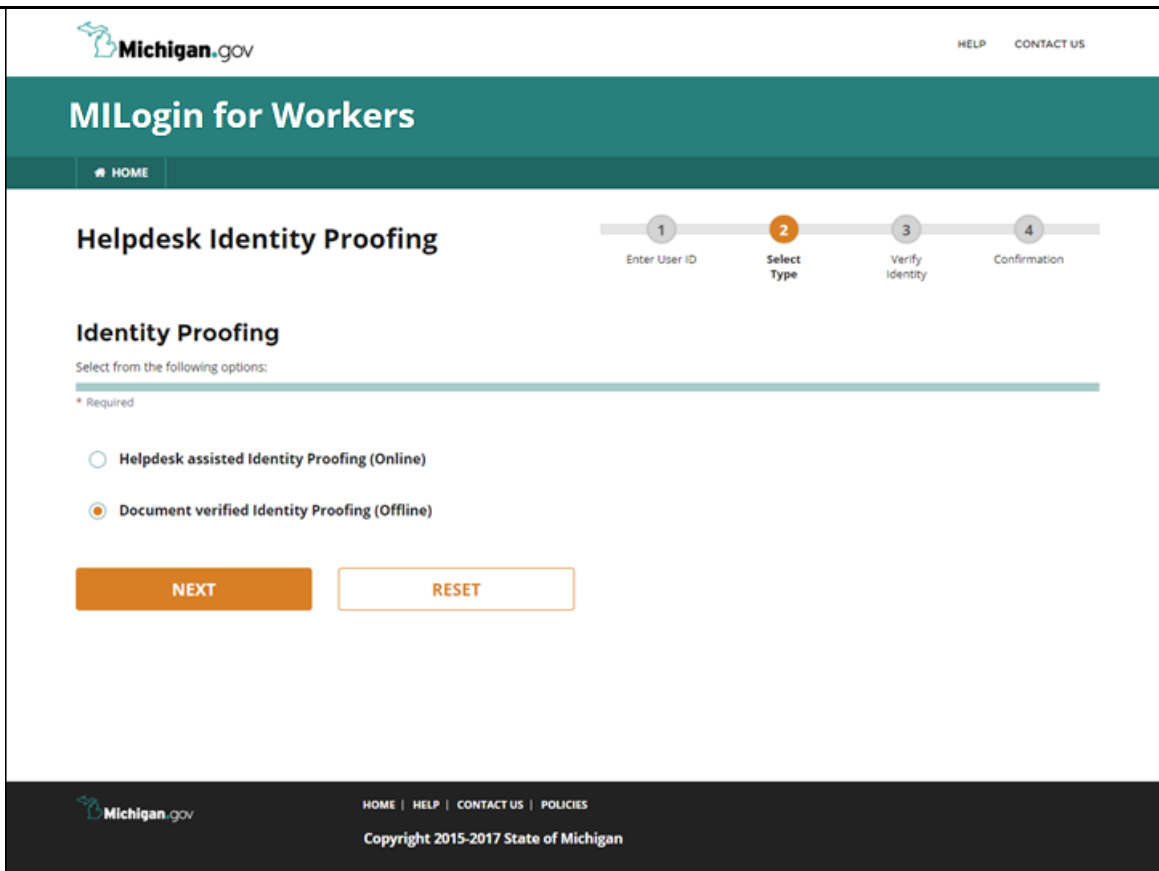
Copyright 2015-2017 State of Michigan

Step 3 (New):

The worker user will be given an additional option on this page:

- **(Existing option for 3rd party)** - Helpdesk assisted Identity Proofing (Online): This is an existing option for helpdesk users and will be selected by default. This option constitutes the previous workflow where the end user answers Experian identity proofing questions.
- **(New option)** - Document verified Identity Proofing (Offline): This option constitutes the new workflow where the worker user would enter end user's details, the one who has been identity proofed using the offline identity proofing process*.

*The process of offline identity proofing is to be defined by business and is out of scope of this SOW.



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HELP CONTACT US

MILogin for Workers

HOME

Helpdesk Identity Proofing

1 Enter User ID 2 Select Type 3 Verify Identity 4 Confirmation

Identity Proofing

Select from the following options:

* Required

☐ Helpdesk assisted Identity Proofing (Online)

☐ Document verified Identity Proofing (Offline)

NEXT RESET

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Step 4 (New):

- By explicitly checking the “I Agree” box, the worker user will acknowledge that the end user has been offline identity proofed as per the approved ISD Business process.
- The worker user will enter the details about the document(s) that was used to perform the offline identity proofing in a free-flowing text field.
- Name of the worker user, conducting the operation, and the current date will populate automatically on the form. These would be read only fields.
- Next, the worker user would click on “Override Identity Proofing” button to add a successfully register offline identity proofed user information in the system.

MILogin for Workers

[HOME](#)

Helpdesk Identity Proofing



Additional Information

Provide following information to perform ID Proofing

* Required

You understand that by clicking on the I AGREE button immediately following this notice, you are confirming that the user has been successfully Identity Proofed by an approved offline mechanism.

In order to proceed with this request, you also need to provide the following additional information.

☒ * I AGREE

Basic Information

Please provide the details of the document used to perform the Identity Proofing. For example, Passport, Drivers License, etc.

* Document

Passport

Name: John Doe

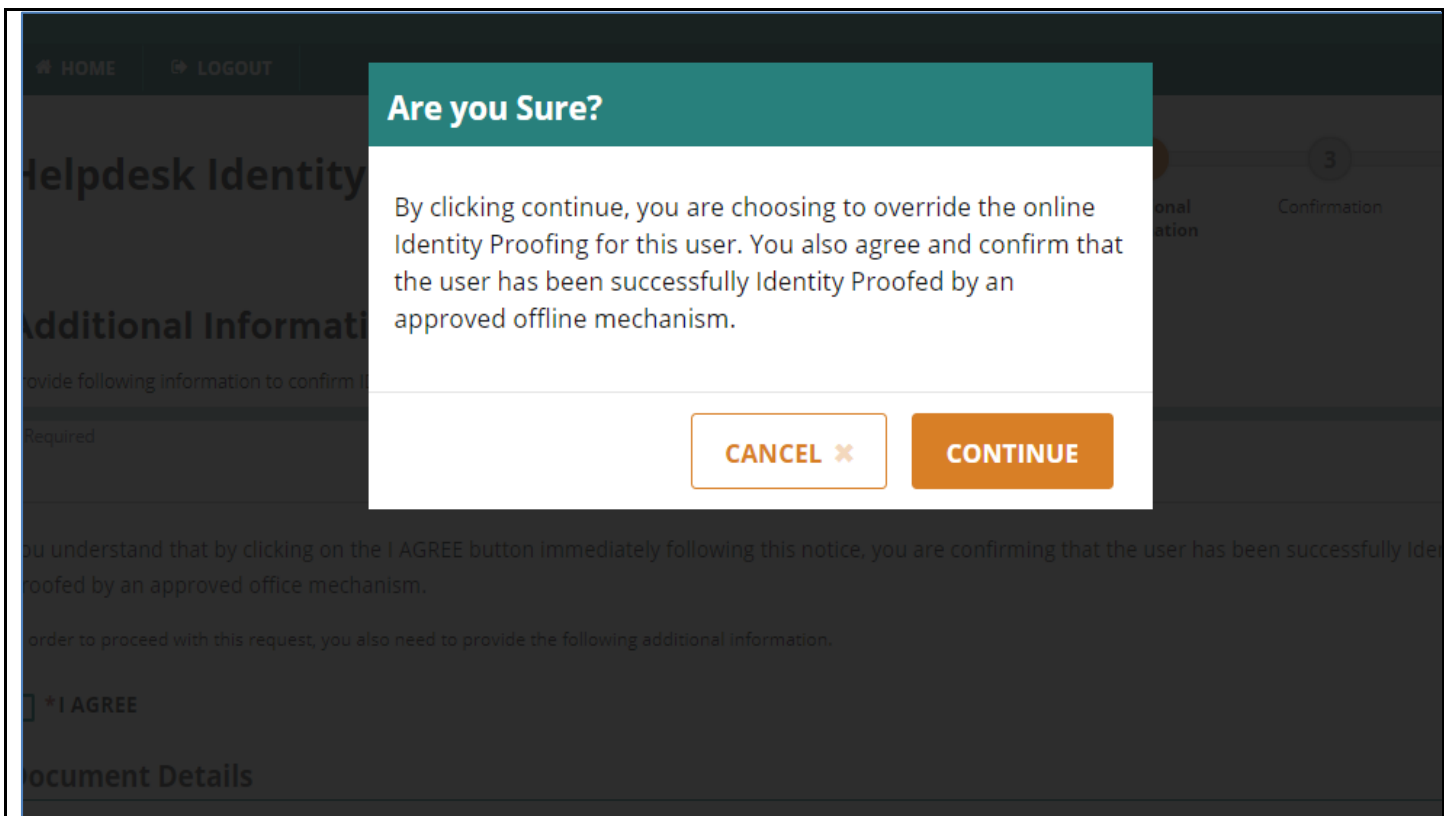
Date: 11/20/2017

OVERRIDE IDENTITY PROOFING

RESET

Step 5 (New):

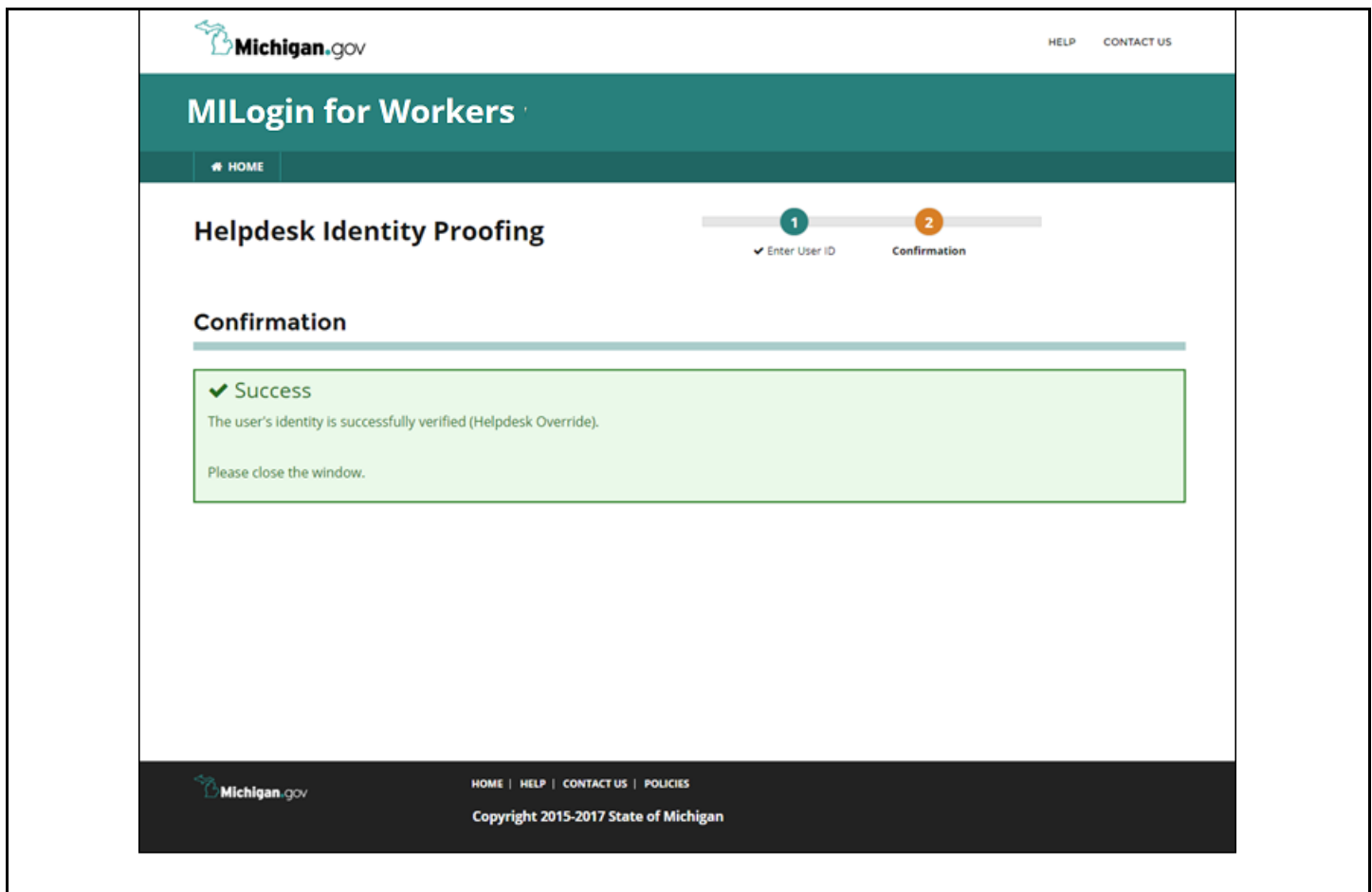
- Due to the sensitivity of the operation, the worker user would need to specifically agree to the terms and conditions. This is an option step as per ISD Business or legal needs.



Step 6 (New):

A confirmation screen will be displayed to the worker user. This completed the process from worker user perspective. Behind the scenes, following records will be updated in MILogin and MPI with the following values:

- IDP Type: Worker Override
- IDP Date: <the date and timestamp of the operation>
- IDP Score: 755 (minimum accepted scope by ISD)
- IDP Result: ACC (stands for accepted)



All the timelines are subject to timely approval of this SOW along with the receiving of final visual designs (VDs) and language translations by no later than 2/23/2018.

TASKS:

Specific tasks include:

- **MILogin DEV Environment:**
 - Develop the extension of current “Helpdesk Identity Proofing” application and the corresponding user interface (UI) screens to include the logic as described above.
 - Support system testing.
- **MILogin QA Environment:**
 - Migrate the extension of current “Helpdesk Identity Proofing” application and the corresponding user interface (UI) screens to QA environment.
 - Support integration testing and UAT.
- **MILogin PROD Environment:**
 - Deploy the extension of current “Helpdesk Identity Proofing” application and the corresponding user interface (UI) screens to production environment.
 - Conduct smoke testing related to MILogin functionality in Production environment.

DELIVERABLES:

- Weekly Status Report of Activities.

- Implementation of user interface and enhancement requirements as listed in the above table in MILogin DEV environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin QA environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin PROD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- 3rd party and citizen users.
- Multi-Factor Authentication.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Any change to the existing integration pattern.
- The process of offline identity proofing is to be defined by business and is out of scope of this SOW.
- Arabic or Spanish language support
- Anything not listed in the scope section above.
- Any screen customizations on MILogin for workers enterprise solution.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any requirement or environment not listed as part of this SOW, will be addressed through a separate SOW or change request.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using a adapters to automate the process.

- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State's MDHHS and Portal teams will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support limited to user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to the State.
- MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- Helpdesk users will not be having offline identity proofing option.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, Experian for performing ID Proofing or DUO for performing MFA or AT&T for using GSMS service. Such fees will be computed based on the actual usage and will be passed on directly to the State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Cost
E	Highly-Customized Complex Application Integration			
	Highly Custom User Interface (UI)			
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00	0.75	\$37,500.00
	ADA compliant user interface	\$30,000.00	0.50	\$15,000.00
Grand Total				\$52,500.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Complete user interface changes and enhancements as listed in in scope table in MILogin DEV environment	X + 4 weeks	205	FY18	\$31,100.00
2.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment	X + 6 weeks	95	FY18	\$15,520.00
3.	Complete user interface changes and enhancements as listed in in scope table in MILogin PROD environment	X + 7 weeks	40	FY18	\$5,880.00
Grand Total			340		\$52,500.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation R2.1 and Trapdoors	Period of Coverage: 3/26/2018-6/8/2018
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 3/10/2018
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to implement a list of new requirements and enhancements for Michigan Department of Health and Human Services Integrated Service Delivery (ISD) Portal.

PROJECT OBJECTIVE:

The ISD Portal business owners have requested to revise the existing user self-registration process. The objective of this project is to implement these new requirements across MILogin Development (DEV), Quality Assurance (QA), User Acceptance Testing (UAT) and Production (PROD) environments.

SCOPE OF WORK:

The scope of this SOW is described below. The following table is taken as-is from the requirements document.

Requirement No.	Screen Location	Description
ISD_MILogin_R2.1_1	New user registration logic and screens for citizens	Develop a new custom self-registration logic and user interface (UI) for citizen users.
ISD_MILogin_R2.1_2	New user registration logic and screens for community partners	Develop a new custom self-registration logic and UI for community partner users.

ISD_MILogin_R2.1_3	Spanish language support for citizen user registration flow	Incorporate the Spanish language support. The final Spanish language translations must be received by 2/16/2018 to meet this requirement on schedule. All user inputs will only be in English alphabets.
ISD_MILogin_R2.1_4	Arabic language support for citizen user registration flow	Incorporate the Arabic language support. The final Arabic language translations must be received by 2/16/2018 to meet this requirement on schedule. All user inputs will only be in English alphabets.
ISD_MILogin_R2.1_5 (commonly referred as "trapdoor")	New screens	New requirement for allowing 3 rd party MILogin user accounts to login on ISD Portal. Current process does not allow an existing enterprise 3 rd party user (e.g. CHAMPS users) to use their existing enterprise MILogin username on ISD. This will be achieved by developing custom user interface (UI) for capturing additional user profile attributes that are required by ISD portal.

All the timelines are subject to timely approval of this SOW along with the receiving of final visual designs (VDs) and language translations by no later than 3/23/2018.

TASKS:

Specific tasks include:

- **MILogin DEV Environment:**
 - Develop the custom user registration screens and corresponding code to incorporate the changes listed in the above table.
 - Develop a custom workflow and screens to capture additional user profile attributes as required by ISD portal. This will allow existing enterprise 3rd party users (e.g. CHAMPS users) to use their existing enterprise MILogin username on ISD portal.
 - Configure language translations provided by ISD portal for Spanish and Arabic language support.
 - Support system testing.
- **MILogin QA Environment:**
 - Migrate the custom user registration screens and corresponding code to incorporate the changes listed in the above table.
 - Migrate the custom workflow and the screens to capture additional user profile attributes as required by ISD portal.
 - Migrate language translations provided by ISD portal for Spanish and Arabic language support.
 - Support integration testing.
- **MILogin UAT Environment:**
 - Migrate the custom user registration screens and corresponding code to incorporate the changes listed in the above table.
 - Migrate the custom workflow and the screens to capture additional user profile attributes as required by ISD portal.
 - Migrate language translations provided by ISD portal for Spanish and Arabic language

- support.
- Support UAT.
- **MILogin PROD Environment:**
 - Migrate the custom user registration screens and corresponding code to incorporate the changes listed in the above table.
 - Migrate the custom workflow and the screens to capture additional user profile attributes as required by ISD portal.
 - Migrate language translations provided by ISD portal for Spanish and Arabic language support.
 - Conduct smoke testing related to MILogin functionality in Production environment.

DELIVERABLES:

- Weekly Status Report of Activities.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin DEV environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin QA environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin UAT environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin PROD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.
- MFA for citizens.
- User provisioning and de-provisioning² to the Portal.
- Fine grained authorization or role management.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Any change to the existing integration pattern.
- Anything not listed in the scope section above.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to

² User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using a adapters to automate the process.

review the progress and adjust the scope and timeline as required.

- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any requirement or environment not listed as part of this SOW, will be addressed through a separate SOW or change request.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State's MDHHS and Portal teams will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support limited to user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to the State.
- MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- Portal will pass an identifier to MILogin to distinguish between Community Partners and Citizens for distinguishing various user specific operations.
- Community Partners will need to have a unique email address (i.e. the one not already in use).
- For MILogin purposes, Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- MFA for community partners will be provided based on the enterprise policies and by leveraging DUO solution.
- Portal will pass an identifier to MILogin to identify the language selected by the end user using which MILogin will configure the language support to display translated MILogin-Portal pages.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, Experian for performing ID Proofing or DUO for performing MFA or AT&T for using GSMS service. Such fees will be computed based on the actual usage and will be passed on directly to the State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Cost
E	Highly-Customized Complex Application Integration			
	Highly Custom User Interface (UI)			
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00	1	\$50,000.00
	ADA compliant user interface	\$30,000.00	0.60	\$18,000.00
	Foreign language support outside of English (per language) –Arabic and Spanish	\$40,000.00	2* .30 = .60	\$24,000.00
Grand Total				\$92,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
4.	Complete user interface changes and enhancements as listed in in scope table in MILogin DEV environment	X + 4 weeks	280	FY18	\$46,200.00
5.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment	X + 6 weeks	110	FY18	\$18,000.00
6.	Complete user interface changes and enhancements as listed in in scope table in MILogin UAT environment	X + 8 weeks	110	FY18	\$18,000.00
7.	Complete user interface changes and enhancements as listed in in scope table in MILogin PROD environment	X + 10 weeks	70	FY18	\$9,800.00
Grand Total			570		\$92,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **29**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Garrick Paraskevin	DTMB
		(517) 284-6993	
		paraskeving@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$59,000.00	\$69,325,173.49		
DESCRIPTION				
Effective 3/26/2018, the parties agree to add the attached Statement of work for MILogin - Batch 1 - Pre-built Integration for five applications: USAHerds, DNR MiFi, DEGR, MDHHS OBRA, Bridges, MCSC NEOGOV and \$59,000.00 for services related to Contractor Change Notice 29. All other terms, conditions, specifications and pricing remain the same. Per contractor, agency, and DTMB Procurement.				



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

Project Title: MILogin – MILogin - Batch 1 - Pre-built Integration for five applications: USAHerds, DNR MiFi, DEGR, MDHHS OBRA, Bridges, MCSC NEOGOV	Period of Coverage: 03/01/2018 – 08/01/2018
Requesting Department: Department of Technology, Management, and Budget (DTMB)	Date: 02/27/2018
DTMB Business Relationship Manager (BRM): Andrey Verevko	Phone: DTMB BRM: 517-284-7157
DTMB Project Manager (PM): Scott Flagg	Phone: PM: (517) 898-6315

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate the MILogin for Workers and 3rd party solution with the following applications in the Development (“DEV”), Quality Assurance (“QA”), and Production (“PROD”) environments leveraging pre-built connectors as per the table below.

Application Name	MILogin Environments	Application Environments	Completion Date	User Type	SSO Design Pattern
MiFi	DEV	DEV		Worker	SSO based on Open Authorization (OAuth 2.0)
	QA	QA			
	PROD	PROD	05/03/2018		
NEOGOV	QA	QA		Worker	<ul style="list-style-type: none"> SSO using SAML Multi-Factor Authentication (MFA)
	PROD	PROD	07/01/2018		
Michigan Department of Transportation (MDOT) Dynamic Environmental GIS Resource (DEGR)	DEV	DEV		Worker, 3 rd Party	Single Sign-On (SSO) based on HTTP headers
	QA	QA			
	PROD	PROD	05/01/2018		
Michigan Department of Agriculture and Rural Development (MDARD) USAHerds	QA	USAHerds Staging		Worker, 3 rd Party	SSO using SAML for USAHerds and additional Reporting application
	QA	Reporting application – Staging			
	PROD	USAHerds Production			
	PROD	Reporting Application - Production	06/01/2018		

Michigan Department of Health and Human Services (MDHHS) Omnibus Budget Reconciliation Act (OBRA)	QA	UAT	05/01/2018	Worker	Additional environment integration for HTTP headers based SSO
MDHHS Bridges	DEV	DEV	05/01/2018	Worker, 3 rd Party	Additional junction creation in DEV environment for HTTP headers based SSO

Table 1: Batch 1 list of applications

As part of this project, these applications will be integrated with MILogin for Workers and 3rd party solution to provide secure and enhanced user experience to the State Of Michigan (SOM) worker and 3rd party users.

PROJECT OBJECTIVE

The goal of this project is to provide SSO to the applications mentioned in Table 1 via the MILogin for Workers and 3rd party solution.

SCOPE OF WORK

The scope consists of:

- Integrate MILogin for Workers and 3rd party solution with the applications as per the defined scope in Table 1.
- Provide SOM worker and 3rd party users with the ability to subscribe to the applications mentioned in Table 1 using their MILogin account.
- Provide SOM worker and 3rd party users with the ability to access applications mentioned in Table 1 via MILogin for worker and 3rd party solution.

TASKS

The tasks defined below for each application and environment will be applicable based on the scope defined in Table 1.

- **MILogin DEV environment**
 - Verify firewall rules.
 - Perform configuration for SSO using the pre-built design pattern specified in Table 1, i.e., HTTP header based, SAML, or OAuth.
 - Create test cases related to the MILogin and application integration functionality.
 - Facilitate test case execution related to the MILogin and application integration functionality.
- **MILogin QA environment**
 - Verify firewall rules.
 - Perform configuration for SSO using the pre-built design pattern specified in Table 1, i.e., HTTP header based, SAML, or OAuth in the QA environment.
 - Create test cases related to the MILogin and application integration functionality and facilitate test case execution.
 - Support User Acceptance Testing (UAT) related to the MILogin and application integration functionality to be completed by the application owner or designee.
- **MILogin PROD environment**
 - Verify firewall rules.
 - Perform configuration for SSO using the pre-built design pattern specified in Table 1, i.e., HTTP header based, SAML, or OAuth.
 - Facilitate post-production deployment “smoke” testing.

Note – for the OBRA and Bridges additional environment/additional junction – the hands-on work will be performed by DTMB with assistance from Deloitte & Touche.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for worker and 3rd party solution with the applications as per the scope defined in Table 1.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and Respective Agency Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin

- Applications and Services not defined in Table 1
- Identity proofing
- SOM citizen application integration
- User migration
- User provisioning and de-provisioning to the applications
- User interface enhancements

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stakeholders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- Any extension or delay in schedule will have an impact on cost and effort and will be addressed through a change request.
- Only SOM worker and 3rd party users are considered in scope for the application integration defined in Table 1.
- DTMB MILogin staff may assist with some project activities, any work performed by State staff is the responsibility of the State and any delays introduced by the State will result in a change request for additional fees.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 3 environments):

Type	Description	Application Name	Integration Type	Unit Contract Cost	Discount	Total Cost
C	Standard Application Integration					
	Integration Cost (Pre-built connectors)	USAHerds and Reporting application	Pre-built connectors – SAML (2 applications)	\$90,000.00	\$70,000.00	\$20,000.00
	Integration Cost (Pre-built connectors)	MiFi	Pre-built connectors – OAuth based	\$45,000.00	\$35,000.00	\$10,000.00
	Integration Cost (Pre-built connectors)	DEGR	Pre-built connectors – HTTP Header Based	\$25,000.00	\$15,000.00	\$10,000.00
	Integration Cost (Pre-built connectors)	OBRA	Pre-built connectors – HTTP Header Based (Additional environment)	\$8,000.00	\$5,000.00	\$3,000.00
	Integration Cost (Pre-built connectors)	Bridges	Pre-built connectors – HTTP Header Based (Additional junction)	\$5,000.00	\$2,000.00	\$3,000.00
	Integration Cost (Pre-built connectors)	NEOGOV	Pre-built connectors – SAML and MFA	\$50,000.00	\$37,000.00	\$13,000.00
	Total			\$223,000.00	\$164,000.00	\$59,000.00

MILogin Integrations Payment Milestones

Task	Milestone	Milestone Date	Cost
1.	May Milestone	05/03/2018	\$29,000.00
2.	June Milestone	06/01/2018	\$15,000.00
3.	July Milestone	07/01/2018	\$15,000.00
Grand Total			\$59,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc. unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Manager is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated *BRM* and *PM* for designated agencies are:

DNR BRM: Manny Rosales, 517-241-4652

DMR PM: Jeremy Jehnsen, 517-241-7416

MDOT BRM: John Kalanquin, 517-241-4141

MDOT PM: Scott Reynolds, 517-241-1369

MCSC BRM: David Gabler, (517) 284-4512

MCSC PM: Tony Carter, (517) 241-9905

MDARD BRM: Manny Rosales, 517-241-4652

MDARD PM: Heatherly Nate, 517-335-0341

MDHHS (Bridges) BRM: Kemal Tekinal, (517) 241-5779

MDHHS (Bridges) PM: Sanjay Srivastava, (517) 373 - 8836

MDHHS (OBRA) BRM: Kim Koppsch-Woods, (517) 241-3314

MDHHS (OBRA) PM: Trevor Sweet, (517) 241-3465

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and Agencies will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **28**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Garrick Paraskevin	DTMB
		(517) 284-6993	
		paraskeving@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		
DESCRIPTION				
Effective March 15, 2018, the attached Statement of Work (SOW) for MILogin – Quality Assurance Database System (QuADS) Integration for \$5,000.00 is incorporated into this Contract. All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.				



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

Project Title: MILogin – Quality Assurance Database System (QuADS)	Period of Coverage: 03/01/18 – 05/30/2018
Requesting Department: Michigan Department of Transportation (MDOT)	Date: 1/09/2018
MDOT Business Relationship Manager: John Kalanquin	Phone: 517-241-4141
MDOT Project Manager: Andrea Galatian	Phone: 517-241-8489

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (“State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate the MILogin for Workers/3rd party solution with the MDOT QuADS application in the MILogin Development (“DEV”), Quality Assurance (“QA”), and Production (“PROD”) environments. As part of this project, the MDOT’s QuADS application will be integrated with MILogin for Workers/3rd party to provide a secure and enhanced user experience to the 3rd party users of MDOT QuADS application over internet and intranet.

PROJECT OBJECTIVE:

The key goal of this project is provide the Single Sign-On (SSO) to the QuADS application for 3rd party users via the MILogin solution.

SCOPE OF WORK:

The scope consists of:

- Provide 3rd party users with the ability to subscribe to the MDOT QuADS application using their MILogin account over the internet.
- Provide 3rd party users with the ability to login into MDOT QuADS applications via MILogin solution.
- Rename the MDOT Quality Advertising system integrated for State worker users to MDOT Quality Assurance Database System.
- Grant MDOT QuADS application access for ~20 State worker users.

TASKS:

Specific tasks include:

- **Development environment (DEV)**
 - Verify firewall rules for the MILogin – MDOT QuADS DEV environment.
 - Complete MILogin configuration for establishing SSO using the HTTP headers based integration.
 - Create the corresponding Access Control Lists (ACL), and groups in IBM Security Access Manager (ISAM).
 - Rename the MDOT Quality Advertising system integrated for State worker users to MDOT Quality Assurance Database System

- Create test cases related to MILogin and MDOT QuADS application integration functionality.
- Facilitate test case execution related to MILogin and MDOT QuADS application integration functionality.
- **Quality Assurance (QA) environment**
 - Verify firewall rules for the MILogin – MDOT QuADS QA environment.
 - Complete MILogin configuration for SSO using the HTTP headers based integration.
 - Create the corresponding ACLs, and groups in ISAM.
 - Rename the MDOT Quality Advertising system integrated for State worker users to MDOT Quality Assurance Database System.
 - Support User Acceptance Testing (UAT) related to MILogin and MDOT QuADS application integration functionality.
- **Production (PROD) Environment**
 - Verify firewall rules for the MILogin – MDOT QuADS environment.
 - Complete MILogin configuration for SSO using the HTTP header based integration.
 - Create the corresponding ACL, and groups in ISAM.
 - Rename the MDOT Quality Advertising system integrated for State worker users to MDOT Quality Assurance Database System.
 - Grant MDOT QuADS application access for ~20 State worker users.
 - Facilitate smoke testing related to MILogin and application integration functionality.

DELIVERABLES:

- Weekly status report of activities.
- Integrate MILogin solution with the MDOT QuADS application in the DEV, QA, and PROD environments for 3rd party users.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDOT Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – QuADS integration

- State citizen users.
- Identity proofing.
- Multi-factor authentication.
- User provisioning and de-provisioning to the MDOT QuADS application.

ASSUMPTIONS:

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (“AICPA”). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State’s system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- The State Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment ("EASA"), Infrastructure Service Request ("ISR"), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin for Worker and 3rd Party solution will be used for integration. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MILogin will not be responsible for providing help desk services for any user account-related operations as part of this SOW.
- State Client Service Center ("CSC") will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- As MILogin solution is already integrated with MDOT Quality Advertising system (current name for this application) for worker users, the scope of work for this integration will be considered equivalent to a new junction request for an application for 3rd party users.
- MILogin solution will be integrated with the MDOT QuADS junction in DEV, QA and PROD environment for 3rd party users
- MILogin and MDOT QuADS application will be integrated for SSO using the HTTP Header based integration.
- The application team will be responsible for smoke testing.
- The MDOT QuADS application will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- The MDOT QuADS application team will be responsible for account creation and access assignment for users in the MDOT QuADS application.
- The MDOT QuADS application team is responsible for all customizations and configuration changes required on the MDOT QuADS application to facilitate the integration with the MILogin solution.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDOT and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards – None.

PAYMENT SCHEDULE:

Firm fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued

purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost	Total Cost
A	Automation of Shared Secret Validation Integration					
	Junctions (per junction)	Pre-built connectors	\$5,000.00	1	\$5,000.00	\$5,000.00
	Total				\$5,000.00	\$5,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	<ul style="list-style-type: none"> MILogin MDOT QuADS junction creation in PROD environment. 	X + 5 days	10	FY18	\$5,000.00
Grand Total		X + 25 days	35	FY18	\$5,000.00

X: Project purchase order issue date.

EXPENSES:

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

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated Quality Assurance Database Systems Business Relationship Manager is:

John Kalanquin

kalanquinJ@michigan.gov

517-241-4141

The designated Quality Assurance Database Systems Project Manager is:

Andrea Galatian

GalatianA@michigan.gov

517-241-8489

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **27**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	CV0002117

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Garrick Paraskevin	DTMB
		(517) 284-6993	
		paraskeving@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		
DESCRIPTION				
Effective March 15, 2018, the attached Statement of Work (SOW) for MILogin – Michigan Postsecondary Data Inventory (MPDI) Integration for \$10,000.00 is incorporated into this Contract. The contract administrator has been changed to Garrick Paraskevin. All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.				



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

Project Title: MILogin – Michigan Postsecondary Data Inventory (MPDI) integration	Period of Coverage: 2/15/2018- 06/30/2018
Requesting Department: Center for Educational Performance and Information (CEPI)	Date: 1/4/2018
CEPI Business Relationship Manager: Glenn Gorton	Phone: 517-241-2368
CEPI Project Manager: Deanna Bender	Phone: 517-335-5424

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touch LLP (“Deloitte & Touche”) to integrate the MILogin for Workers and 3rd party solution with the MPDI application in the MILogin Quality Assurance (“QA”), and Production (“PROD”) environments. As part of this project, the MPDI application will be integrated with MILogin for Workers and 3rd party solution to provide secure and enhanced user experience to the State Of Michigan (SOM) worker and 3rd party users of MPDI application over intranet and internet.

PROJECT OBJECTIVE

The key goal of this project is to provide Single Sign-On (SSO) to the MPDI application via the MILogin for worker and 3rd party solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker and 3rd party users with the ability to subscribe to the MPDI application using their MILogin account over SOM network and internet.
- Provide SOM worker and 3rd party users with the ability to login to the MPDI application via MILogin for worker and 3rd party solution over SOM network and internet.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and MPDI application integration design.
- **MILogin QA environment (with MPDI QA environment)**
 - Verify firewall rules for the MILogin – MPDI application integration in the QA environment if applicable.
 - Complete MILogin configuration for SSO using the HTTP Headers based integration.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of application specific workflows for the MPDI application.
 - Create test cases related to the MILogin and MPDI application integration functionality.
 - Facilitate test case execution related to the MILogin and MPDI application integration functionality.
- **MILogin QA environment (with MPDI Staging environment)**

- Verify firewall rules for the MILogin – MPDI application integration in the QA environment if applicable.
 - Complete MILogin configuration for SSO using HTTP header based integration.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of application specific workflows for the MPDI application.
 - Support User Acceptance Testing (UAT) related to the MILogin and MPDI application integration functionality.
- **MILogin PROD environment (with MPDI Production environment)**
 - Verify firewall rules for the MILogin – MPDI application integration in the PROD environment if applicable.
 - Complete MILogin configuration for SSO using the HTTP header based integration.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of application specific workflows for the MPDI application.
 - Facilitate smoke testing related to the MILogin and MPDI application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- SEM Express document for MILogin – MPDI integration.
- Integrate MILogin for worker and 3rd party solution with the MPDI application in the QA, and PROD environments.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and CEPI Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MPDI Integration

- Identity proofing.
- Multi-factor authentication.
- SOM citizen users.
- User migration.
- User provisioning and de-provisioning to the MPDI application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.

- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for worker and 3rd party solution will be integrated with MPDI application in QA, and PROD environment.
- The MILogin and MPDI application will be integrated for SSO using the HTTP Headers based integration.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM worker and 3rd party users are considered in scope of this integration.
- DTMB MILogin staff will shadow the Deloitte staff on project activities, primarily onsite in Lansing.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to CEPI and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 3 environments):

Type	Description	Integration Type	Unit Cost	Contract	Units	Total Contract Cost	Discount	Total Cost
C	Standard Application Integration							
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	Pre-built connectors	\$25,000.00		1	\$25,000.00	\$15,000	\$10,000
	Total					\$25,000.00		\$10,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MPDI Integration

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours
1.	<ul style="list-style-type: none"> Requirement and design document completion. MILogin QA– MPDI QA integration completion 	X + 2 weeks	125
2.	<ul style="list-style-type: none"> MILogin QA– MPDI Staging integration completion. 	X + 4 weeks	40
3.	<ul style="list-style-type: none"> MILogin PROD– MPDI PROD integration completion. 	X + 6 weeks	35
Grand Total			200

X: Project purchase order issue date

EXPENSES:

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

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated MPDI *Business Relationship Manager* is:

Glenn Gorton

GortonG@michigan.gov

517-241-2368

The designated MPDI *Project Manager* is:

Deanna Bender

BenderD@michigan.gov

517-335-5424

STATE RESPONSIBILITIES:

The MPDI project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and CEPI will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **25**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS	DELIVERY TIMEFRAME
	N/A

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

N/A

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		

DESCRIPTION

Effective February 5, 2018, the Statement of Work (SOW) for MILogin – Michigan ID Card Request Process (MiCARP) Integration for \$25,000.00 is incorporated into this Contract and the attached order form for DUO Security (SaaS) for \$450,000.00 is authorized.

The remaining balance on the Contract is revised to \$28,461,471.00.

All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



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

Project Title: MILogin – Michigan ID Card Request Process (MiCARP) Integration	Period of Coverage: 1/16/2018- 4/30/2018
Requesting Department: DTMB/ Office of Infrastructure Protection (OIP)	Date: 1/3/2018
DTMB OIP Business Relationship Manager: Dave Gabler	Phone: 517-284-4512
DTMB OIP Project Manager: David Scenga	Phone: 517-335-5141

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan (the “State”) has requested Deloitte & Touch LLP (“Deloitte & Touche”) to integrate the MILogin for worker solution with the Office of Infrastructure Protection (“OIP”) Michigan ID Card Request Process (“MiCARP”) application in the corresponding environments. As part of this project, the OIP’s MiCARP application will be integrated with MILogin for worker solution to provide secure and enhanced user experience to the State worker and internal 3rd party users¹ of the OIP’s MiCARP application over the State network.

PROJECT OBJECTIVE

The key goal of this project is to provide single sign-on (SSO) to the OIP’s MiCARP application via the MILogin worker solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker users and internal 3rd party users¹ with the ability to subscribe to the OIP’s MiCARP application using their MILogin account over the State network.
- Provide SOM worker users and internal 3rd party users¹ with the ability to login to the OIP’s MiCARP application via MILogin for worker solution over State network.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and OIP’s MiCARP application integration design.
- **Development environment (DEV)**
 - Verify the firewall rules implemented for the MILogin – MiCARP application integration in the DEV environment.
 - Complete MILogin configuration for SSO using the out-of-the-box (OOTB) .NET adapter.

¹ For the purpose of this SOW, internal 3rd party user is considered as user present in state active directory that is not integrated with MILogin

- Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MiCARP application.
 - Migrate the MiCARP DEV users to the MILogin Dev.
 - Create test cases related to the MILogin and MiCARP application integration functionality.
 - Execute test cases related to the MILogin and MiCARP application integration functionality.
- **Quality Assurance (QA) environment**
 - Verify firewall rules for the MILogin – MiCARP application in the Test environment.
 - Complete MILogin configuration for SSO using the OOTB .NET adapter.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MiCARP application.
 - Migrate the MiCARP Test users to the MILogin QA.
 - Conduct user acceptance testing (UAT) related to the MILogin and MiCARP application integration functionality.
- **Production (PROD) environment**
 - Verify firewall rules for the MILogin – MiCARP application in the PROD environment.
 - Complete MILogin configuration for SSO using OOTB .NET adapter.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MiCARP application.
 - Migrate the MiCARP PROD users to the MILogin PROD.
 - Conduct smoke testing related to the MILogin and MiCARP application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Design document for MILogin – MiCARP SSO integration.
- Integrate MILogin for worker solution with the MiCARP application in the DEV environment.
- Integrate MILogin for worker solution with the MiCARP application in the QA environment.
- Integrate MILogin for worker solution with the MiCARP application in the PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB and OIP Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MiCARP Integration

- Identity proofing.
- Multi-factor authentication.
- SOM citizen users.
- 3rd party users²
- Worker external access
- User provisioning and de-provisioning to the MiCARP application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.

² Non SOM active directory based 3rd party users

- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers/3rd party solution will be integrated with MiCARP application in DEV, QA, and PROD environments.
- The MILogin and OIP MiCRAP application will be integrated for SSO using the HTTP Header based integration using .NET OOTB adapter.
- Any extension or delay in schedule will be addressed through a change request.
- Only State active directory based worker and contractors are considered in scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to OIP and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Pre-Built Connector Unit Cost
C	Standard Application Integration	
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 25,000.00
	Total cost	\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – OIP MiCARP

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none">Requirement and design document completion.MILogin DEV – MiCARP DEV integration completion.	X + 15 days	140	\$12,000
2.	<ul style="list-style-type: none">MILogin QA – MiCARP Test environment integration completion.MILogin – MiCARP UAT testing completion.MILogin PROD – MiCARP PROD environment integration completion.	X + 35 days	160	\$13,000
Grand Total		\$25,000.00	300	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB OIP *Business Relationship Manager* is:

David Gabler

GablerD@michigan.gov

517-284-4512

The designated DTMB OIP *Project Manager* is:

David Scenga

ScengaD@michigan.gov

517-335-5141

STATE RESPONSIBILITIES:

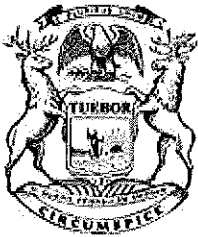
The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and OIP will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **24**
to
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
*****1517	

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
	Contract Administrator	flaggs@michigan.gov	
		Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		

DESCRIPTION

Effective December 21, 2017, the following Statement of Work (SOW) documents are incorporated into this Contract.

1. MILogin – MDHHS ISD IP Locator, SOW for 8,000.00 (part of Medicaid Blanket PO 084N6607251)
2. MILogin – MDHHS Illinois MIMaaS, SOW for \$524,000.00 (part of Medicaid Blanket PO 084N6607251)
3. MILogin – MDHHS MMIS Cloud Phase 2 Desclope/Add, SOW for \$17,000.00 (part of Medicaid Blanket PO 084N6607251)
4. MILogin – DNR eLicense QA/PROD, SOW for \$50,000.00.

The remaining balance on Medicaid Blanket PO 084N6607251 is revised to \$1,941,500.01 and the remaining balance on the Contract is revised to \$28,936,471.00.

All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **23**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		
DESCRIPTION				
<p>Effective November 21, 2017, the Integrated Service Delivery Implementation Requirements 2 Statement of Work (SOW) is incorporated into this Contract and will utilize \$617,300.00 from Medicaid Blanket PO 084N6607251. In addition, the MiBridges Integration, MMIS Cloud Enablement Application Integration and IISD Requirements & Design and Oauth 2.0 Proof-of-Concept (POC) Statement of Work documents are descoped per attachments and \$660,933.34 is added back to the Medicaid Blanket PO 084N6607251.</p> <p>The remaining balance on Medicaid Blanket PO 084N6607251 is revised to \$2,490,500.01.</p> <p>All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.</p>				



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation R2	Period of Coverage: 11/13/2017-2/10/2017
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 11/01/2017
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to implement a list of new requirements and enhancements for Michigan Department of Health and Human Services ISD Portal.














PROJECT OBJECTIVE:

The Integrated Service Delivery (ISD) Portal business owners have identified a list of requirements and enhancements, listed below, for MILogin. The objective of this project is to implement these requirements across MILogin Development (DEV), Quality Assurance (QA), User Acceptance Testing (UAT) and Production (PROD) environments.

SCOPE OF WORK:

The scope of this SOW is described below. The following table is taken as-is from the requirements document.

Requirement No.	Screen Location	Description
ISD_MILogin_R2_1	Basic Information Screen	Form field validation needs to be configured for Social Security Number (SSN) data field. This field should accept only numbers. Error message should display underneath SSN data field if the user tries to enter anything except numbers. Message should say "Please enter numbers only."
ISD_MILogin_R2_2	Contact Information Screen	Form field validation needs to be configured for mobile and home phone number data fields. These two fields should accept only numbers. Error message should display underneath Mobile and Home phone data fields if the user tries to type anything except numbers. Message should say "Please enter numbers only."
ISD_MILogin_R2_3	Plain text emails, need portal standard HTML email	Email notifications sent by MILogin for below scenarios should follow corresponding Email format/templates as shared by ISD portal team. The email templates are

		<p>embedded in the electronic version of the SOW for reference:</p> <table> <tr> <th>MILogin Environment</th><th>Use Case</th><th>Email Template</th></tr> <tr> <td> <ul style="list-style-type: none"> DEV QA UAT </td><td> <ul style="list-style-type: none"> Forgot Password Forgot User Name </td><td>  ISD_Sample_Email_Template_test_forgot  ISD_Sample_Email_Template_test_forgot </td></tr> <tr> <td> <ul style="list-style-type: none"> PROD </td><td> <ul style="list-style-type: none"> Forgot Password Forgot User Name </td><td>  ISD_Sample_Email_Template_Production  ISD_Sample_Email_Template_Production </td></tr> </table>	MILogin Environment	Use Case	Email Template	<ul style="list-style-type: none"> DEV QA UAT 	<ul style="list-style-type: none"> Forgot Password Forgot User Name 	 ISD_Sample_Email_Template_test_forgot  ISD_Sample_Email_Template_test_forgot	<ul style="list-style-type: none"> PROD 	<ul style="list-style-type: none"> Forgot Password Forgot User Name 	 ISD_Sample_Email_Template_Production  ISD_Sample_Email_Template_Production						
MILogin Environment	Use Case	Email Template															
<ul style="list-style-type: none"> DEV QA UAT 	<ul style="list-style-type: none"> Forgot Password Forgot User Name 	 ISD_Sample_Email_Template_test_forgot  ISD_Sample_Email_Template_test_forgot															
<ul style="list-style-type: none"> PROD 	<ul style="list-style-type: none"> Forgot Password Forgot User Name 	 ISD_Sample_Email_Template_Production  ISD_Sample_Email_Template_Production															
ISD_MILogin_R2_5	All MILogin ISD portal pages for State of Michigan (SOM) citizen users	<p>Support for Spanish language using language translation file shared by the ISD portal team.</p>  Translations_v1.xlsx															
ISD_MILogin_R2_6	All MILogin ISD portal pages for the State Of Michigan (SOM) citizen users	<p>Support for Arabic language using language translation file shared by ISD portal team.</p> <p>The Arabic language translations are not yet shared. In order to meet this requirements the translations must be received by 11/17/2017.</p>															
ISD_MILogin_R2_8	<p>MILogin needs to configure custom code to support multiple Portal environment integration to same MILogin solution environment.</p> <ul style="list-style-type: none"> Custom code to map multiple portal environments to same MILogin solution environment. Configure multiple active federation Single Sign-On (SSO) with ISD portal. Custom code to read, write and query 	<p>MILogin, ISD portal and MPI environment mapping as below:</p> <table> <tr> <th>MILogin Environment</th><th>ISD Portal Environment</th><th>MPI Environment</th></tr> <tr> <td>DEV</td><td> <ul style="list-style-type: none"> DEV Hotfix DEV* </td><td> <ul style="list-style-type: none"> DEV </td></tr> <tr> <td>QA</td><td> <ul style="list-style-type: none"> System Integration Test (SIT) Hotfix SIT* Pre PROD Training* </td><td> <ul style="list-style-type: none"> Staging </td></tr> <tr> <td>UAT</td><td> <ul style="list-style-type: none"> UAT </td><td> <ul style="list-style-type: none"> UAT </td></tr> <tr> <td>PROD</td><td> <ul style="list-style-type: none"> PROD </td><td> <ul style="list-style-type: none"> PROD </td></tr> </table> <p>*These are new portal environment integrations that are covered as part of this SOW.</p>	MILogin Environment	ISD Portal Environment	MPI Environment	DEV	<ul style="list-style-type: none"> DEV Hotfix DEV* 	<ul style="list-style-type: none"> DEV 	QA	<ul style="list-style-type: none"> System Integration Test (SIT) Hotfix SIT* Pre PROD Training* 	<ul style="list-style-type: none"> Staging 	UAT	<ul style="list-style-type: none"> UAT 	<ul style="list-style-type: none"> UAT 	PROD	<ul style="list-style-type: none"> PROD 	<ul style="list-style-type: none"> PROD
MILogin Environment	ISD Portal Environment	MPI Environment															
DEV	<ul style="list-style-type: none"> DEV Hotfix DEV* 	<ul style="list-style-type: none"> DEV 															
QA	<ul style="list-style-type: none"> System Integration Test (SIT) Hotfix SIT* Pre PROD Training* 	<ul style="list-style-type: none"> Staging 															
UAT	<ul style="list-style-type: none"> UAT 	<ul style="list-style-type: none"> UAT 															
PROD	<ul style="list-style-type: none"> PROD 	<ul style="list-style-type: none"> PROD 															

	<p>QAT or UAT MPI/Rhapsody instance corresponding to ISD portal environment.</p> <ul style="list-style-type: none"> This is contingent to Portal and HUB making the supporting configurations 	
ISD_MILogin_R2_9	Not Applicable (IP Locator)	<p>MILogin needs to be configured to capture and send end user's profile information and network information, when available, for various use cases as specified below to Office of Inspector General (OIG) team through Secured File Transfer protocol (SFTP) on daily basis:</p> <ul style="list-style-type: none"> Create user profile <ul style="list-style-type: none"> User ID Internet protocol (IP) address First name Last name Security Questions Mobile number Work phone/Home phone number Email address User type Browser language Identity proofing date and result Address information Forgot username <ul style="list-style-type: none"> Email address IP address User type Browser language Forgot password <ul style="list-style-type: none"> User ID IP address First name Last name User type Browser language
ISD_MILogin_R2_10	Not Applicable (New custom web services)	<p>MILogin needs to configure and publish a web service application programming interface (APIs) to support below functionalities for ISD portal application:</p> <ul style="list-style-type: none"> Change password. Update security question and answers.
ISD_MILogin_R2_11	Not Applicable (MPI enhancement for longitude and latitude)	<ul style="list-style-type: none"> MILogin needs to be configured to capture longitude and latitude while invoking address cleansing service pass it on to Master Person Index (MPI) application for their use. It is expected that address cleansing service will return these parameters.
ISD_MILogin_R2_12	Not Applicable (Delta MiBridges user migration)	<p>For MiBridges delta user migration (monthly basis till ISD release 2.0 i.e. R-2 02/10/2018): If the delta user file shared by MiBridges team contains a user ID that is already present in MILogin, for such user</p>

		profile information (first name, last name, email, mobile phone) needs to be resynchronized in case of change.
ISD_MILogin_R2_13	Basic Information Screen	MILogin needs to be configured to validate user's primary address only i.e. street name excluding apartment number/unit number etc. during address validation use case.
ISD_MILogin_R2_14	Not Applicable	<ul style="list-style-type: none"> • Configure MILogin ISD portal access for existing MILogin SOM citizen users. <ul style="list-style-type: none"> ◦ Configure custom User Interface (UI) for capturing additional user profile attributes as required by ISD portal application.

This SOW is aligned with ISD Release 2.0 dates with go-live date of 02/10/2018. However, the timelines are subject to timely approval of this SOW by no-later than 11/10/2017. In addition, the final visual designs (VDs) and language translations must be completed by no later than 9/16/2017 and 11/17/2017 respectively to achieve the current implementation dates.

TASKS:

Specific tasks include:

- **MILogin DEV Environment:**
 - Develop/update the custom UI screens and corresponding code to incorporate the changes listed in the above table for ISD portal DEV, ISD portal Hotfix DEV and MPI DEV environments.
 - Develop, configure and publish MILogin web services to support below functionalities for ISD portal application:
 - Change password.
 - Update security question and answers.
 - Configure code to capture user profile and user network details for IP locator requirement and SFTP to transfer the file to OIG team.
 - Develop custom code to capture longitude and latitude while invoking address cleansing service and pass them on to MPI DEV for their use.
 - Update MiBridges user migration Tivoli Directory Integrator (TDI) based assembly line (AL) to synchronize user profile information.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows for the ISD portal (DEV and Hotfix DEV) application only for SOM citizen users as applicable.
 - Update the existing MILogin notifications to use the email format/template provided by ISD portal (DEV and Hotfix DEV) application environment.
 - Forgot Password
 - Forgot User Name
 - Configure language translation support file as provided by ISD portal for Spanish and Arabic language support.
 - Configure MILogin to validate user's primary address only i.e. street name excluding apartment number/unit number etc.
 - Develop custom UI for registering existing MILogin citizen user needing to ISD portal access to capture additional user profile information as required by MPI application.
 - Set up the federation profile of the ISD portal (DEV and Hotfix DEV) application (also known as partner profile).
 - Exchange metadata with the ISD portal application (DEV and Hotfix DEV).
 - Identify and configure the method of passing the Security Assertion Markup Language (SAML) assertion to the ISD portal application (DEV and Hotfix DEV).
 - Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).

- Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Create test cases related to MILogin and ISD portal (DEV and Hotfix DEV) and MPI (DEV) application integration functionality.
 - Execute test cases related to MILogin and ISD portal (DEV and Hotfix DEV) and MPI (DEV) application integration functionality.
- **MILogin QA Environment:**
 - Migrate the custom UI screens and code to incorporate the changes listed in the above table.
 - Migrate the custom UI screens and corresponding code to incorporate the changes listed in the above table for ISD portal (SIT, Hotfix SIT, Pre PROD and Training) and MPI (Staging) environment.
 - Migrate the MILogin web services to support below functionalities for ISD portal application:
 - Change password.
 - Update security question and answers.
 - Migrate the custom code to capture user profile and user network details for IP locator requirement and SFTP to transfer the file to OIG team.
 - Migrate custom code to capture longitude and latitude while invoking address cleansing service and pass them on to MPI Staging for their use.
 - Migrate MiBridges user migration TDI based AL to synchronize user profile information.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows for the ISD portal (SIT, Hotfix SIT, Pre PROD and Training) application only for SOM citizen users as applicable.
 - Update the existing MILogin notifications to use the email format/template provided by ISD portal (SIT, Hotfix SIT, Pre PROD and Training) application environment.
 - Forgot Password
 - Forgot User Name
 - Migrate the language translation support file as provided by ISD portal for Spanish and Arabic language support.
 - Migrate the code to validate user's primary address only i.e. street name excluding apartment number/unit number etc.
 - Migrate the custom user interface for registering existing MILogin citizen user needing to ISD portal access to capture additional user profile information as required by MPI application.
 - Set up the federation profile of the ISD portal (SIT, Hotfix SIT, Pre PROD and Training) application (also known as partner profile).
 - Exchange metadata with the ISD portal application (SIT, Hotfix SIT, Pre PROD and Training).
 - Identify and configure the method of passing the SAML assertion to the ISD portal application (SIT, Hotfix SIT, Pre PROD and Training).
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Create test cases related to MILogin and ISD portal (SIT, Hotfix SIT, Pre PROD and Training) and MPI (Staging) application integration functionality.
 - Execute test cases related to MILogin and ISD portal (SIT, Hotfix SIT, Pre PROD and Training) and MPI (Staging) application integration functionality.
 - Support user acceptance testing (UAT).
 - **MILogin QA/Portal UAT Environment:**
 - Migrate the custom UI screens and corresponding code to incorporate the changes listed in the above table for ISD portal (UAT) and MPI (UAT) environment.
 - Migrate the MILogin web services to support below functionalities for ISD portal application:
 - Change password.
 - Update security question and answers.
 - Migrate the custom code to capture user profile and user network details for IP locator requirement and SFTP to transfer the file to OIG team.
 - Migrate custom code to capture longitude and latitude while invoking address cleansing service and pass them on to MPI UAT for their use.
 - Migrate MiBridges user migration TDI based AL to synchronize user profile information.
 - Create the corresponding ACL and groups in ISAM.

- Implementation of relevant workflows for the ISD portal (UAT) application only for SOM citizen users as applicable.
 - Update the existing MILogin notifications to use the email format/template provided by ISD portal (UAT) application environment.
 - Forgot Password
 - Forgot User Name
 - Migrate the language translation support file as provided by ISD portal for Spanish and Arabic language support.
 - Migrate the code to validate user's primary address only i.e. street name excluding apartment number/unit number etc.
 - Migrate the custom user interface for registering existing MILogin citizen user needing to ISD portal access to capture additional user profile information as required by MPI application.
 - Set up the federation profile of the ISD portal (UAT) application (also known as partner profile).
 - Exchange metadata with the ISD portal application (UAT).
 - Identify and configure the method of passing the SAML assertion to the ISD portal application (UAT).
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Create test cases related to MILogin and ISD portal (UAT) and MPI (Staging) application integration functionality.
 - Execute test cases related to MILogin and ISD portal (UAT) and MPI (Staging) application integration functionality.
 - Support user acceptance testing (UAT).
- **MILogin PROD Environment:**
 - Migrate the custom UI screens and corresponding code to incorporate the changes listed in the above table for ISD portal (PROD) and MPI (PROD) environment.
 - Migrate the MILogin web services to support below functionalities for ISD portal application:
 - Change password.
 - Update security question and answers.
 - Migrate the custom code to capture user profile and user network details for IP locator requirement and SFTP to transfer the file to OIG team.
 - Migrate custom code to capture longitude and latitude while invoking address cleansing service and pass them on to MPI PROD for their use.
 - Migrate MiBridges user migration TDI based AL to synchronize user profile information.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows for the ISD portal (PROD) application only for SOM citizen users as applicable.
 - Update the existing MILogin notifications to use the email format/template provided by ISD portal (PROD) application environment.
 - Forgot Password
 - Forgot User Name
 - Migrate the language translation support file as provided by ISD portal for Spanish and Arabic language support.
 - Migrate the code to validate user's primary address only i.e. street name excluding apartment number/unit number etc.
 - Migrate the custom user interface for registering existing MILogin citizen user needing to ISD portal access to capture additional user profile information as required by MPI application.
 - Set up the federation profile of the ISD portal (PROD) application (also known as partner profile).
 - Exchange metadata with the ISD portal application (PROD).
 - Identify and configure the method of passing the SAML assertion to the ISD portal application (PROD).
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Create test cases related to MILogin and ISD portal (PROD) and MPI (Prod) application integration functionality.
 - Execute test cases related to MILogin and ISD portal (PROD) and MPI (Prod) application integration functionality.
 - Conduct smoke testing related to MILogin functionality in Production environment.

DELIVERABLES:

- Weekly Status Report of Activities.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin DEV environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin QA environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin UAT environment.
- Implementation of user interface and enhancement requirements as listed in the above table in MILogin PROD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.
- MFA for Citizens.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Any change in the current integration pattern.
- Anything not listed in the scope section above.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MDHHS and Portal will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- MILogin will not be responsible for providing help desk services for any user account-related operations.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

- Portal is capable of consuming SAML token and Portal will be responsible for account creation and access assignment for users in the ISD Portal.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- Portal will pass an identifier to MILogin to distinguish between Navigators and Citizens for distinguishing various user specific operations.
- Navigators will need to have a unique email address (i.e. the one not already in use).
- For MILogin purposes, Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to MDHHS.
- MFA for community partners will be provided based on the enterprise policies and by leveraging DUO solution.
- The new ISD specific instances, such as WebSEAL, will share the hardware and software resources with existing MILogin WebSEAL instances.
- Portal will pass an identifier to MILogin to identify the language selected by the end user using which MILogin will configure the language support to display translated MILogin-Portal pages.
- MILogin will configure Spanish and Arabic language translation files as shared by ISD portal for supporting those languages for MILogin ISD portal.
- Any delay in sharing the language translation file may have impact on overall ISD R-2 schedule as significant effort is required to configure these on MILogin.
- Some of the additional ISD environment integration may needs to be prioritized based on over all ISD R2 schedule.
- State provided SFTP will be used to transfer the file as required between MILogin and OIG.
- File format required to capture IP locator information will be provided by OIG team.
- ISD portal and MPI need to make agreed upon changes to their application in order to support multiple application environment integration with same MILogin environment.
- ISD portal and HUB need to make agreed upon changes to their application in order to support MILogin web services for change password and update security questions and answers.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, Experian for performing ID Proofing or DUO for performing MFA or AT&T for using GSMS service. Such fees will be computed based on the actual usage and will be passed on directly to State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Discount	Cost
E	Highly-Customized Complex Application Integration				
	Highly Custom User Interface (UI)				
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00	9	\$1,700.00	\$448,300.00
	ADA compliant user interface	\$30,000.00	1		\$30,000.00
	Foreign language support outside of English (per language) – Only Arabic* *Spanish was already covered as part of R1 SOW.	\$40,000.00	1		\$40,000.00
	User Migration				
	User load in the MILogin system (based on user count)	\$100,00.00	1	\$25,000.00	\$75,000.00
A	Automation of Shared Secret Validation Integration				
	Integrating additional environments (per environment)	\$8,000.00	3		\$24,000.00
Grand Total					\$617,300.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Complete user interface changes and enhancements as listed in in scope table in MILogin DEV environment for ISD portal DEV and MPI Dev environment	X + 2 weeks	410	FY18	\$77,160.00
2.	Complete user interface changes and enhancements as listed in in scope table in MILogin DEV environment for ISD portal Hotfix DEV and MPI Dev environment	X + 4 weeks	410	FY18	\$77,160.00
3.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment for ISD portal Hotfix DEV and MPI Dev	X + 6 weeks	410	FY18	\$77,160.00
4.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment for ISD portal SIT and MPI Staging environment	X + 8 weeks	410	FY18	\$77,160.00
5.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment for ISD portal Hotfix DEV and MPI Dev	X + 10 weeks	410	FY18	\$77,160.00
6.	Complete user interface changes and enhancements as listed in in scope table in MILogin QA environment for ISD portal Hotfix DEV and MPI Dev	X + 12 weeks	410	FY18	\$77,160.00
7.	Complete user interface changes and enhancements as listed in in scope table in MILogin UAT environment for ISD portal UAT and MPI UAT	X + 14 weeks	410	FY18	\$77,160.00
8.	Complete user interface changes and enhancements as listed in in scope table in MILogin PROD environment for ISD portal PROD and MPI PROD	X + 16 weeks	450	FY18	\$77,180.00

Grand Total		3320		\$617,300.00
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X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

**State of Michigan
MDHHS (Data Hub Program)
Change Request**

A. General Information

Project ID/Acronym:	MDHHS (Data Hub Program) – MILogin Project	Date:	06/01/2017
Controlling Agency:	MDHHS & DTMB	Modification Date:	
Prepared by:	Jenny Miller	Control Number (from Control Log):	CHG-2017-000506

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved with this system/project or who will become involved during its lifecycle.

Change Control

Revision Date	Author	Section(s)	Summary
06/01/2017	Jenny Miller	All	Initial Draft

B. Requestor Information

Proposed Change Description and References

This is a Change Request (CR) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

Scope of Change Request:

Notification has been given to the MILogin team by DHHS that the MiBridges integration of environments to MILogin has been canceled. No further work on the integration will be completed at this time. The user migration from the MiBridges LDAP to the MILogin Enterprise LDAP will continue as planned, as this is also for purposes of the Integrated Service Delivery (ISD) project. This change request is revise the scope of work, obtain approval for the cost of the integration work that has been done thus far (and the work in progress) and to provide documentation for Contract Change Notice to add back unused monies to the overall MILogin contract.

Impact of Not Implementing Proposed Change

Business Impact:

Benefits:

- Eliminate the need to manage newly introduced complexity of integrating two systems.
- Reduced user profile management.
- Reduced impact to MI Bridges, MILogin, and ISD resource team thus allowing for the refocused support of other Business initiatives.
- Provides the opportunity to retain the MI Bridges solution as a critical back-up to ISD functionality as the ISD portal rolls out through early 2018.
- Cost savings of ~\$600,000

Technical Impact:

- If the sun-setting of the MI Bridges application extends past end of February 2018, there would be a possible need for enhancements to remain compliant with security/IT service requirements.

Alternatives

None

C. Initial Review Results of the Change Request

Initial Review Date: 06/01/2017

Assigned to:

Scott Flagg, Veronica Maxson, David Fox/Heather Eakin, Brendan O'Brien, Jeff Marsh, Amy Hundley, Kemal Tekinel

☒ **Approve for Impact Analysis**

☐ **Reject**

☐ Defer Until:

Reason:

D. Initial Impact Analysis

Baselines Affected

Production environment and implementation milestones will not proceed as scheduled.

Cost/Schedule Impact Analysis Required?



Yes



No

Impact on Cost

Original Statement of Work Cost:

Cost Categories / Milestone	Milestone Date	Cost	Effort Estimated Hours
Requirements & Design	X+15 days	\$90,000.00	450
MILogin MiBridges user provisioning database connector (4 tables)	X+50 days	\$160,000.00	900
MILogin – MiBridges custom UI for user registration and MiBridges application access supporting English and Spanish language	X+50 days	\$250,000.00	1400
Integrate MILogin for citizen solution DEV with Bridges application in Development environment	X+50 days	\$50,000.00	250
User migration from MiBridges DEV to MILogin DEV along with security Q&A for forgot password functionality	X+50 days	\$107,000.00	600
Integrate MILogin for citizen solution QA with Bridges application in INT environment	X+60 days	\$39,800.00	200
Integrate MILogin for citizen solution QA with Bridges application in QAT environment	X+75 days	\$39,800.00	200
Integrate MILogin for citizen solution QA with Bridges application in UAT environment	X+95 days	\$39,800.00	200
Integrate MILogin for citizen solution QA with Bridges application in Production Patch environment	X+110 days	\$39,800.00	200
Integrate MILogin for citizen solution PROD with Bridges application in PRD environment	X+130 days	\$39,800.00	200
User migration from MiBridges to MILogin Prod along with security Q&A for forgot password functionality	X+130 days	\$143,000.00	800
		\$999,000.00	5400

Costs for Work Completed as of 06/01/17:

Cost Categories / Milestone	Milestone Date	Cost	Comments	% Complete	Invoice Amount
Requirements & Design	X+15 days	\$90,000.00	Attended ~12 design discussion/meetings Requirement and Design Deck (see attached WIP document)	80%	\$72,000.00

MILogin MiBridges user provisioning database connector (4 tables)	X+50 days	\$160,000.00	<p>Attended 3 Pre JAD sessions to determine what pages/functionalities will be deployed on MILogin based on technical feasibility and use cases requirements</p> <p>Design was finalized</p> <p>Waiting on MiBridges team to provide the WSDL for user DB provisioning web service calls</p>	10%	\$16,000.00
MILogin – MiBridges custom UI for user registration and MiBridges application access supporting English and Spanish language *** see below for additional detail	X+50 days	\$250,000.00	<p>Attended 3 Pre JAD sessions to determine what pages/functionalities will be deployed on MILogin side based on technical feasibility and use cases requirements</p> <p>UI framework was setup with backend (including database and MILogin APIs)</p> <p>Infrastructure was setup to deploy the custom user interface for MiBridges application</p> <p>Developed API to verify security Q&A</p> <p>Design was finalized</p>	20%	\$50,000.00
Integrate MILogin for citizen solution DEV with Bridges application in Development environment	X+50 days	\$50,000.00	<p>ISIM Role, Policies, Workflow configurations were complete</p> <p>ISAM infrastructure related configuration complete</p>	30%	\$15,000.00

Total Amount to be Invoiced:

\$153,000.00

Costs for Work to Be Completed by 08/31/17:

User migration piece will be billed later as we complete those milestones. Total effort/cost of MiBridges user migration to MILogin is \$250,000.00.

- **User Analysis was complete for MiBridges production user IDs shared by MiBridges team**
- **Process being determined for conflicting user ID migration**
- **Determining how to get and migrate IDP related MiBridges attributes**
- **PTA configuration from ISAM LDAP to Enterprise LDAP**
- **User migration AL development compete**
- **Testing of user migration AL in development environment is in progress**

User migration from MiBridges DEV to MILogin DEV along with security Q&A for forgot password functionality	X+50 days	\$107,000.00
User migration from MiBridges to MILogin Prod along with security Q&A for forgot password functionality	X+130 days	\$143,000.00

Total amount to be invoiced as above milestones completed: \$250,000

Total cost for this effort:	\$403,000
Total amount of Contract Change Notice to ADD monies back to the DTMB contract:	\$596,000

Impact on Schedule

Project schedule has not been baselined.

Impact on Resources

The MILogin Deloitte team will reassign some of the resources currently assigned to this integration to other items being worked on, including ISD. Remaining resources will continue work on the user migration.

Final Review Results

Review Date:

Classification:



High



Medium



Low

E. Impact Analysis Results

Specific Requirements Definition

See Proposed Change Description and References in Section B.

Final Recommendation

Perform requested additions and modifications as documented in Proposed Change Description and References in Section B.

F. Approval Information

Governance Body: Include all accountable/impacted key project stakeholders.

Approval Signatures

Name	Signature	Date
Amy Hundley	See email approval	
Jeff Marsh	See email approval	

Name	Signature	Date
Veronica Maxson	See email approval	
David Fox (or Heather Eakin)	See email approval	
Scott Flagg	See email approval	
Brendan O'Brien	See email approval	

Appendices:

Appendix A: Assumptions

The assumptions and State responsibilities listed in the original MICAM (SOW) are applicable to this Change Request as well. Additionally, it is assumed that:

- The CR status will be tracked via weekly status reports.
- State application teams are responsible for completing/updating required documentation for their application which will satisfy internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules etc.

Appendix B: Cost Breakdown Structure

Deloitte & Touche payment milestone/deliverable dates:

Costs for Work Completed as of 06/01/17:

Cost Categories / Milestone	Milestone Date	Cost	Comments	% Complete	Invoice Amount
Requirements & Design	X+15 days	\$90,000.00	Attended ~12 design discussion/meetings Requirement and Design Deck (see attached WIP document)	80 %	\$72,000.00
MILogin MiBridges user provisioning database connector (4 tables)	X+50 days	\$160,000.00	Attended 3 Pre JAD sessions to determine what pages/functionalities will be deployed on MILogin based on technical feasibility and use cases requirements	10 %	\$16,000.00

			Design was finalized Waiting on MiBridges team to provide the WSDL for user DB provisioning web service calls		
MILogin – MiBridges custom UI for user registration and MiBridges application access supporting English and Spanish language *** see below for additional detail	X+50 days	\$250,000.00	Attended 3 Pre JAD sessions to determine what pages/functionalities will be deployed on MILogin side based on technical feasibility and use cases requirements UI framework was setup with backend (including database and MILogin APIs) Infrastructure was setup to deploy the custom user interface for MiBridges application Developed API to verify security Q&A Design was finalized	20 %	\$50,000.00
Integrate MILogin for citizen solution DEV with Bridges application in Development environment	X+50 days	\$50,000.00	ISIM Role, Policies, Workflow configurations were complete ISAM infrastructure related configuration complete	30 %	\$15,000.00

Total Amount to be Invoiced:

\$153,000.00

Costs for Work to Be Completed by 08/31/17:

User migration from MiBridges DEV to MILogin DEV along with security Q&A for forgot password functionality	X+50 days	\$107,000.00
User migration from MiBridges to MILogin Prod along with security Q&A for forgot password functionality	X+130 days	\$143,000.00

Total amount to be invoiced as above milestones are completed:

\$250,000

Total cost for this effort:

\$403,000



State of Michigan
MDHHS Enterprise PMO MILogin Phase 2 Project
Change Request

General Information

Project ID/Acronym:	MMIS Cloud Enablement Phase 2	Creation Date:	06/26/2017
Version:	1.0	Approved On:	
Controlling Agency:	MDHHS & DTMB	Authorized By:	Enterprise PMO
Prepared By:	Bob Baker	Last Reviewed On:	

Approvals

The signatures relay an understanding of the purpose and content of the document by those endorsing it. By signing this document you agree to this as the formal charter statement to begin work on the project described herein, and commitment of the necessary resources.

Name	Signature	Date
Veronica Maxson Enterprise PMO Business Delivery Liaison	See Email Approval	7/11/2017
David Fox Enterprise PMO Technical Delivery Owner	See Email Approval	7/19/2017
Karen Scott CHAMPS Business Owner	See Email Approval	7/7/2017
Carla O'Connell Financial Liaison	See Email Approval	7/3/2017
Brendan O'Brien Enterprise PMO Manager	See Email Approval	7/17/2017
Barbara Spadafore Medicaid Management PMO Manager	See Email Approval	7/7/2017
Andrew Mason Medicaid Management PMO Technical Delivery Owner	See Email Approval	7/11/2017
Scott Flagg MiCAM Section Manager	See Email Approval	7/11/2017

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved with this project or who will become involved during its lifecycle.

Change Control

Revision Date	Author(s)	Version	Summary of Changes
06/26/2017	Bob Baker	1.0	Create initial draft

References

This project operates under the authority and governance of the Enterprise PMO and follows the processes set forth in the MILogin Phase 2 – Fiscal Year 2017 Medicaid Project Management Plan (PMP). The project Charter and PMP are included below for your convenience.

Resource Name	Link
Project Charter	https://stateofmichigan.sharepoint.com/teams/dtmb/dhp/MILogin%20Phase%202%20Medicaid%20%20FY17/02%20-%20Initiation%20and%20Planning/Project%20Charter/Project_Charter_PMM-0101_MILogin_FY17_Medicaid_Final.pdf
Project Management Plan	https://stateofmichigan.sharepoint.com/teams/dtmb/dhp/_layouts/15/WopiFrame.aspx?sourcedoc=%7BD5F3FAF9-B5A5-422C-BAA0-B9A16C4B0989%7D&file=Project%20Management%20Plan%20-%20MILogin%20FY17%20Final.docx&action=default
Previous Change Request CHG-2017-000216	https://stateofmichigan.sharepoint.com/teams/dtmb/dhp/_layouts/15/WopiFrame.aspx?sourcedoc=%7B65AA50C2-E924-45AA-BF6C-E46510D6BA88%7D&file=MDHHS_MILogin_Change_Request_MMIS_Cloud_Enablement_Updated_Invoicing_Schedule.docx&action=default

1. Change Request Description

Change request CHG-2017-000216 modified the sequence of the integrations to meet the CNSI testing schedule. All integrations and the Siebel Provisioning in the Parallel environment (Tasks 1 thru 4 in the table below) have been completed as planned.

The team is working in the Performance environment and has identified there will only be a single Siebel environment for all of Parallel/Training/Performance/DR environments. Plans for the second Siebel environment and corresponding LDAP provisioning need to be dropped. The impact of this discovery is that task #7 in the table below will not be needed. Approximately 20% of the Provisioning work had been completed when this was identified.

This change request is to reduce the cost of this project by \$24,933.34 (\$31,166.67 X 80%).

Table 1 - Approved MMIS Cloud Enablement Integrations Schedule and Payment Milestones

Task	Cost Categories / Milestone	App Readiness Date	Milestone Date	Payment Amount	Effort Estimate (Hrs.)	Fiscal Year
1.	MMIS Cloud Enablement Phase 2 - Initiation and Planning Completed	NA	2/16/2017	\$226,983.33	1009	FY17
2.	MMIS Cloud Enablement Phase 2- SIEBEL Provisioning for Parallel Environment Completed	3/28/2017	5/19/2017	\$31,166.67	139	FY17
3.	MMIS Cloud Enablement Phase 2- SSO for Parallel Environment Completed	3/28/2017	5/19/2017	\$290,983.34	1293	FY17
4.	MMIS Cloud Enablement Phase 2- MFA for Parallel Environment Completed	3/28/2017	5/19/2017	\$18,000.00	80	FY17
5.	MMIS Cloud Enablement Phase 2- SSO for Performance Environment Completed	3/28/2017	8/07/2017	\$357,016.66	1587	FY18
6.	MMIS Cloud Enablement Phase 2- MFA for Performance Environment Completed	3/28/2017	8/07/2017	\$20,666.67	92	FY18
7.	MMIS Cloud Enablement Phase 2- SIEBEL Provisioning for Performance Environment Completed	3/28/2017	8/07/2017	\$31,166.67	139	FY 18
8.	MMIS Cloud Enablement Phase 2- SSO for DR Environment Completed	8/15/2017	10/09/2017	\$102,000.00	453	FY18
9.	MMIS Cloud Enablement Phase 2- MFA for DR Environment Completed	8/15/2017	10/09/2017	\$20,666.67	92	FY18
10.	MMIS Cloud Enablement Phase 2- SSO for B2B Environment Completed	1/25/2017	10/24/2017	\$46,766.67	208	FY17
11.	MMIS Cloud Enablement Phase 2- MFA for B2B Environment Completed	1/25/2017	10/24/2017	\$2,833.33	13	FY17
12.	MMIS Cloud Enablement Phase 2- SSO for Sandbox Environment Completed	4/28/2017	11/07/2017	\$22,383.33	99	FY17
13.	MMIS Cloud Enablement Phase 2- SSO for Training Environment Completed	4/28/2017	11/07/2017	\$22,383.33	99	FY17
14.	MMIS Cloud Enablement Phase 2- SSO for Production Environment Completed	6/7/2017	12/01/2017	\$225,750.00	1010	FY18
15.	MMIS Cloud Enablement Phase 2- MFA for Production Environment Completed	6/7/2017	12/01/2017	\$63,700.00	320	FY18
16.	MMIS Cloud Enablement Phase 2- SIEBEL Provisioning for Production Environment Completed	6/7/2017	12/01/2017	\$31,166.66	139	FY18
Grand Total				\$1,513,633.33	6772 Hrs.	

2. Detailed Impact Analysis

Impact on Scope:

The SIEBEL provisioning in the Performance environment will be removed from the scope of this project. Approximately 20% of the work was completed prior to the identification that the SIEBEL provisioning in the Performance environment is not needed.

Impact on Schedule:

No impact on overall project schedule. The SIEBEL provisioning was scheduled to be completed at the same time as two other integrations. Those integrations are continuing as planned.

Impact on Cost:

The overall cost of the project will be reduced by \$24,933.34.

Impact on Resources:

There will be no impact to the project resources as a result of this change.

Impact of Not Implementing the Change Request:

The cost of the project would remain as it is.

3. Approval Information

Changepoint Change Request ID: CHG-2017-000???



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **22**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		
DESCRIPTION				
Effective November 3, 2017, the following Statement of Work (SOW) documents are incorporated into this Contract.				
1. Treasury - MILogin – Michigan Treasury Online (MTO) 2017 Year End Release User Stories Requirements, SOW for 37,000.00				
2. MILogin – Michigan Public Service Commission (MPSC) E-Dockets Integration, SOW for \$30,000.00				
3. MILogin – IBM Security Access Manager (ISAM) Upgrade, SOW for \$388,000.00 (\$300,000.00 is part of Medicaid Blanket PO 084N6607251)				
4. MILogin – Integrated Service Delivery (ISD) Implementation R1.1.1 ISD Portal New Pre-Prod Integration, SOW for \$8,000.00 (part of Medicaid Blanket PO 084N6607251)				

5. MILogin – Integrated Service Delivery (ISD) Implementation R1.1, SOW for \$80,000.00 (part of Medicaid Blanket PO 084N6607251)

6. MILogin – Integrated Service Delivery (ISD) Implementation R2 – New MILogin Instance for Portal, SOW for \$158,000.00 (part of Medicaid Blanket PO 084N6607251)

This Contract amendment will also utilize \$546,000.00 from Medicaid Blanket PO 084N6607251 and the remaining balance is revised to \$2,446,866.67. This Contract amendment will also utilize \$155,000.00 of the Contract's existing funds and the remaining balance is revised to \$28,966,471.00. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



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

Project Title: MILogin – Michigan Treasury Online (MTO) 2017 Year End Release User Stories Requirements	Period of Coverage: 10/15/2017 – 3/15/2018
Requesting Department: Michigan Department of Treasury	Date: 10/11/2017
Treasury Business Relationship Manager: Lucy Pline	Phone: 517-636-5094
Treasury Project Manager: Tonya Kahley	Phone: 517-636-6562

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche LLP (Deloitte & Touche) to implement solution for Treasury to meet their MILogin – Michigan Treasury Online (MTO) 2017 Year End release user stories requirements. As part of this project, the custom solution will be implemented in MILogin – Michigan Treasury Online (MTO) 3rd Party - Development (DEV), Quality Assurance (QA) and Production (PROD) environments.

PROJECT OBJECTIVE:

The goal of this project is to implement custom solutions for MTO's 2017 Year End release requirements in existing 3rd Party environments.

SCOPE OF WORK

The scope consists of:

- Add and update various language changes on MILogin screens that include header & footer links and other welcome page verbiages.
- Implement a solution to display a popup message for 15 minutes of inactivity timeout in Update Profile, Change Password and Update SQA (Security Questions & Answers) pages.
- Implement a custom solution to send out password expiration notifications via email on 1st day of 30 day countdown and again 1 day before the password expires.

TASKS

Specific tasks include, but are not limited to:

- **MILogin DEV Environment**
 - Update all MILogin UI (User Interface) pages to incorporate requested language changes.
 - Modify inactivity timeout period to 15 minutes in WebSEAL instances.
 - Design and Develop UI pages to show an "Inactivity" popup at 10th minute of inactivity.
 - Add custom UI code to invoke a server side action when clicking on "Continue" button from inactivity popup.
 - Implement the custom solution to close the inactivity popup and invalidate logged-in user's session when clicking on "logout" button from inactivity popup.
 - Write a custom code to auto-close the popup and inactivate the session on 15th minute of inactivity.
 - Add the custom code at Update Profile, Change Password and Update SQA pages.

- Configure an LCR (ISIM – Life Cycle Rule) for sending out an email for password expiration due by 30 days.
 - Configure an LCR for sending out an email for password expiration due by 1 day.
 - Schedule the LCRs for checking and sending out an email for password expiration due by 30 days and 1 day.
 - Monitor & maintain the LCRs for sending out an email for password expiration due by 30 days and 1 day.
 - Develop and execute test cases related to Create Profile, Login, Update Security Questions & Answers, Update Profile, Forgot Username, Forgot Password, Password Expiry notification and static message notification on the login page for existing MILogin-MTO's 3rd Party integration.
- **MILogin QA Environment**
 - Migrate implementation changes to QA environment.
 - Configure inactivity timeout period to 15 minutes in WebSEAL instances.
 - Migrate, configure and test LCRs to QA environment.
 - Develop and execute test cases related to Create Profile, Login, Update Security Questions & Answers, Update Profile, Forgot Username, Forgot Password, Password Expiry notification and static message notification on the login page for existing MILogin-MTO's 3rd Party integration.
 - Support User Acceptance Testing (UAT).
- **MILogin PROD Environment**
 - Migrate implementation changes to PROD environment.
 - Configure inactivity timeout period to 15 minutes in WebSEAL instances.
 - Migrate, configure and validate LCRs to QA environment.
 - Conduct smoke testing related to Create Profile, Login, Update Security Questions & Answers, Update Profile, Forgot Username, Forgot Password, Password Expiry notification and static message notification on the login page for existing MILogin-MTO's 3rd Party integration.

DELIVERABLES:

- Implementation of custom solutions for MILogin – Michigan Treasury Online (MTO) 2017 Year End release requirements in MTO-MILogin's 3rd Party - DEV, QA and PROD environments.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until both Treasury and DTMB Project Managers have formally accepted them. Specific acceptance requirements:

- Successful validation and implementation of the 15 minute timeout on the MILogin Create Profile, Login, Update Security Questions & Answers, Update Profile, Forgot Username, Forgot Password, Password Expiry notification and static message notification on the login page for existing MILogin-MTO's 3rd Party integration.
- Successful validation and implementation of the MILogin screens that include header & footer links and other welcome page verbiages.
- Successful validation and implementation of the custom solution to send out password expiration notifications via email on 1st day of 30 day countdown and again 1 day before the password expires.
- Successful validation and implementation of custom solutions for MILogin – Michigan Treasury Online (MTO) 2017 Year End release requirements in MTO-MILogin's 3rd Party - DEV, QA and PROD environments.

OUT OF SCOPE FOR MILogin – MTO 2017 Year End release Requirements:

- The custom solutions for MILogin – Michigan Treasury Online (MTO) 2017 Year End release requirements in MTO-MILogin's Workers - DEV, QA and PROD environments.

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The DTMB Project Manager and the Deloitte & Touche MILogin Project Manager will work on developing a work plan and identifying the required testing and delivery milestones.
- The DTMB Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The SOM is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to apply configurations passed from MILogin to MTO application.
- Delays or unavailability of SOM or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- Treasury Project Managers / Business Team is responsible for notifying end users regarding upcoming enhancements resulting reformed user experience.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to Treasury and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards – none.

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Treasury Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Discount	Total Cost
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E	Highly-Customized Complex Application Integration <ul style="list-style-type: none"> Highly Custom User Interface (UI) <ul style="list-style-type: none"> Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes) <p>*** see below for additional detail</p>	\$ 50,000.00	\$ 13,000.00	\$ 37,000.00
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The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – Michigan Treasury Online (MTO) 2017 Year End release Requirements

Task	Cost Categories / Milestone	Milestone Date	Payment by milestone (after discount)
1.	Development and Implementation of MILogin – MTO custom solutions in DEV environment	X + 4 weeks	\$29,800.00
2.	Migration and Configuration of MILogin – MTO custom solutions in QA environment	X + 6 weeks	\$4,800.00
3.	Migration and Configuration of MILogin – MTO custom solutions in PROD environment	X + 8 weeks	\$2,400.00
Grand Total			\$37,000.00

X: Project purchase order issue date.

*** Additional detail

High Level Task	Detailed Tasks
Highly Custom User Interface (UI) <ul style="list-style-type: none"> Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes) 	Below language changes will be implemented in all applicable MILogin pages: <ol style="list-style-type: none"> Change “Header” Links <ol style="list-style-type: none"> Change existing "HELP CENTER" link to " https://www.michigan.gov/mtobusiness" Change existing "CONTACT US" link to external MTO business website. The business will provide the new link Change Login page's welcome message <ol style="list-style-type: none"> Existing welcome message is - “Welcome to Michigan Treasury Online (MTO) MTO is a convenient, secure way to file, pay, and manage your business tax account online.” New welcome message is – Welcome to Michigan Treasury Online (MTO)! MTO is the Michigan Department of Treasury's web portal to many Business Taxes. Treasury is committed to protecting sensitive taxpayer information while providing accessible and exceptional web services. File, pay and manage your tax accounts online-anytime, anywhere. Flexible. Free. Secure. Change “Create User Profile” to “Create My User Profile” in login page Change “Sign up to file, pay, and manage your business tax account online.” verbiage to “Sign up to file, pay and manage your business tax account online.” by removing the comma “,” after pay. Add “Help Center” context (add: Visit the Help Center for MTO tutorials, FAQs, MTO services, compatibility requirements and more!) in “Create My User Profile” tab. Provide a separate tab from the “Create My User Profile” Change “Footer” links and verbiages <ol style="list-style-type: none"> Add a below session timeout message in the footer – “Warning: Your online session will timeout after 15 minutes of inactivity. Save your progress if you will be away from your computer.”

	b. Change existing "CONTACT US" link to external MTO business website. The business will provide the new link.
	<ul style="list-style-type: none"> • Display a popup message for inactivity timeout in Update Profile, Change Password and Update SQA pages. The new inactivity timeout period will be 15 minutes. • This popup message will be displayed at 10th minute of user's inactivity and allow the end-user to save their work in remaining 5 minutes. • If an end-user does not perform any activity (mouse move and mouse click) during this 15 minutes, he/she will be logged out of the current session and will be redirected to the logged out page. (Define activity – clicking and moving the mouse) • If the user clicks on "CONTINUE" button from the "Session Timeout" popup, the popup will be closed and the current session will be continued for next 15 minutes. • If user clicks on "LOG OUT" button, the user will be logged out of the current session and will be redirected to the logged out page.
	Configure, schedule, monitor and maintain ISIM LCRs for sending out an email for password expiration due by 30 days and 1 day.
	Adding a static message on login page.
	Responsive framework for multiple devices.
	ADA compliant user interface testing and code remediation.
	Secure code testing and code remediation

EXPENSES:

SOM will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the SOM has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

FlaggS@michigan.gov

The designated Treasury Business Relationship Manager is:

Lucy Pline

517-636-5094

plinel@michigan.gov

The designated Treasury Project Manager is:

Tonya Kahley

517-636-6562

Kahleyt@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute the project deliverables. DTMB and Treasury will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED DELOITTE & TOUCHE WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers.



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

Project Title: MILogin – Michigan Public Service Commission (MPSC) E-Dockets Integration	Period of Coverage: 11/06/2017-12/22/2018
Requesting Department: MPSC	Date: 10/1/2017
DTMB MPSC Business Relationship Manager: Stuart Willard	Phone: 517-284-5300
DTMB MPSC Project Manager: Jon Rogozinski	Phone: 517-284-5324

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan ("State") has requested Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin solution with the Michigan Public Service Commission (MPSC) E-Dockets (Salesforce based solution) using federated single sign-on (FSSO) in the corresponding MILogin environments. As part of this project, the MPSC E-Dockets application will be integrated with the MILogin solution to provide secure and enhanced user experience to State worker and 3rd party users of the MPSC E-Dockets application.

PROJECT OBJECTIVE

The specific goal of this project is to provide FSSO to the MPSC E-Dockets application via the MILogin solution.

SCOPE OF WORK

The scope consists of:

- Setup the federation (Identity provider initiated FSSO) between the MILogin solution and the MPSC E-Dockets application.
- Provide SOM worker and 3rd party users with the ability to subscribe to the MPSC E-Dockets application using their MILogin account providing additional profile information as required by application team.
- Provide SOM worker and 3rd party users with the ability to login to the MPSC E-Dockets application via MILogin solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and MPSC E-Dockets application integration design.
- **Development (DEV) environment**
 - Complete MILogin configuration for FSSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).

- Implementation of relevant workflows and approvers for the MPSC E-Dockets application only for SOM worker users.
 - Set up the federation profile of the MPSC E-Dockets application (also known as partner profile).
 - Exchange metadata with the application.
 - Identify and configure the method of passing the Security Assertion Markup Language (SAML) assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Create test cases related to MILogin and MPSC E-Dockets application integration functionality.
 - Execute test cases related to MILogin and MPSC E-Dockets application integration functionality.
- **Quality Assurance (QA) environment**
 - Complete MILogin configuration for FSSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MPSC E-Dockets application only for SOM worker users.
 - Set up the federation profile of the MPSC E-Dockets application (also known as partner profile).
 - Exchange metadata with the application.
 - Identify and configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Execute test cases related to MILogin and MPSC E-Dockets application integration functionality.
 - Conduct user acceptance testing (UAT) related to MILogin and MPSC E-Dockets application integration functionality.
- **Production (PROD) environment**
 - Complete MILogin configuration for FSSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MPSC E-Dockets application only for SOM worker users.
 - Set up the federation profile of the MPSC E-Dockets application (also known as partner profile).
 - Exchange metadata with the application.
 - Identify and configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Conduct smoke testing related to the MILogin and MPSC E-Dockets application integration functionality.

DELIVERABLES

- Weekly status report of activities.

- Integrate MILogin for worker and 3rd party solution with the MPSC E-Dockets application in DEV environment.
- Integrate MILogin for worker and 3rd party solution with the MPSC E-Dockets application in QA environment.
- Integrate MILogin for worker and 3rd party solution with the MPSC E-Dockets application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MPSC E-Dockets Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MPSC E-Dockets Integration

- Identity proofing.
- Citizen users.
- Fine grained authorization.
- User provisioning and de-provisioning to the MPSC E-Dockets application.
- Mobile based integration of MPSC E-Dockets application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in PROD will be used for the planned integrations. The above requirement considers only basic changes for additional attributes. If additional complex UI changes are needed an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MPSC E-Dockets application being configured for FSSO with MILogin for worker and 3rd party solution.
- The MILogin for workers and 3rd party will be integrated with MPSC E-Dockets application in DEV, QA and PROD environments.
- The MILogin and MPSC E-Dockets application will be integrated for FSSO using the SAML 2.0 based federation protocol.
- Any extension or delay in schedule will be addressed through a change request.

- Only SOM AD based workers and 3rd party users are considered in scope of this integration.
- The MPSC E-Dockets application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MPSC E-Dockets and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB MPSC Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Total Cost
F	Identity Federation Integration: Provider		
	Pre-Built Connector: Identity Federation Integration with MPSC E-Dockets	\$25,000.00	\$25,000.00
A	Automation of Shared Secret Validation Integration – UI Customization	\$5,000.00	\$5,000.00
	Total cost		\$ 30,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MPSC E-Dockets

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design document completion. MILogin MPSC E-Dockets DEV integration completion. 	X + 3 weeks	140	\$16,000
2.	<ul style="list-style-type: none"> MILogin – MPSC E-Dockets QA environment integration completion. 	X + 2 weeks	80	8,000
3.	<ul style="list-style-type: none"> MILogin – MPSC E-Dockets PROD environment integration completion. 	X + 2 week	80	6,000
Grand Total			300	\$30,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touch for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MPSC *Business Relationship Manager* is:

Stuart Willard

WillardS@michigan.gov

517-284-5300

The designated DTMB MPSC *Project Manager* is:

Jon Rogozinski

RogozinskiJ@michigan.gov

517-284-5324

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MPSC will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – IBM Security Access Manager (ISAM) Upgrade	Period of Coverage: 10/18/2017 – 7/31/2018
Requesting Department: Department of Technology, Management and Budget (DTMB)	Date: 10/4/2017
DTMB Business Relationship Manager: Scott Flagg	Phone: 517-898-6315
DTMB Project Manager: Amit Aurora	Phone: 517-284-7116

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

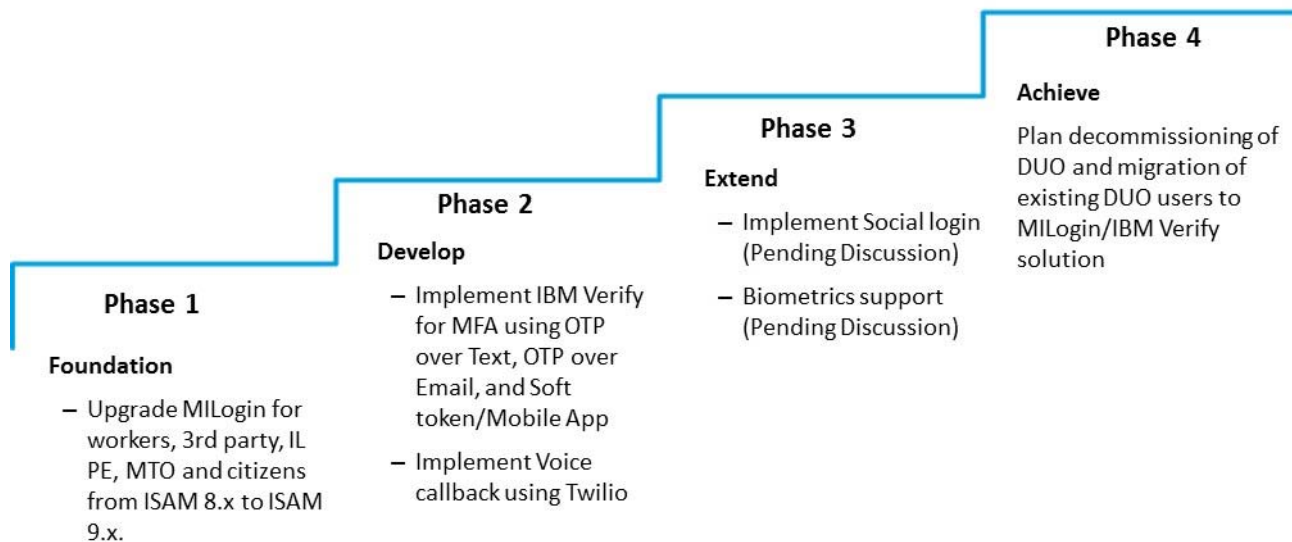
The State has requested Deloitte & Touche LLP (Deloitte & Touche) to upgrade the existing setup of IBM Security Access Manager for Web and Mobile (ISAM) from version 8.x to 9.x across MILogin worker's, 3rd party's, citizen's and Illinois provider enrollment (ILPE) infrastructure in Development (DEV), Quality Assurance (QA), and Production environments as applicable.

PROJECT OBJECTIVE:

This project constitutes phase 1 and phase 2 of a four-phase roadmap, explained later in this document. The key goals of these two phases are to: 1) upgrade IBM's ISAM product from its current version, 8.0.1.5, to the 9.x version 2) explore and leverage out-of-the-box Multi-Factor Authentication (MFA) capabilities of ISAM and 3) Implement voice callback functionality using Twilio a cloud communications platform. The upgrade will likely use ISAM version 9.0.2.1, released in January 2017¹, although the final decision on version will be made at the time of upgrade depending on the most appropriate version available at that time. Therefore, version 9.0.2.1 will be used at the ISAM upgrade version for the remainder of this document.

As part of a recent product release, IBM has added various new capabilities such as Open ID Connect and support for biometric authentication using IBM Verify. The four phased roadmap is depicted below :

¹ A newer version was released in May 2017 but is still in the stabilization period as this SOW is drafted.



SCOPE OF WORK

The scope consists of:

- Upgrade ISAM for Web and Mobile software to version 9.0.2.1 in worker's, 3rd party's, MTO's and citizen's (includes Integrated Service Delivery/ISD) infrastructure in Dev environment.
- Upgrade ISAM for Web and Mobile software to version 9.0.2.1 in worker's, 3rd party's, MTO's, citizen's (includes ISD) and IL PE's infrastructure in QA environment.
- Upgrade ISAM for Web and Mobile software to version 9.0.2.1 in worker's, 3rd party's, MTO's, citizen's (includes ISD) and IL PE's infrastructure in Prod environment.
- Implement "IBM Verify" for MFA using One-Time Password (OTP) over text, OTP over email, and soft token/IBM mobile app in the development environment.
- Implement "Twilio" for MFA using voice call back in development environment.
- Implement "IBM Verify" for MFA using OTP over text, OTP over email, and soft token/IBM mobile app in QA environment.
- Implement "Twilio" for MFA using voice call back in QA environment.
- Implement "IBM Verify" for MFA using OTP over text, OTP over email, and soft token/IBM mobile app in a production environment.
- Implement "Twilio" for MFA using voice call back in production environment.

TASKS:

Specific tasks to Phase 1 include:

- **MILogin development environment**
 - **High-level upgrade steps**
 - Take the appliance and VMWare level backups of the existing setup.
 - Export all existing configurations.
 - Verify the exported configurations for correctness and completeness.
 - Obtain the upgrade package from IBM and upload the package to the appliances.
 - Prepare the existing infrastructure for the upgrade.
 - Perform the upgrade.
 - Validate/restore the configurations after the upgrade
 - Perform smoke testing.

- Conduct system testing, application team testing² and keep the system under observation before migrating to QA.
- **MILogin QA environment**
 - **High-level upgrade steps**
 - Take the appliance and VMWare level³ backups of the existing setup.
 - Export all the existing configurations using automatic and manual steps.
 - Verify the exported configurations for correctness and completeness.
 - Upload the package to the appliances.
 - Prepare the existing infrastructure for the upgrade.
 - Perform the upgrade.
 - Validate/Restore the configurations after the upgrade
 - Perform smoke testing.
 - Conduct detailed system testing, application team testing and keep the system under observations before migrating to Production.
- **MILogin production environment**
 - **High-level upgrade steps**
 - Take the appliance level and VMWare level⁴ backup of the existing setup.
 - Export all the existing configurations using automatic and manual steps.
 - Verify the exported configurations for correctness and completeness.
 - Upload the package to the appliances.
 - Prep the existing infrastructure for the upgrade.
 - Perform the upgrade.
 - Validate/Restore the configurations after the upgrade
 - Perform smoke testing and application team testing.

Specific tasks to Phase 2 include:

- **MILogin development environment**
 - Implement “IBM Verify” for MFA using OTP over text, OTP over email, and soft token/IBM mobile app in the development environment.
 - Implement “Twilio” for MFA using voice call back in development environment.
- **MILogin QA environment**
 - Implement “IBM Verify” for MFA using OTP over text, OTP over email, and soft token/IBM mobile app in QA environment.
 - Implement “Twilio” for MFA using voice call back in QA environment.
- **MILogin production environment**
 - Implement “IBM Verify” for MFA using OTP over text, OTP over email, and soft token/IBM mobile app in a production environment.
 - Implement “Twilio” for MFA using voice call back in production environment.

DELIVERABLES:

Deliverables for this project are:

- Weekly Status Report of Activities.

² Not all applications are integrated with Development environment.

³ VMWare level backup cannot be taken for hardware appliances. Part of citizen’s infrastructure is using hardware appliances.

⁴ VMWare level backup cannot be taken for hardware appliances. Part of citizen’s infrastructure is using hardware appliances.

- Upgraded ISAM setup in development environment.
- Upgraded ISAM setup in QA environment.
- Upgraded ISAM setup in a production environment.
- Voice callback vendor selection and conduct proof-of-concept in one MILogin environment.
- Implement “IBM Verify” and “Twilio” based MFA in the development environment.
- Implement “IBM Verify” and “Twilio” based MFA in the QA environment.
- Implement “IBM Verify” and “Twilio” based MFA in the production environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them.

The specific acceptance criteria for Phase 1 is:

- System is upgraded to ISAM v9.0.2.1

The specific acceptance criteria for Phase 2 is:

- Implemented “IBM Verify” and “Twilio” based MFA.

OUT OF SCOPE for Phase 1 and Phase 2

- Any change to existing MFA mechanism.
- Change to other component of the system such as IBM Security Identity Manager (ISIM) or WebSphere.
- Any new application integration, or change to existing application integration or user interface.
- No additional documentation other than official IBM upgrade guide.
- The phase 3 and 4 of ISAM upgrade.

ASSUMPTIONS:

- The DTMB Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The DTMB Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Although application changes are unexpected, corresponding application teams will be responsible for making the changes, if any, on their respective applications.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- For OTP over Text, the State will provide AT&T GSMS gateway to allow for sending a text to a user's mobile device.
- State will be responsible to establish a contract with Twilio (www.twilio.com) for leveraging OTP over Text and Voice callback functionality.
- For voice callback, the State will establish a software and maintenance contract with a service provider to allow for voice callback implementation.
- The language support for the MFA implementation in the scope of this project is limited to US English.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price – payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Per Unit Cost	Number of Units	One Time Discount	Cost
E	Complex Application Integration (Custom) – Phase 1	\$110,000	2.00	20,000.00	\$200,000.00
E	Complex Application Integration (Custom) – Phase 2	\$110,000	2.00	32,000.00	\$188,000.00
Grand Total				52,000.00	\$388,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

Illustrative ISAM upgrade schedule

Task	Cost Categories / Milestone	Milestone Date (X=date of PO issuance)	Effort Estimate (hrs.)	Cost
1.	Upgrade completed in development	X+20 days	210 hrs.	\$39,000.00
2.	Upgrade completed in QA	X+45 days	380 hrs.	\$70,000.00
3.	Upgrade completed in production	X+85 days	310 hrs.	\$58,000.00
4.	Implement “IBM Verify” and “Twilio” based MFA in development environment	X+55 days	490 hrs.	\$93,000.00
5.	Implement “IBM Verify” and “Twilio” based MFA in QA environment	X+125 days	370 hrs.	\$70,000.00
6.	Implement “IBM Verify” and “Twilio” based MFA in production environment	X+145 days	300 hrs.	\$58,000.00
Grand Total			2060 hrs.	\$388,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Business Relationship Manager is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
FlaggS@michigan.gov
517-898-6315

The designated DTMB Project Manager is:

Amit Aurora
222 N. Washington Sq.
Lansing, MI 48933
auroraa@michigan.gov
517-284-7116

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of the DTMB Project Manager. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation R1.1.1 ISD Portal New Pre-Prod Integration	Period of Coverage: 11/03/2017-11/08/2017
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 11/01/2017
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (the “State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to implement a list of new requirements and enhancements for Michigan Department of Health and Human Services (MDHHS) ISD Portal.

PROJECT OBJECTIVE:

The Integrated Service Delivery (ISD) Portal team has requested an expedited integration of a new portal pre-prod environment with MILogin QA. The objective of this project is to integrate this new portal pre-production environment. In order to expedite the integration of this new environment, MILogin team has a request from ISD leadership to put our existing ongoing development on hold to initiate this new environment integration. Consequently, the milestones of other ISD related tasks will be deferred and the work will resume once this new environment integration is complete.

SCOPE OF WORK:

The scope of this SOW is described below. The following table is taken as-is from the requirements document.

Requirement No.	Screen Location	Description		
ISD_MILogin_R111_1	Configure Federation Single Sign-On (SSO) and Multi-Factor Authentication (MFA) for new portal pre-prod environment	MILogin, ISD portal and MPI environment mapping as below:		
		MILogin Environment	ISD Portal Environment	MPI Environment
		QA	New Pre PROD	Staging

The timelines are subject to timely approval of this SOW by no-later than 11/02/2017.

TASKS:

Specific tasks include:

- **MILogin QA Environment:**

- Complete MILogin configuration for FSSO.
- Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
- Set up the federation profile of the MDHHS ISD portal application (also known as partner profile).
- Exchange metadata with the application.
- Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).
- Define user identity mapping and configure customize identity mapping rules as required.
- Configure Identity Provider initiated federation.
- Create and enforce MFA policy.
- Execute test cases related to MILogin and MDHHS portal application integration functionality.

DELIVERABLES:

- Weekly Status Report of Activities.
- Integration of new portal pre-prod environment with MILogin QA environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.
- MFA for Citizens.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Any change in the current integration pattern.
- Anything not listed in the scope section above.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MDHHS and Portal will be responsible for conducting the UAT and performance testing as applicable. MILogin team will provide support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal is capable of consuming SAML token and Portal will be responsible for account creation and access assignment for users in the ISD Portal.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- Portal will pass an identifier to MILogin to distinguish between Navigators and Citizens for distinguishing various user specific operations.
- Navigators will need to have a unique email address (i.e. the one not already in use).
- For MILogin purposes, Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to MDHHS.
- MFA for community partners will be provided based on the enterprise policies and by leveraging DUO solution.
- The new ISD specific instances, such as WebSEAL, will share the hardware and software resources with existing MILogin WebSEAL instances.
- Portal will pass an identifier to MILogin to identify the language selected by the end user using which MILogin will configure the language support to display translated MILogin-Portal pages.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, Experian for performing ID Proofing or DUO for performing MFA or AT&T for using GSMS service. Such fees will be computed based on the actual usage and will be passed on directly to State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Discount	Cost
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A	Automation of Shared Secret Validation Integration				
	Integrating additional environments (per environment)	\$8,000.00	1		\$8,000.00
Grand Total					\$8,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Integration of new portal pre-prod environment with MILogin QA environment	X + 4 days	40	FY18	\$8,000.00
Grand Total			40		\$8,000.00

X: Project purchase order issue date.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation R1.1	Period of Coverage: 9/25/2017-11/22/2017
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 9/20/2017
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche LLP (“Deloitte & Touche”) to implement a list of new requirements and enhancements for MDHHS’s Integrated Service Delivery (ISD) Portal.

PROJECT OBJECTIVE:

The ISD Portal business owners have identified few requirements and enhancements for MILogin. The objective of this project is to implement those requirements across MILogin Development (Dev), QA and Production (Prod) environments.

SCOPE OF WORK:

The scope of this SOW is described below. The following table is taken as-is from the requirements document.

Requirement No.	Screen Location	Description
ISD_MILogin_R1.1_1*	Basic Information Screen	Formatting of the verification question. The verification question needs to be formatted so that the first letter of the question is always capitalized. Ex. The question "doctoring has how many letters?" should be "Doctoring has how many letters?".
ISD_MILogin_R1.1_2	Contact Information Screen	Error message for invalid email address is not clear. Invalid email address error message should be the standard error message "Please update your information to the appropriate format." Please reference RTC for standard error message formatting.
ISD_MILogin_R1.1_3	Username and Password	When a username error displays, the error must tell the user what is incorrect and not just "follow the guideline". For example, if the username is not the correct length, the error should say "This username must be 6 characters long". Please follow error rules outlined in artifact 8267 in RTC.
ISD_MILogin_R1.1_4*	Identity proofing	ID should be spelt out as Identity.

ISD_MILogin_R1.1_5	Review text of global errors	Please provide the standard error message format. It was not part of the VDs.
ISD_MILogin_R1.1_6	Registration	On the registration page during client registration, user is able to enter current date in the date of birth field and proceed to the next step.
ISD_MILogin_R1.1_7*	User Registration	On the Account registration page for client registration, on mobile phone number field, "Text capable" should be removed (Sprint review-by PO).
ISD_MILogin_R1.1_8	User Registration	Wait message with user registration screens needs to be consistent with the entire application wait messages.
ISD_MILogin_R1.1_9	User Registration	Bridges individual ID currently accepts special characters and letters. It should only accept numbers.
ISD_MILogin_R1.1_10	User Registration	Medicaid ID currently accepts special characters and letters. It should only accept numbers.
ISD_MILogin_R1.1_11	User Registration	Bridges individual ID should prefix 0's if the number entered by end user is less than 10 characters.
ISD_MILogin_R1.1_12	User Registration	Medicaid ID should prefix 0's if the number entered by end user is less than 10 characters.
ISD_MILogin_R1.1_13	User Registration	UI defect: While client user registration: Text not matching with the design screen on the "no match found" page.
ISD_MILogin_R1.1_14*	User Registration	UAT_Need to add a disclaimer on the registration screens that collect address and say that the address will not be sent to a user's caseworker.
ISD_MILogin_R1.1_15*	User Registration Terms and Conditions	The CSS on the terms and conditions page during registration is incorrect. The logo and content are of a different size than other pages. Include the standard footer on this page as well. (Sprint review).
ISD_MILogin_R1.1_16	ID Proofing Screen	Reword "Faster Application" on the first ID proofing screen during registration that highlights the benefits of ID proofing. (Sprint review).
ISD_MILogin_R1.1_17	User Registration	On the first page of User Account Registration, "drivers license" should read "driver's license".
ISD_MILogin_R1.1_18	ID Proofing	Help desk number is not see on the Proofing initial screen.
ISD_MILogin_R1.1_19	User Registration and Login	On the user registration pages while tabbing 'MI Bridges Logo' 'Home', 'Help' links are not very visible.
ISD_MILogin_R1.1_20	ID Proofing	Fields within confirm your identity screen not indicated as mandatory.
ISD_MILogin_R1.1_21	MFA	MFA screen doesn't work if the user enters the 'enter key' after typing in the MFA code (takes the user back to the previous page instead of submitting the code).
ISD_MILogin_R1.1_22	Login	When logging into a suggested username during registration, log in does not work if the user types in an incorrect password once (all attempts after that, even with the correct password doesn't work).
ISD_MILogin_R1.1_23	Address Validation	Client and CP Organization Registration invalid Address Verification message for the first time and second time is not as per the design(VD) .(see the attachment for more info).

*- Due to high priority and urgency from Business, these enhancements were completed and deployed as part of Release 1. They are listed as part of this SOW for scope documentation, billing and reporting purposes.

This SOW is aligned with ISD Release 1.1 dates with go-live date of 10/20/2017. However, the timelines for this SOW are subject to timely approval of this SOW by no-later than 9/29/2017. The final visual designs (VDs) must be completed no later than 9/16/2017 to achieve the current 10/20/2017 implementation date.

TASKS:

Specific tasks include:

- **MILogin Development Environment:**
 - **Custom User Interface**
 - Develop/update the custom UI screens to incorporate the changes listed in the above table.
- **MILogin QA Environment:**
 - **Custom User Interface**
 - Develop/update the custom UI screens to incorporate the changes listed in the above table.
 - Support user acceptance testing (UAT).
- **MILogin Production Environment:**
 - **Custom User Interface**
 - Develop/update the custom UI screens to incorporate the changes listed in the above table.
 - Conduct smoke testing related to MILogin functionality in Production environment.

DELIVERABLES:

- Weekly Status Report of Activities.
- Implementation of user interface changes as listed in the above table in MILogin Development environment.
- Implementation of user interface changes as listed in the above table in MILogin QA environment.
- Implementation of user interface changes as listed in the above table in MILogin Production environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.
- MFA for Citizens.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Application role assignment, modification, and revocation.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Arabic or Spanish language support.
- Migration of existing MiBridges users.
- Any change in the current integration pattern.
- Anything not listed in the scope section above.

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MDHHS and ISD Portal team will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal is capable of consuming Security Assertion Markup Language (SAML) token and Portal will be responsible for account creation and access assignment for users in the ISD Portal.
- Portal will enforce fine-grained authorization to manage user's access based on roles/privileges.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- Portal will pass an identifier to MILogin to distinguish between Navigators and Citizens for distinguishing various user specific operations.
- Navigators will need to have a unique email address (i.e. the one not already in use).
- For MILogin purposes, Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to MDHHS.
- MFA for community partners will be provided based on the enterprise policies and by leveraging DUO solution.
- The new ISD specific instances, such as WebSEAL, will share the hardware resources with existing MILogin WebSEAL instances.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, Experian for performing ID Proofing or DUO for performing MFA or AT&T for using Global System for Mobile Communications Service (GSMS). Such fees will be computed based on the actual usage and will be passed on directly to State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Cost
E	Highly-Customized Complex Application Integration			
	Highly Custom User Interface (UI)			
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00	1	\$50,000.00
	ADA compliant user interface	\$30,000.00	1	\$30,000.00
Grand Total				\$80,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Complete user interface changes in MILogin Development environment	X + 10 days	185	FY18	\$36,450.00
2.	Complete user interface changes in MILogin QA environment	X + 19 days	158	FY18	\$29,050.00
3.	Complete user interface changes in MILogin Production environment	X + 23 days	76	FY18	\$14,500.00
Grand Total			419		\$80,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett

235 S Grand Ave, Lansing, MI 48933

OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell

Agency Services supporting MDHHS

Department of Technology, Management & Budget

300 E. Michigan, Lansing, MI 48933

517-241-1114

CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation R2 – New MILogin Instance for Portal	Period of Coverage: 10/15/2017-1/20/2018
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 10/11/2017
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche LLP (“Deloitte & Touche”) to setup a new MILogin environment for MDHHS’s ISD Portal.

PROJECT OBJECTIVE:

The Integrated Service Delivery (ISD) Portal business owners have expressed a requirement for MILogin to add a separate User Acceptance Testing (UAT) environment, in addition to the one QA environment currently supported for MILogin. This change will allow concurrent QA and UA testing to occur, without introducing testing delay required to switch back and forth between QA and UA portal and MPI environments.

SCOPE OF WORK:

The scope of this SOW is described below:

- A new ISD login URL will be created, <https://newmibridgesloginuat.michigan.gov>.
- A separate instance of existing ISD user interface instance will be deployed.
- A logically separate instance of Web layer will be created on the existing shared MILogin QA hardware.
- A new instance of WebSEAL for UAT ISD and a new instance of WebSphere for ISD user interface would be created. REST Web services, identity management stack and data layer will be shared with the other MILogin QA instances.

DELIVERABLES:

- Weekly Status Report of Activities.
- Configuration of a new ISD specific MILogin environment on the existing shared QA infrastructure.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.

- MFA for Citizens.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Application role assignment, modification, and revocation.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Arabic or Spanish language support.
- Migration of existing MiBridges users.
- Any change or new custom user interface.
- Anything not listed in the scope section above.

ASSUMPTIONS:

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Manager will help Deloitte to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MDHHS and Portal will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal is capable of consuming SAML token and Portal will be responsible for account creation and access assignment for users in the ISD Portal.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- Portal is responsible for any customizations or configurations required on Portal to facilitate the integration.
- Portal will pass an identifier to MILogin to distinguish between Navigators and Citizens for distinguishing various user specific operations.
- Navigators will need to have a unique email address (i.e. the one not already in use).
- For MILogin purposes, Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to MDHHS.
- MFA for community partners will be provided based on the enterprise policies and by leveraging DUO solution.
- The new ISD specific instances, such as WebSEAL, will share the hardware resources with existing MILogin WebSEAL instances.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the MDHHS Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, Experian for performing ID Proofing or DUO for performing MFA or AT&T for using GSMS service. Such fees will be computed based on the actual usage and will be passed on directly to State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Cost
D	Complex Application Integration			
	(Effort and cost equivalent to) Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	\$79,000.00	2	\$158,000.00
Grand Total				\$158,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Complete configuration of a new ISD specific MILogin environment on the existing shared QA infrastructure.	X + 38 days	885	FY18	\$158,000.00
Grand Total			855		\$158,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:
Scott Flagg

222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:
Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:
Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **21**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		
DESCRIPTION				
Effective September 26, 2017, the following Statement of Work (SOW) documents are incorporated into this Contract.				
1. DTMB - MILogin – MICAM Project Phase 2 FY18 Maintenance and Operations (M&O) Services, SOW for \$3,368,104.12.				
2. Treasury - MILogin – MICAM MTO Optimization Project Maintenance & Operations, SOW for \$300,000.00.				
3. MGCB - MILogin – Michigan Gaming and Control Board (MGCB) Case Handling and Information Processing (CHIPS) Integration, SOW for \$55,000.00.				
This Contract amendment will utilize \$3,723,104.12 of existing funds. The remaining balance on the Contract is revised to \$29,121,471.42. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.				



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

Project Title: MILogin – Michigan Gaming and Control Board (MGCB) Case Handling and Information Processing (CHIPS) Integration	Period of Coverage: 09/01/2017-05/01/2018
Requesting Department: Michigan Gaming and Control Board	Date: 08/10/2017
DTMB MGCB Business Relationship Manager: Jim LeBlanc	Phone: 517-335-3632
DTMB MGCB Project Manager: Denise Wils	Phone: 517-335-6321

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State of Michigan ("State") has requested Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for worker and 3rd party solution with the MGCB CHIPS application using federated single sign-on (FSSO) in the corresponding MILogin environments. As part of this project, the CHIPS application will be integrated with the MILogin for worker and 3rd party solution to provide secure and enhanced user experience to State worker and 3rd party users of the CHIPS application.

PROJECT OBJECTIVE

The specific goal of this project is to provide FSSO to the CHIPS application which is hosted on Microsoft Azure via the MILogin worker and 3rd party solution.

SCOPE OF WORK

The scope consists of:

- Setup the federation (Identity provider initiated FSSO) between the MILogin for worker and 3rd party solution and the CHIPS application hosted on Microsoft Azure.
- Provide SOM worker and 3rd party users with the ability to subscribe to the CHIPS application using their MILogin account.
- Provide SOM worker and 3rd party users with the ability to login to the CHIPS application via MILogin for worker (internal and external) and 3rd party solution.
- Provide SOM worker users with multi factor authentication (MFA) functionality, when the CHIPS application is accessed over the internet.
- Provide SOM workers and 3rd party users with the ability to provide additional data while subscribing to CHIPS application which will require schema changes in the core MILogin solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and CHIPS application integration design.
- **Development (DEV) environment**
 - If applicable, confirm firewall rules for the MILogin – CHIPS application integration in the DEV environment.

- Complete MILogin configuration for FSSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the CHIPS application only for SOM worker users.
 - Set up the federation profile of the CHIPS application (also known as partner profile).
 - Exchange metadata with the application.
 - Identify and configure the method of passing the Security Assertion Markup Language (SAML) assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Configure MFA for the worker users when the CHIPS application is accessed over internet.
 - Customize the UI and LDAP schema to provide additional data while subscribing to CHIPS application
 - Create test cases related to MILogin and CHIPS application integration functionality.
 - Execute test cases related to MILogin and CHIPS application integration functionality.
- **Quality Assurance (QA) environment**
 - If applicable, confirm firewall rules for the MILogin – CHIPS application integration in the QA environment.
 - Complete MILogin configuration for FSSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the CHIPS application only for SOM worker users.
 - Set up the federation profile of the CHIPS application (also known as partner profile).
 - Exchange metadata with the application.
 - Identify and configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Configure MFA for the worker users when the CHIPS application is accessed over internet.
 - Customize the UI and LDAP schema to provide additional data while subscribing to CHIPS application
 - Execute test cases related to MILogin and CHIPS application integration functionality.
 - Conduct user acceptance testing (UAT) related to MILogin and CHIPS application integration functionality.
- **Production (PROD) environment**
 - If applicable, confirm firewall rules for MILogin – CHIPS in the PROD environment.
 - Complete MILogin configuration for FSSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the CHIPS application only for SOM worker users.
 - Set up the federation profile of the CHIPS application (also known as partner profile).
 - Exchange metadata with the application.
 - Identify and configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.

- Configure Identity Provider initiated federation.
- Configure MFA for the worker users when the CHIPS application is accessed over internet.
- Customize the UI and LDAP schema to provide additional data while subscribing to CHIPS application
- Conduct smoke testing related to the MILogin and CHIPS application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for worker and 3rd party solution with the CHIPS application in DEV environment.
- Integrate MILogin for worker and 3rd party solution with the CHIPS application in QA environment.
- Integrate MILogin for worker and 3rd party solution with the CHIPS application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB MGCB Project Manager has formally accepted them.

OUT OF SCOPE FOR MILogin – Michigan Gaming and Control Board Integration

- Identity proofing.
- Citizen users.
- User migration.
- Fine grained authorization.
- User provisioning and de-provisioning to the CHIPS application.
- Mobile based integration of CHIPS application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in PROD will be used for the planned integrations. The above requirement considers only basic changes for additional attributes. If additional complex UI changes are needed an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- CHIPS application being configured for FSSO with MILogin for worker and 3rd party solution.

- The MILogin for workers and 3rd party will be integrated with CHIPS application in DEV, QA and PROD environments.
- The MILogin and CHIPS application will be integrated for FSSO using the SAML 2.0 based federation protocol.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers and 3rd party users are considered in scope of this integration.
- The CHIPS application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB MGCB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Total Cost
F	Identity Federation Integration: Provider		
	Pre-Built Connector: Identity Federation Integration with Michigan Gaming and Control Board	\$45,000.00	\$ 45,000.00
	Multi Factor Authentication	\$5,000	\$ 5,000.00
	UI Customizations	\$5,000	\$ 5,000.00
	Total cost		\$ 55,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – Michigan Gaming and Control Board

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design document completion. MILogin CHIPS DEV integration completion. 	X + 4 weeks	160	\$22,000
2.	<ul style="list-style-type: none"> MILogin – CHIPS QA environment integration completion. 	X + 6 weeks	80	\$16,500
3.	<ul style="list-style-type: none"> MILogin – CHIPS PROD environment integration completion. 	X + 8 weeks	80	\$16,500
Grand Total			320	\$55,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touch for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The MGCB Business Sponsor Deputy director is:

Bob Simon

SimonR@michigan.gov

517-241-0451

Signed: Robert G. Simon Date: 9/18/2017

The designated DTMB Michigan Gaming and Control Board *Business Relationship Manager* is:

Jim LeBlanc

LeBLANCJ4@michigan.gov

517-335-3632

Signed: [Signature] Date: 9-18-17

The designated DTMB Michigan Gaming and Control Board *Project Manager* is:

Clark Toohy

toohyc@michigan.gov

517-335-6321

Signed: [Signature] Date: 9-18-17

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MGCB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of the appropriate DTBM Project Manager. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MICAM Project Phase 2 FY18 Maintenance and Operations (M&O) Services	Period of Coverage: 10/01/2017 – 9/30/2018
Requesting Department: Michigan Department of Technology, Management and Budget (DTMB)	Date: 9/19/2017
DTMB Project Manager: Scott Flagg	Phone: (517) 898-6315
DTMB Business Relationship Manager: Andrey Verevko	Phone: (517) 284-7157

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

The State of Michigan (SOM, State) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) services for the MILogin solution. This Purchase Order (PO) request is to perform the M&O services for FY18, including Maintenance and Support (M&S), also called Level 2-3 support and Citizen Helpdesk services as defined in the TASKS section of the Michigan, Identity, Credential, and Access Management (MICAM) project. PO time frame: 10/01/2017 – 09/30/2018.

BACKGROUND:

The State of Michigan (SOM, State), through the Department of Technology, Management & Budget (DTMB) has issued this Contract to provide Michigan with an enterprise solution called MICAM, branded as MILogin.

The MILogin solution provides user account management, authentication, Single Sign-On (SSO), federation, Identity Proofing, Multi-Factor Authentication (MFA) services to workers, 3rd party and citizen users. The MILogin solution provides these services to protect the State of Michigan systems and enables centralized administration and synchronization of user identities to the State's systems.

PROJECT OBJECTIVE:

Provide MILogin M&O services for FY18, including Maintenance and Support (M&S) and Citizen Helpdesk services as defined in the TASKS section

SCOPE OF WORK:

The project objective is to provide the following M&O services:

1. Provide M&S services for the MILogin solution for workers, 3rd party and citizen users
2. Provide Helpdesk services for MILogin for citizen users

TASKS:

MILogin M&O services scope of work and tasks are categorized as follows:

1. MILogin solution M&S, also called Level 2-3 support, tasks include:
 - Incident management for the MILogin Production solution

- Operational maintenance, patching and administration of MILogin software including IBM Security Identity Manager (ISIM), IBM Security Access Manager (ISAM), WebSphere Application Servers, IBM Directory Server and DB2
 - Administration and operational maintenance of the following MILogin sites:
 - MILogin worker Internal
 - MILogin worker External
 - MILogin 3rd Party
 - MILogin citizen
 - Illinois Provider Enrollment (IL PE)
 - Administration and issue resolution of MILogin's AT&T (for password resets), DUO (for MFA) and Experian (for Identity Proofing) interfaces
 - Work with the infrastructure team (e.g., Load Balancer and Firewall team) and provide MILogin related support on the infrastructure changes and outages.
 - Monitor MILogin solution components and services.
 - Provide monthly citizen and billing reports.
 - MILogin Operating System (OS) patching support to the infrastructure team.
 - MILogin solution related vulnerability analysis, remediation and quarterly report
 - Availability and support of MILogin Development (DEV) and Quality Assurance (QA) environments.
2. Helpdesk service for citizens users include:
- Request based password resets, account unlock and change password related functionality
 - Incident routing, forwarding and escalation to the MILogin and application support teams

DELIVERABLES:

Deliverables for this project include:

- Monthly report of activities for MILogin Citizen site
- Monthly MILogin billing report

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB Project Manager has provided approval via email for the listed milestones in this SOW.

OUT OF SCOPE

- Helpdesk services for State of Michigan workers, 3rd party users (including Michigan Treasury Online), and other States, Counties, and Local units of government.
- M&O services for additional infrastructure for Michigan Treasury Online (MTO) and LDAP as a service.
- M&O for other Counties and States proposed to be supported by MILogin
- New integration
- Application specific issue resolution and support for the MILogin integrated applications

ASSUMPTIONS

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The proposed citizens Helpdesk cost is for up to 5000 helpdesk tickets per month.
- The State's Client Service Center (CSC) will be responsible for providing help desk services to workers and 3rd party users for any user account related operations for MILogin.
- Any new development or integration for the current or subsequent MILogin releases requiring modifications to the MILogin functionality will be reviewed, and pursued separately through a separate (or addendum) SOW.
- Deloitte & Touche team will work at 222 N Washington Square in Lansing, Michigan. Some resources may work from US based delivery centers in Mechanicsburg, PA and Orlando FL.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- Any extension or delay in schedule will be addressed through a change request.

PROJECT CONTROL AND REPORTS:

A weekly project progress report will be submitted to DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report will contain the following:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards.

None

PAYMENT SCHEDULE:

Payment will be made fixed fee basis per deliverable. DTMB will pay Deloitte & Touche upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining DTMB Project Manager approval. All invoices should reflect actual work completed by payment date, and must be approved by the DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

The total fees associated with the SOW are **\$3,368,104.12**

Maintenance & Support for MILogin solution

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost
1.	M&S Technical support for Month 1	10/31/2017	FY18	\$234,303.96
2.	M&S Technical support for Month 2	11/30/2017	FY18	\$234,303.96
3.	M&S Technical support for Month 3	12/31/2018	FY18	\$234,303.96
4.	M&S Technical support for Month 4	1/31/2018	FY18	\$234,303.96
5.	M&S Technical support for Month 5	2/28/2018	FY18	\$234,303.96
6.	M&S Technical support for Month 6	3/31/2018	FY18	\$234,303.96
7.	M&S Technical support for Month 7	4/30/2018	FY18	\$234,303.96
8.	M&S Technical support for Month 8	5/31/2018	FY18	\$234,303.96
9.	M&S Technical support for Month 9	6/30/2018	FY18	\$234,303.96
10.	M&S Technical support for Month 10	7/31/2018	FY18	\$234,303.96
11.	M&S Technical support for Month 11	8/31/2018	FY18	\$234,303.96
12.	M&S Technical support for Month 12	9/30/2018	FY18	\$234,301.01
Grand Total				\$2,811,644.53

Helpdesk Services for the Citizens (Note: The SOM reserves the right to assume Citizen Helpdesk support at a yet to be determined date in the future. The SOM will give Deloitte & Touche sixty days notice prior to ending this Citizen helpdesk support. Should this impact the FY18 milestones, the associated SOM Purchase Order will be adjusted to remove corresponding month milestones.)

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost
1.	Helpdesk for Month 1	10/31/2017	FY18	\$46,371.63
2.	Helpdesk for Month 2	11/30/2017	FY18	\$46,371.63
3.	Helpdesk for Month 3	12/31/2018	FY18	\$46,371.63
4.	Helpdesk for Month 4	1/31/2018	FY18	\$46,371.63
5.	Helpdesk for Month 5	2/28/2018	FY18	\$46,371.63
6.	Helpdesk for Month 6	3/31/2018	FY18	\$46,371.63
7.	Helpdesk for Month 7	4/30/2018	FY18	\$46,371.63
8.	Helpdesk for Month 8	5/31/2018	FY18	\$46,371.63
9.	Helpdesk for Month 9	6/30/2018	FY18	\$46,371.63
10.	Helpdesk for Month 10	7/31/2018	FY18	\$46,371.63
11.	Helpdesk for Month 11	8/31/2018	FY18	\$46,371.63
12.	Helpdesk for Month 12	9/30/2018	FY18	\$46,371.62
Grand Total				\$556,459.59

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Manager is:

Scott Flagg,

State Administrative Manager

Section Manager for Michigan Identity, Credential, Access Management (MICAM/MILogin)

DTMB Center for Shared Solutions

Cell: (517) 898-6315

E-mail address: flaggs@michigan.gov

The designated DTMB Business Relationship Manager is:

Andrey Verevko,

Business Relationship Manager

DTMB Center for Shared Solutions

Office: (517) 284-7157

Email Address: verevkoa@michigan.gov

STATE RESPONSIBILITIES:

The Deloitte & Touche project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB will be reviewing and approving the Deloitte & Touche project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Contractor will work at 222 N Washington Square in Lansing, Michigan. Some resources may work from US based delivery centers in Mechanicsburg, PA and Orlando FL.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs./week will be permitted without prior written approval of the DTMB Project Manager. Any hours over 40 hrs./week are paid at straight time, no premium pay will be authorized.



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

Project Title: MICAM MTO Optimization Project Maintenance & Operations	Period of Coverage: 10/01/2017 – 09/30/2018
Requesting Department: Michigan Department of Treasury	Date: 09/22/2017
DTMB Project Manager: Scott Flagg	Phone: 517-898-6315
Treasury Project Manager: Lucy Pline	Phone: 517 636-5052

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (SOM, State) has requested Deloitte & Touche LLP (Deloitte & Touche) to extend the Maintenance & Operations (M&O) Technical support as defined in the TASKS section for MILogin for Workers / 3rd party solution for the Michigan Treasury Online (MTO) application.

PROJECT OBJECTIVE:

The release 1 of MTO Optimization project was rolled out in January 2016, providing a consistent, mobile friendly, Americans with Disabilities Act (ADA) compliant, and an easy to navigate user interface for MTO. This solution leverages a dedicated hardware for MILogin to meet Treasury's performance and availability requirements and to provide a user interface that addresses Treasury's requirements for user experience and look & feel.

This project will allow Deloitte & Touche to continue providing the required M&O technical support to MILogin MTO application integration.

SCOPE OF WORK:

Provide MILogin M&O technical support as defined in the TASKS section for the MILogin MTO integration. The ongoing support is estimated to begin on October 01, 2017 and will go through the end of fiscal year, i.e., September 30, 2018.

TASKS:

M&O technical support for MILogin MTO application integration includes:

- Coordinate with Treasury call center and assist with troubleshooting and resolving MILogin integration specific technical issues.
- Health check of the MILogin MTO application integration.
- Facilitate MTO application testing by creating/updating User accounts
- Installation of MTO application WebSEAL service packs and updates
- Provide downtime support for the MTO application

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and Treasury Project Manager have provided approval via email for the listed milestones in this SOW.

OUT OF SCOPE

- **MILogin Helpdesk/Level 1 services.** The level 1 services will be handled by Treasury call center. The following list of features and associated issues will be covered by level 1:
 - Password reset
 - Account activation / deactivation
 - Profile update
 - Questions and clarifications from end users
- New integration and enhancements
- MTO application specific issues and support

ASSUMPTIONS

- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The Treasury Contact Center will be responsible for providing help desk services for any user account related operations with respect to MILogin.
- The M&O cost for future M&O work will be charged on an annual basis.
- MILogin has no new development and enhancement planned for MTO for subsequent MTO releases. Any new development and enhancement requirements for the current or subsequent MTO releases requiring modifications to the MILogin functionality will be reviewed, and pursued separately through a separate (or addendum) SOW.
- Deloitte and Touche team will work at 222 N Washington Square in Lansing, Michigan. Some resources may work from US based delivery centers in Mechanicsburg, PA and Orlando FL.
- MILogin level 2/3 support will be available between 8:00 am– 5:00 pm ET (excluding weekends and holidays).
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- Any extension or delay in schedule will be addressed through a change request.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to Treasury and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards.
None

PAYMENT SCHEDULE:

Payment will be made on a fixed fee basis per deliverable for a total of \$300,000.00 per the below table in the Cost Breakdown Structure section – Tables 1. DTMB will pay CONTRACTOR (Deloitte & Touche LLP) upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining Treasury Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Treasury Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure**Table 1:**

Maintenance & Operations (Ongoing cost)

The maintenance & operations (M&O) cost will be charged on an annual basis and paid on a monthly basis. Specified below is the cost for M&O services for the second year.

Task	Cost Categories / Milestone	Duration	Fiscal Year	Cost
1.	Ongoing Maintenance & Operations	12 months	FY18	\$300,000 (To be billed on a monthly basis at \$25,000 starting October 2017 through September 2018 after final approval)
Grand Total				\$300,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg,
State Administrative Manager
Section Manager for Michigan Identity, Credential, Access Management (MICAM/MILogin)
DTMB Center for Shared Solutions
Phone: (517) 898-6315
E-mail: flaggs@michigan.gov

The designated DTMB Business Relationship Manager is:

Andrey Verevko
517-284-7157
averevko@michigan.gov

The designated Treasury Project Manager is:

Lucy Pline
Business Relations Manager
Michigan Department of Technology Management and Budget (DTMB)
Agency Services – Department of Treasury (Treasury)
Phone: 517 636-5052

E-mail plinel@michigan.gov

STATE RESPONSIBILITIES:

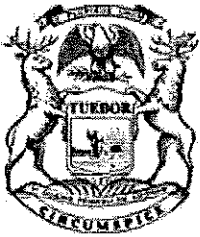
The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and Treasury will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan and the Treasury Operations Center as needed.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs./week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs./week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 20

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE Program Manager Contract Administrator	Scott Flagg	DTMB-IT
	517-284-7117	
	flaggs@michigan.gov	
	Malu Natarajan	DTMB
	(517) 284-7030	
	natarajanm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

N/A

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$69,266,173.49	\$0.00	\$69,266,173.49		

DESCRIPTION

Effective September 12, 2017, the following Statement of Work (SOW) documents are incorporated into this Contract.

1. DNR - MILogin – Department of Natural Resources (DNR) E-License Integration Proof of Concept, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
2. DNR - MILogin – Vegetative Management System (VMS) Integration, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
3. DHHS - MILogin – Adult Services Authorized Payments (ASAP) NGDI Migration, SOW for \$30,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
4. DHHS - MILogin – Integrated Service Delivery (ISD) Implementation R1 User Interface (UI) Enhancements, SOW for \$39,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

This Contract amendment will move \$200,000.00 from Table 10 to Table 7 and utilize \$119,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the

same per Contractor and Agency agreement, and DTMB approval.

Cost Table – Remaining Balance after Change Notice # 20

Table 1: deducting \$119,000.00 from Table 7 and moving \$200,000.00 from Table 10 to Table 7, Type E.

Description	Balance after CN # 20
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$2,322,791.87
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$693,772.41
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$3,552,394.18
Reserved Hours Bucket Table 10	\$275,617.08
7/18/2017 Ad Board approval	\$26,000,000.00
Total	\$32,844,575.54

Table 7: Operational Services Costs for New Integrations:

Type	Description	Integration Options		Total Cost limit	Balance after CN #19
A	Automation of Shared Secret Validation Integration	Pre-built connectors Unit Cost	Custom Unit Cost		
				\$1,750,000.00	\$282,646.20
(i)	Integrating additional environments (per environment.)	\$8,000.00	\$15,000.00		
(ii)	Multi Factor Authentication	\$5,000.00	\$10,000.00		
(iii)	Multi Factor Authentication additional environments (per environment)	\$2,000.00	\$3,500.00		
(iv)	UI Customization	\$5,000.00	\$10,000.00		
(v)	Junctions (per junction)	\$5,000.00	\$5,000.00		
B	COTS Application Integration	N/A	N/A	\$0.00	
C	Standard Application Integration			\$2,057,022.39	\$889,503.95
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$25,000.00	Not Applicable (N/A)		
D	Complex Application Integration			\$4,927,731.09	\$1,663,913.23
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	N/A	\$79,000.00		

E	Highly-Customized Complex Application Integration			\$2,350,000.00	\$176,988.92
(i)	User Provisioning to one end point for 3 environments including Prod.	\$60,000.00	\$110,000.00		
(ii)	Integrating additional environments – User provisioning (per environment)	\$20,000.00	\$35,000.00		
(iii)	Highly Custom User Interface (UI) - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Foreign language support outside of English (per language)		\$40,000.00		
	Application/Agency branding (look and feel, images, font, graphics etc.)		\$100,000.00		
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)		\$50,000.00		
	ADA compliant user interface		\$30,000.00		
	Custom password recovery options (other than standard security questions and answers)		\$30,000.00		
(iv)	User migration - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Custom feed development for migrating users attributes from application repository to MILogin (per user type)		\$40,000.00		
	Custom solution for migrating user's current password (per user type)		\$40,000.00		
	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms (per user type)		\$30,000.00		
	Customization of LDAP schema, and MILogin configurations to incorporate application specific attributes		\$20,000.00		
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc		\$20,000.00		
	User load in the MILogin system (based on user count)		\$100,000.00 (user count ~ 1 million)		
F & G	Identity Federations			\$1,439,500.00	\$539,341.88
F	Identity Federation Integration: Provider	\$45,000.00	\$91,500.00		
G	Identity Federation Integration: Consumer	\$45,000.00	\$91,500.00		
(i)	Integrating additional environments – Identity Federation (per environment)	\$15,000.00	\$30,000.00		
				\$12,524,253.48	\$3,552,394.18

Cost Table – Remaining Balance after Change Notice # 20

Table 1: deducting \$119,000.00 from Table 7 and moving \$200,000.00 from Table 10 to Table 7, Type E.

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7/18/2017 Ad Board approval	\$26,000,000.00
Total	\$32,844,575.54

Table 7: Operational Services Costs for New Integrations:

Type	Description	Integration Options		Total Cost limit	Balance after CN #19
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(i)	Integrating additional environments (per environment.)	\$8,000.00	\$15,000.00		
(ii)	Multi Factor Authentication	\$5,000.00	\$10,000.00		
(iii)	Multi Factor Authentication additional environments (per environment)	\$2,000.00	\$3,500.00		
(iv)	UI Customization	\$5,000.00	\$10,000.00		
(v)	Junctions (per junction)	\$5,000.00	\$5,000.00		
B	COTS Application Integration	N/A	N/A	\$0.00	
C	Standard Application Integration			\$2,057,022.39	\$889,503.95
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$25,000.00	Not Applicable (N/A)		
D	Complex Application Integration			\$4,927,731.09	\$1,663,913.23
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	Application/Agency branding (look and feel, images, font, graphics etc.)		\$100,000.00		
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	ADA compliant user interface		\$30,000.00		
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	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms (per user type)		\$30,000.00		
	Customization of LDAP schema, and MILogin configurations to incorporate application specific attributes		\$20,000.00		
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc		\$20,000.00		
	User load in the MILogin system (based on user count)		\$100,000.00 (user count ~ 1 million)		
F & G	Identity Federations			\$1,439,500.00	\$539,341.88
F	Identity Federation Integration: Provider	\$45,000.00	\$91,500.00		
G	Identity Federation Integration: Consumer	\$45,000.00	\$91,500.00		
(i)	Integrating additional environments – Identity Federation (per environment)	\$15,000.00	\$30,000.00		
				\$12,524,253.48	\$3,552,394.18



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

Project Title: MILogin – Department of Natural Resources (DNR) E-License Integration Proof of Concept	Period of Coverage: 9/1/2017- 12/31/2017
Requesting Department: DNR	Date: 9/1/2017
DTMB DNR Business Relationship Manager: Manny Rosales	Phone: 517-241-4642
DTMB DNR Project Manager: Carl Prestel	Phone: 517-335-0582

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested Deloitte & Touch LLP (Deloitte & Touche) implement a proof of concept (POC) to integrate the MILogin for citizen solution with the Michigan DNR E-License application in the MILogin Development (“DEV”) environment. As part of this project, the DNR E-License application will be integrated with MILogin for citizen solution to provide a secure and enhanced user experience to the State Of Michigan (SOM) citizen users of the DNR E-License application over intranet.

PROJECT OBJECTIVE

The key goal of this POC project is to provide single sign-on (SSO) to the DNR E-License application via the MILogin for citizen DEV environment solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM citizen users with the ability to subscribe to the DNR E-License application using their MILogin account over the SOM network.
- Provide SOM citizen users with the ability to login to the DNR E-License application via MILogin for citizen solution over the SOM network.
- Update MILogin User Interface (UI) to include additional DNR E-License specific attributes during application subscription.
- Update MILogin UI to make web service calls to DNR E-License to help map the MILogin user ID to a record in DNR E-License.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for citizen and DNR E-License application integration design.
- **Development environment (DEV)**
 - Verify firewall rules for the MILogin – DNR E-License application integration in the DEV environment if applicable.
 - Complete MILogin configuration for SSO using the OAuth 2.0 framework.

- Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
- Implementation of relevant workflows for the DNR E-License application.
- Update the MILogin UI to incorporate below additional fields:
 - Date of Birth
 - Address
 - ID Type
 - ID Number
- Update the MILogin UI to make a call to the web service provided by DNR E-License to map the MILogin user ID with a record present in DNR E-License application.
- Create test cases related to the MILogin and DNR E-License application integration functionality.
- Facilitate test case execution related to the MILogin and DNR E-License application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- SEM Express document for MILogin – DNR E-License integration.
- Integrate MILogin for citizen solution with the DNR E-License application in the DEV environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the DTMB DNR Project Manager has formally accepted them.

OUT OF SCOPE FOR MILogin – DNR E-License Integration

- Identity proofing.
- Multi-factor authentication.
- SOM Worker users.
- 3rd party users.
- User migration.
- User provisioning and de-provisioning to the DNR E-License application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Manager will help Deloitte to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.

- The DNR E-License team will be responsible to provide the web service needed to map the MILogin user ID to a record present in DNR E-License application.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin and DNR E-License application will be integrated for SSO using the OAuth 2.0 Federation based integration.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM citizen users are considered in scope of this integration.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to the State Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards – None.

PAYMENT SCHEDULE

Firm Fixed price – payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows (this is for 3 environments):

Type	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost
F & G	Identity Federations				
	Identity Federation Integration: Provider	Pre-built connectors	\$45,000.00	.33	\$15,000.00
A	Automation of Shared Secret Validation Integration				
	UI Customization	Custom	\$10,000.00	1	\$10,000.00
	Total				\$25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – DNR E-License Integration (DEV environment)

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design document completion. MILogin – DNR E-License DEV integration completion. 	X + 30 days	150	\$25,000
Grand Total			150	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB DNR *Business Relationship Manager* is:

Manny Rosales

RosalesM@michigan.gov

517-241-4652

The designated DTMB DNR *Project Manager* is:

Carl Prestel

PrestelC@michigan.gov

517-335-0582

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and DNR will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Vegetative Management System (VMS) Integration	Period of Coverage: 10/1/2017- 09/30/2018
Requesting Department: Department of Natural Resources/Forest Resources Division (DNR)	Date: 9/1/2017
DTMB DNR Business Relationship Manager: Manny Rosales	Phone: 517-241-4652
DTMB DNR Project Manager: Robin Krzciok	Phone: 517-335-3211

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for Workers solution with the Michigan Department of Natural Resources (DNR) Vegetative Management System (VMS) application in the corresponding environments. As part of this project, the DNR's VMS application will be integrated with MILogin for Workers solution to provide secure and enhanced user experience to the State Of Michigan (SOM) worker users of the DNR VMS application over state network.

PROJECT OBJECTIVE

The key goal of this project is to provide single sign-on (SSO) to the DNR's VMS application via the MILogin Workers solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker users with the ability to subscribe to the DNR VMS application using their MILogin account over the State network.
- Provide SOM worker users with the ability to login to the DNR VMS application via MILogin for Workers solution over the State network.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for Workers and DNR VMS application integration design.
- **Development environment (DEV)**
 - Verify firewall rules for the MILogin – DNR VMS application integration in the DEV environment.
 - Complete MILogin configuration for SSO using the out-of-the-box (OOTB) .NET adapter.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the DNR VMS application.
 - Migrate the DNR VMS DEV users to the MILogin DEV.
 - Create test cases related to the MILogin and DNR VMS application integration functionality.

- Execute test cases related to the MILogin and DNR VMS application integration functionality.
- **Quality Assurance (QA) environment**
 - Verify firewall rules for the MILogin – DNR VMS application in the QA environment.
 - Complete MILogin configuration for SSO using the OOTB .NET adapter.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the DNR VMS application.
 - Migrate the DNR VMS QA users to the MILogin QA.
 - Conduct user acceptance testing (UAT) related to the MILogin and DNR VMS application integration functionality.
- **Production (PROD) environment**
 - Verify firewall rules for the MILogin – DNR VMS application in the PROD environment.
 - Complete MILogin configuration for SSO using OOTB .NET adapter.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the DNR VMS application.
 - Migrate the DNR VMS PROD users to the MILogin PROD.
 - Conduct smoke testing related to the MILogin and DNR VMS application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Design document for MILogin – DNR VMS SSO integration.
- Integrate MILogin for Workers solution with the DNR VMS application in the DEV environment.
- Integrate MILogin for Workers solution with the DNR VMS application in the QA environment.
- Integrate MILogin for Workers solution with the DNR VMS application in the PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until the State Project Manager has formally accepted them.

OUT OF SCOPE FOR MILogin – DNR VMS Integration

- Identity proofing.
- Multi-factor authentication.
- SOM citizen users.
- 3rd party users.
- Worker external access
- User provisioning and de-provisioning to the DNR VMS application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Manager will help Deloitte to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on

professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for Workers solution will be integrated with DNR VMS application in DEV, QA, and PROD environments.
- The MILogin and DNR VMS application will be integrated for SSO using the HTTP Header based integration using .NET OOTB adapter.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers are considered in scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to State Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB DNR Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Pre-Built Connector Unit Cost
C	Standard Application Integration	
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 25,000.00
	Total cost	\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – DNR VMS

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design document completion. MILogin – DNR VMS DEV integration completion. 	X + 15 days	140	\$12,000
2.	<ul style="list-style-type: none"> MILogin – DNR VMS QA environment integration completion. MILogin – DNR VMS UAT testing completion. 	X + 25 days	80	\$13,000
	<ul style="list-style-type: none"> MILogin – DNR VMS PROD environment integration completion. 	X + 35 days	80	
Grand Total		\$25,000.00	300	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB DNR *Business Relationship Manager* is:

Manny Rosales

RosalesM@michigan.gov

517-241-4652

The designated DTMB DNR *Project Manager* is:

Robin Krzciok

KrzciokR1@michigan.gov

517-335-3211

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and DNR will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Adult Services Authorized Payments (ASAP) NGDI Migration	Period of Coverage: 9/1/2017-3/31/2018
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 9/1/2017
DTMB MDHHS Business Relationship Manager: David Fox	Phone: 517-373-0952
DTMB MDHHS Project Manager: Heather Eakin	Phone: 517-335-1892

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touche LLP (Deloitte & Touche) to integrate the MILogin for worker and 3rd party solution with MDHHS ASAP application that is moving to Next Generation Digital infrastructure (NGDI) in the corresponding environments. As part of this project, the MDHHS ASAP NGDI instances will be integrated with MILogin for worker and 3rd party solution to provide secure and enhanced user experience to the State Of Michigan (SOM) worker and 3rd party users of the MDHHS ASAP application.

PROJECT OBJECTIVE

The specific goal of this project is to provide single sign-on (SSO) to the NGDI instances of MDHHS ASAP application via the MILogin for worker and internal 3rd party solution and migrating existing MDHHS ASAP user subscriptions in corresponding environments.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker and 3rd party users with the ability to subscribe to the NGDI instances of MDHHS ASAP application using their MILogin account.
- Provide SOM worker and internal 3rd party users with the ability to login to the NGDI instances of MDHHS ASAP application via MILogin for worker and internal 3rd party solution.
- Existing MILogin users of MDHHS ASAP application needs to be auto-subscribed to NGDI instances of MDHHS ASAP application in the corresponding environment.

TASKS

Specific tasks include:

- **Development (DEV) environment**
 - Confirm firewall rules for the MILogin – MDHHS ASAP NGDI instance integration in the DEV environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MDHHS ASAP NGDI instances DEV integration.

- Migrate the existing MDHHS ASAP DEV user subscription to additional MDHHS ASAP DEV instance being configured in NGDI.
- Enable MILogin MDHHS ASAP NGDI junctions for Multi-factor authentication (MFA).
- Create test cases related to the MILogin and MDHHS ASAP NGDI instance integration functionality.
- Execute test cases related to the MILogin and MDHHS ASAP NGDI instance integration functionality.
- **Quality Assurance (QA) environment**
 - Confirm firewall rules for the MILogin – MDHHS ASAP NGDI instance integration in the QA environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDHHS ASAP NGDI instances QA integration.
 - Migrate the existing MDHHS ASAP UAT user subscription to additional MDHHS ASAP UAT instance being configured in NGDI.
 - Enable MILogin MDHHS ASAP NGDI junctions for Multi-factor authentication (MFA).
 - Execute test cases related to the MILogin and MDHHS ASAP NGDI instance integration functionality.
 - Conduct user acceptance testing (UAT) related to the MILogin and MDHHS ASAP NGDI UAT instance integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for worker and 3rd party solution with the MDHHS ASAP application in DEV environment.
- Integrate MILogin for workers and 3rd party solution with the MDHHS ASAP application in QA environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDHHS Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ASAP NGDI Migration

- Identity proofing.
- SOM citizen users.
- User provisioning and de-provisioning to the MDHHS ASAP NGDI instance being integrated.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stakeholders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.

- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). Deloitte and Touche will provide observations, advice, and recommendations. However, the services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, Deloitte and Touche will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin User Interface (UI) currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers will be integrated with MDHHS ASAP NGDI instances in DEV and QA environments.
- The MILogin and MDHHS ASAP NGDI instances will be integrated for SSO using the HTTP Header based integration.
- The MILogin and MDHHS ASAP NGDI instances integration will follow same integration pattern as that of existing MDHHS ASAP instance integration, and there will not be any change in terms of HTTP Headers being passed to the application from MILogin for worker and 3rd party solution.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers are considered in the scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Total Cost
C	Standard Application Integration		
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 25,000.00	\$ 25,000.00
A	Automation of Shared Secret Validation Integration		
	Multi Factor Authentication (3 env)	\$5,000.00	\$5,000.00
	Total cost		\$ 30,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MDHHS ASAP NGDI Migration

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	MILogin – MDHHS ASAP DEV integration completion.	X + 3 weeks	90	\$16,000.00
2.	MILogin – MDHHS ASAP UAT integration completion.	X + 2 weeks	70	\$14,000.00
Grand Total			160	\$30,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS *Business Relationship Manager* is:

David Fox

GRAND TOWER BLDG

235 S Grand Ave

Lansing MI 48933

FoxD@michigan.gov

517-373-0952

The designated DTMB MDHHS *Project Manager* is:

Heather Eakin

GRAND TOWER BLDG

235 S Grand Ave
517-335-1892
EakinH@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation R1 User Interface (UI) Enhancements	Period of Coverage: 9/1/2017-12/31/2017
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 9/1/2017
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate the MILogin for Citizens solutions with MDHHS’s ISD Portal.

PROJECT OBJECTIVE:

Release 1 of the ISD project is rescheduled to 9th September 2017, from the original date of 8/31, and its goal is to provide single sign-on (SSO) to Citizens and Navigators (also called, Community Partners or Success Coaches).

As part of the MILogin work for the ISD project, the MILogin team has created custom user interface screens for a variety of use cases (Citizen User Registration, Community Partner User Registration, Returning User Login, etc.). The screens were created based on Visual Designs (VDs) provided by the State/ISD team (also, referred as Portal team).

Upon review of the MILogin deliverables, the State/ISD team has identified several enhancement requests. Such items are categorized based on the target implementation date. This SOW is for implementing the items identified to be implemented as part of ISD Release 1.

SCOPE OF WORK:

The list of requested changes included in this Change Request (CR) are as follows. The following table is taken as-is from the change request (CR) document.

#	Screen Location	Description	Comments
1	Basic Information	Currently there are only 2 options under Personal Identification Type (PIT): Bridges Individual ID and Social Security Number (SSN). The Portal wants to add a new field “Medicaid ID” to the list.	Item missing from ISD Design.
2	User Registration & Login	Update the header and footer for all MILogin screens, designed for the Portal, to conform to eMichigan standards.	Item missing from ISD Design.

3	Identity proofing	<p>Do not over write the address entered during account registration with address entered during Identity (ID) proofing.</p> <ul style="list-style-type: none"> • Currently, during user registration, if an Experian match is not found, Portal shows a screen to the user where (s)he can change Date of Birth (DOB), SSN & address to get set of ID proofing questions. If Experian match is found, DOB, SSN & this new address are being over-written with the information entered during ID proofing. • Over-writing DOB and SSN is valid as this is the information a user is ID proofed on but address entered during account creation should not be over-written as this is the user's current address. 	Item missing from ISD Design.
4	Community Partner Registration URL encryption	<ul style="list-style-type: none"> • Currently, when a community partner employee is added to an organization, the Portal generates an email to this employee asking them to register with MILogin as a community partner. This email contains the user type as community partner, first name & last name. This URL is used by the Enterprise team to identify the user as community partner & his/her first name. • Any citizen with basic computer knowledge can change the first name, last name and try to register as a community partner even though not being added to an organization. • To avoid this, the recommendation is to encrypt the URL to prevent fraudulent registrations through URL manipulation. • Theportal & MILogin teams met to discuss a solution. • Dennis, Phil H and Amy were also present on this meeting. • It was discussed that a secret key based approach will be followed to encrypt the information in the URL so that it can be understood only by a machine. • Both Portal & Enterprise teams will use the same secret key. Portal will decrypt the information using the secret key & Enterprise team will use the secret key to decrypt the information. • Portal & Enterprise teams should meet again to finalize the approach. • This is a change from the original design to Enterprise team. 	Item missing from ISD Design. It is identified and raised by MILogin team.
5	Address Validation	In the event of a user entering an invalid address, we will show an error message to the user and if the user enters an invalid address again the second time, we will show another message to the user. Additionally we will provide an option to the user to go ahead with his/her entered address. The user can correct his/her address again or choose to continue with the invalid address. A detailed VD, identifying the flow, will be provided to MILogin team.	Item missing from ISD Design.
6	User Registration	Back button is not present in the VDs in some ISD/MILogin screens.	Item missing from ISD Design.
7	Obfuscate SSN @ data entry	As the user types the SSN, it should behave like password field, and not show the SSN.	Item missing from ISD Design.

8	Required Field	Change is to add "*" = Required Fields" on the screens where mandatory input fields are present.	Item missing from ISD Design.
9	User Registration	If the user chooses a State other than Michigan, the County list provided in the ISD/MILogin VDs do not change. Please change the current behavior to grey out the county field, if the selected State is other than Michigan.	Item missing from ISD Design.

The changes listed in this SOW were chosen based on their feasibility for completion within the existing ISD timeline, subject to timely approval of this SOW, with existing MILogin resources.

The final VDs and CR process must be completed no later than 8/8 to achieve the implementation of these enhancements as part of R1, which is 8/26.

TASKS:

Specific tasks include:

- **MILogin Development Environment:**
 - **Custom User Interface**
 - Develop/update the custom UI screens to incorporate the changes as listed in the above table.
- **MILogin QA Environment:**
 - **Custom User Interface**
 - Develop/update the custom UI screens to incorporate the changes as listed in the above table.
 - Support user acceptance testing (UAT).
- **MILogin Production Environment:**
 - **Custom User Interface**
 - Develop/update the custom UI screens to incorporate the changes as listed in the above table.
 - Conduct smoke testing related to MILogin functionality in Production environment.

DELIVERABLES:

- Weekly Status Report of Activities.
- Implementation of user interface changes as listed in the above table in MILogin Development environment.
- Implementation of user interface changes as listed in the above table in MILogin QA environment.
- Implementation of user interface changes as listed in the above table in MILogin Production environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Any other ADA or related change that is not listed in the above table.
- Worker users.
- MFA for Citizens.
- User provisioning and de-provisioning¹ to the Portal.
- Fine grained authorization or role management.
- Application role assignment, modification, and revocation.
- Navigator user interface/screens will only be in English.
- Only Citizen's user interface/screens will be bilingual i.e. in English and Spanish. The user interfaces/screens for Admins/Helpdesk users and Navigators will be in English.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Arabic language support is out-of-scope for Release 1. A separate SOW would be drafted for ISD Release 2.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

- Experian tool, leveraged for ID Proofing, doesn't support Arabic language. Users of this language will need to use help desk services for performing ID Proofing. Portal will require customization to guide users with Arabic language as preference on the procedure for ID proofing.
- MFA screens are supported only in English. DUO Security tool, leveraged for MFA, doesn't support Arabic and Spanish languages. Users of these languages would not be able to perform MFA in Spanish or Arabic.
- Migration of existing MiBridges users.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Lead will help Deloitte to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MDHHS and Portal will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- As part of this SOW, MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal is capable of consuming SAML token.
- Portal team will be responsible for account creation and access assignment for users in the ISD Portal.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- ISD team is responsible for all customizations and configurations required on the ISD Portal to facilitate the integration with MILogin solution.
- It is assumed that ISD will provide a list of existing MiBridges users, who are belonging to the pilot county and who are considered ID Proofed by the ISD.
- The user security Q&A will be same, or at least include, all the existing MiBridges and MILogin security Q&A to support the migration of existing MiBridges/MILogin users.
- The MiBridges team will provide a list of user IDs, along with their associated ID Proofing attributes, those should be considered as already ID Proofed in MILogin system.
- Portal will pass an identifier to MILogin to distinguish between Navigators and Citizens for distinguishing various user specific operations.
- Navigators will need to have a unique email address (i.e. the one not already in use).
- The Portal team will provide the wireframes and the CSS files for all custom user interfaces.
- For MILogin purposes, Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- The MILogin hardware capacity will be determined based on the performance needs of ISD portal. There may be a cost ramification as a result of additional hardware requirements. In such cases, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to MDHHS.
- MFA for community partners will be provided based on the enterprise policies and by leveraging DUO solution.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.

- The new ISD specific instances, such as WebSEAL, will share the hardware resources with existing MILogin WebSEAL instances.
- MDHHS will use the new Experian sub-code with new configurations and revised pricing. MDHHS will provide the new Experian sub-code to MILogin 2 weeks before the development completion.
- MDHHS will timely provide the AT&T short code, to be used for sending the One-Time Password (OTP) to the end users.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, the transaction fee charged by Experian for performing ID Proofing or the transaction fee charged by DUO for performing MFA or the transaction fee charged by AT&T for using GSMS service. Such fees will be computed based on the actual usage and will be passed on directly to State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Cost
E	Highly-Customized Complex Application Integration			
	Highly Custom User Interface (UI)			
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00	1	\$50,000.00
	Discount			(\$11,000.00)
Grand Total				\$39,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a change notice so that work can be started by the Deloitte & Touche.

	Cost Categories / Milestone	Milestone	Hours	Cost
1.	Complete user interface changes in MILogin Development environment	X + 12 days	128	\$18000.00
2.	Complete user interface changes in MILogin QA environment	X + 19 days	56	\$10500.00

3.	Complete user interface changes in MILogin Production environment	X + 26 days	56	\$10500.00
Grand Total			240	\$39,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **18**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE		ESTIMATED AGGREGATE CONTRACT VALUE	
\$43,266,173.49	\$26,000,000.00		\$69,266,173.49	
DESCRIPTION				
Effective August 8, 2017, Ad Board approved \$26,000,000.00 funding for Statewide Identity, Credentialing, and Access Management (MICAM) projects is added to the contract. Separate Statement of Work for individual projects will be sent to DTMB Procurement for approval and funding will be made available as required. All other terms, conditions, specifications, and pricing remain the same. Per agency request, DTMB Procurement agreement, and State Administrative Board approval on 7/18/2017.				



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **19**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		n/a		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card		<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS				
n/a				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE		ESTIMATED AGGREGATE CONTRACT VALUE	
\$43,266,173.49	\$0.00		\$43,266,173.49	
DESCRIPTION				

Effective August, 10, 2017, the following Statement of Work (SOW) documents are incorporated into this Contract.

1. C20170623-134521 – MSL - MILogin – Charitable Gaming Information System (CGIS) Integration, SOW for \$49,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
2. C20170523-144850 – MDHHS – Departmental Work Intake Process (DWIP) Integration, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
3. C20170721-133909 – DTMB - MILogin – MFA using RSA Hard Token, SOW for \$40,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
4. C20170712-105006 – MDHHS - MILogin – Michigan Cashiering and Receivable System (MiCARS), SOW for \$5,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
5. C20170707-160007 – DTMB - MILogin – DocuSign eSignature Integration, SOW for \$50,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.
6. C20170802-103949 – Treasury - MILogin – Salesforce Hearing Application (SFHA) Integration, SOW for \$51,000.00, existing

Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

This Contract amendment will utilize \$220,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



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

Project Title: MILogin – Charitable Gaming Information System (CGIS) Integration	Period of Coverage: 6/20/2017 – 11/30/2017
Requesting Department: Michigan State Lottery – Charitable Gaming Division	Date: 6/5/2017
Lottery Business Relationship Manager: Laura Brancheau	Phone: 517-241-7896
Lottery Project Manager: Tracie Mansberger	Phone: 517-335-5730

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche LLP (Deloitte & Touche) to integrate the MILogin for Workers and 3rd party solution with the CGIS application and Michigan State Lottery Active Directory (Lottery AD) in the Development (DEV), Quality Assurance (QA) and Production (PROD) environments. As part of this project, the CGIS application will be integrated with MILogin for Workers (internal & external) and 3rd party (external) to provide secure and enhanced user experience to the workers and 3rd party users of these applications. Also, Lottery AD users will be able to login to MILogin Workers solution using their Lottery AD credentials.

PROJECT OBJECTIVE:

The goal of this project is to integrate the MILogin for Workers and 3rd party solution with the CGIS application in the DEV, QA and PROD environments using Hyper Text Transfer Protocol (HTTP) header based integration and to enable Lottery AD users to login to MILogin using their Lottery AD credentials.

SCOPE OF WORK

The scope consists of:

- Provide SOM workers and 3rd party users with the ability to subscribe to the CGIS application using their MILogin account.
- Provide pre-defined application approvers the ability to approve or deny application subscription requests.
- Provide SOM workers and 3rd party users with the ability to login into the CGIS application (in DEV, QA and PROD environments) via MILogin for Workers and 3rd party environment.
- Integrate Lottery AD with MILogin DEV, QA and PROD environments to enable Lottery AD users to login to MILogin using Lottery AD credentials.
- Allow all 3rd party users requesting CGIS application to go through identity proofing before getting access

TASKS

Specific tasks include, but are not limited to:

- **MILogin Dev Environment**
 - Verify firewall rules for MILogin – CGIS application.
 - Verify firewall rules for MILogin – Lottery AD.

- Complete MILogin configuration for establishing Single sign-on (SSO) with the CGIS application.
 - Create the corresponding Access Control Lists (ACL), and groups in IBM Security Access Manager (ISAM).
 - Implement relevant workflows and approvers for the CGIS application.
 - Configure an IBM Tivoli Directory Integrator (ITDI) Feed for importing users from Lottery AD into MILogin.
 - Configure UI changes to trigger Identity proofing on requesting application access for 3rd party users
 - Configure Pass-through authentication (PTA) on MILogin's Tivoli Directory Server (TDS) to enable authentication of Lottery AD users using Lottery AD credentials.
 - Configure policies in IBM Security Identity Manager (ISIM) to create a Lottery AD user in a specific container enabled for PTA with Lottery AD.
 - Develop and execute test cases related to MILogin and the CGIS application integration functionality.
- **MILogin QA Environment**
 - Verify firewall rules for MILogin – CGIS application.
 - Verify firewall rules for MILogin – Lottery AD.
 - Complete MILogin configuration for establishing SSO with the CGIS application.
 - Create the corresponding ACLs and groups in ISAM.
 - Implement relevant workflows and approvers for the CGIS application.
 - Configure an ITDI Feed for importing users from Lottery AD into MILogin.
 - Configure UI changes to trigger Identity proofing on requesting application access for 3rd party users
 - Configure PTA on MILogin's TDS to enable authentication of Lottery AD users using Lottery AD credentials.
 - Configure policies in ISIM to create a Lottery AD user in a specific container enabled for PTA with Lottery AD.
 - Support User Acceptance Testing (UAT) related to MILogin and CGIS application integration functionality.
- **MILogin PROD Environment**
 - Verify firewall rules for MILogin – CGIS application.
 - Verify firewall rules for MILogin – Lottery AD.
 - Complete MILogin configuration for establishing SSO with the CGIS application.
 - Create the corresponding ACLs and groups in ISAM.
 - Implement relevant workflows and approvers for the CGIS application.
 - Configure an ITDI Feed for importing users from Lottery AD into MILogin.
 - Configure UI changes to trigger Identity proofing on requesting application access for 3rd party users
 - Configure PTA on MILogin's TDS to enable authentication of Lottery AD users using Lottery AD credentials.
 - Configure policies in ISIM to create a Lottery AD user in a specific container enabled for PTA with Lottery AD
 - Conduct smoke testing related to MILogin and the CGIS application integration functionality.

DELIVERABLES:

Deliverables will not be considered complete until both Lottery and DTMB Project Managers have formally accepted them. Deliverables for this project include:

- Weekly status reports of activities.
- Integration of MILogin for Workers and 3rd party solution with the CGIS application in DEV, QA and PROD environments
- Integration of MILogin for Workers and 3rd party solution with the Lottery AD in DEV, QA, and PROD environments for authentication to MILogin

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until both Lottery and DTMB Project Managers have formally accepted them. Specific acceptance requirements:

- Successful validation of SOM user login to these applications in CGIS DEV, QA and PROD environments using MILogin.
- Successful validation of user login by a Lottery AD user using a valid Lottery AD credentials in MILogin

OUT OF SCOPE FOR MILogin – CGIS Integration

- SOM citizen users
- User provisioning and de-provisioning to the CGIS application
- User provisioning and de-provisioning to the Lottery AD
- Multi-factor authentication

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The DTMB Project Manager and the Deloitte & Touche MILogin Project Manager will work on developing a work plan and identifying the required testing and delivery milestones.
- The DTMB Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The SOM is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- We are assuming CGIS application team will set up the firewall rules needed for the communication between MILogin and CGIS. Firewall rules should be in place for completion of environment milestones. It is expected that all necessary firewall rules will be implemented at least one week before the first milestone date.
- SOM is responsible for setting up a Virtual IP (VIP) for load balancing the Lottery AD domain controllers
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of SOM or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin and CGIS application will be integrated for SSO using the HTTP Header based integration.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to Lottery and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards – none.

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Integration Type	Unit Cost	Number	Contract Cost	Discount	Total Cost
C	Standard Application Integration					
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 49,000.00	1	\$49,000.00	\$33,899.37	\$15,100.63
E	Highly-Customized Complex Application Integration					
	User Provisioning to one end point	\$110,000.00	1	\$110,000.00	\$76,100.63	\$33,899.37
Total				\$159,000.00	\$110,000.00	\$49,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

MILogin – CGIS Integration

Task	Cost Categories / Milestone	Milestone Date	Estimated Effort Hours	Milestone Amount
1.	Requirements and Design	X + 2 weeks	50	\$5,000.00
2.	MILogin – CGIS Integration in DEV environment	X + 4 weeks	350	\$16,000.00

3.	MILogin – CGIS Integration in QA environment	X + 8 weeks	200	\$14,000.00
4.	MILogin – CGIS Integration in PROD environment	X + 10 weeks	200	\$14,000.00
Grand Total			800	\$49,000.00

X: Project purchase order issue date or later date to be agreed upon by SOM and Deloitte & Touche

EXPENSES:

SOM will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the SOM has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:
 Scott Flagg
FlaggS@michigan.gov

The designated Lottery Project Manager is:
 Tracie Mansberger
 517-335-5730
MansbergerT@michigan.gov

The designated Lottery Business Relationship Manager is
 Laura Brancheau
 517-241-7896
BrancheauL@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute the project deliverables. DTMB and Lottery will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers.



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

Project Title: MILogin – Departmental Work Intake Process (DWIP) Integration	Period of Coverage: 7/3/2017-8/31/2017
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 6/22/2017
DTMB MDHHS Business Relationship Manager: Dave Fox	Phone: 517-373-0952
DTMB MDHHS Project Manager: Heather Eakin	Phone: 517-335-1892

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for worker solution with the MDHHS DWIP application in the Quality Assurance (QA) and Production (PROD) environments. As part of this project, the MDHHS DWIP application will be integrated with the MILogin for workers solution to provide secure and enhanced user experience to the State Of Michigan (SOM) workers users of the DWIP application.

PROJECT OBJECTIVE

The key goal of this project is to provide single sign-on (SSO) to the MDHHS DWIP application via the MILogin worker solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker users with the ability to subscribe to the MDHHS DWIP application using their MILogin account.
- Provide SOM worker users with the ability to login to the MDHHS DWIP application via MILogin for worker solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and MDHHS DWIP application integration design.
- **Quality Assurance (QA) environment**
 - Verify firewall rules for the MILogin – MDHHS DWIP application integration in the QA environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MDHHS DWIP application.
 - Migrate the MDHHS DWIP QA users to the MILogin QA.

- Create test cases related to the MILogin and MDHHS DWIP application integration functionality.
- Execute test cases related to the MILogin and MDHHS DWIP application integration functionality.
- Conduct user acceptance testing (UAT) related to the MILogin and MDHHS DWIP application integration functionality.
- **Production (PROD) environment**
 - Verify firewall rules for the MILogin – MDHHS DWIP application in the PROD environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDHHS DWIP application.
 - Migrate the MDHHS DWIP PROD users to the MILogin PROD.
 - Conduct smoke testing related to the MILogin and MDHHS DWIP application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for Workers solution with the MDHHS DWIP application in QA environment.
- Integrate MILogin for Workers solution with the MDHHS DWIP application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDHHS Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS DWIP Integration

- Identity proofing.
- Multi-factor authentication.
- SOM 3rd party and citizen users.
- User provisioning and de-provisioning to the MDHHS DWIP application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche team to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.

- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers will be integrated with MDHHS DWIP application in QA and PROD environments.
- The MILogin and MDHHS DWIP application will be integrated for SSO using the HTTP Header based integration.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM Active Directory (AD) based workers are considered in scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Total Cost
C	Standard Application Integration		
	Pre-built connectors - Integration Cost (HTTP header) for 3 environments including Prod.	\$ 25,000.00	\$ 25,000.00
	Total cost		\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MDHHS DWIP

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> MILogin – MDHHS DWIP QA environment integration completion. MILogin – MDHHS DWIP UAT testing completion. 	X + 3 weeks	80	\$13,000
	<ul style="list-style-type: none"> MILogin – MDHHS DWIP PROD environment integration completion. 	X + 5 weeks	70	\$12,000
Grand Total			150	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

DTMB MILogin Program Manager:

Scott Flagg

517-898-6315

flaggs@michigan.gov

DTMB Contract Administrator:

Malu Natarajan

517-284-7030

natarajanm@michigan.gov

The designated DTMB MDHHS *Business Relationship Manager* is:

Dave Fox

foxd@michigan.gov

517-373-0952

The designated DTMB MDHHS *Project Manager* is:

Heather Eakin

EakinH@michigan.gov

517-335-1892

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – MFA using RSA Hard Token	Period of Coverage: 8/1/2017- 9/30/2017
Requesting Department: DTMB	Date: 7/21/2017
DTMB Business Relationship Manager: Andrey Verevko	Phone: 517-284-7157
DTMB Project Manager: Amit Aurora	Phone: 517-284-7116

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche LLP (Deloitte & Touche) to enable Multi-Factor Authentication (MFA) using RSA hard tokens for State of Michigan (SOM) Worker users in the MILogin for Workers & 3rd party solution in Development (DEV), Quality Assurance (QA), and Production (PROD) environments. As part of this project, the MILogin for Workers solution will be integrated with SOM's RSA server to provide MFA using RSA hard token for SOM Worker users accessing applications over the internet.

PROJECT OBJECTIVE:

The goal of this project is to enable MFA using RSA hard tokens for SOM Worker users in the MILogin for Workers and 3rd party solution in the DEV, QA, and PROD environments.

SCOPE OF WORK

The scope consists of:

- Provide SOM workers with the ability to use SOM issued RSA hard token for MFA using their MILogin account.

TASKS

Specific tasks include, but are not limited to:

- **MILogin Dev Environment**
 - Verify firewall rules for MILogin – RSA server.
 - Complete MILogin configuration for establishing connections with RSA server.
 - Create the corresponding policies and page customizations in IBM Security Access Manager for Mobile (ISAMM).
 - UI changes to develop and display RSA PIN screens for MFA.
 - Develop and execute test cases related to RSA hard token based MFA for SOM workers in MILogin DEV, QA, and PROD environments.
- **MILogin QA Environment**
 - Verify firewall rules for MILogin – RSA server.
 - Complete MILogin configuration for establishing connections with RSA server.

- Create the corresponding policies and page customizations in ISAMM.
- UI changes to develop and display RSA PIN screens for MFA.
- Support User Acceptance Testing (UAT) related to RSA hard token based MFA.
- **MILogin PROD Environment**
 - Verify firewall rules for MILogin – RSA server.
 - Complete MILogin configuration for establishing connections with RSA server.
 - Create the corresponding policies and page customizations in ISAMM.
 - UI changes to develop and display RSA PIN screens for MFA.
 - Conduct smoke testing related to RSA hard token based MFA.

DELIVERABLES:

- Weekly status reports of activities.
- Enablement of MFA using RSA hard token in MILogin for Workers solution in DEV, QA and PROD environments

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them.

Specific acceptance requirements:

- Successful validation of MFA using an RSA token in the MILogin DEV, QA and PROD environments by a SOM worker user.

OUT OF SCOPE FOR MILogin – MFA using RSA Hard Token

- SOM citizen users
- SOM 3rd party users
- Identity proofing
- User provisioning and de-provisioning to the RSA server

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The DTMB Project Manager and the Deloitte & Touche MILogin Project Manager will work on developing a work plan and identifying the required testing and delivery milestones.
- The DTMB Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The SOM is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- We are assuming the SOM will set up the firewall rules needed for the communication between MILogin and RSA server. Firewall rules should be in place for completion of environment milestones. It is expected that all necessary firewall rules will be implemented by first week of the project start date.
- All necessary configuration files needed for connection between MILogin and RSA server will be provided by the RSA team.
- Delays or unavailability of SOM or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.

- The existing MILogin UI currently deployed in PROD will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State CSC will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for workers DEV, QA and PROD environments will be integrated with the RSA server (1 environment).
- MILogin will provide SOM worker users ability to perform MFA using RSA Hard Token using their SOM ID in MILogin for Workers solution.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards – none.

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Integration Type	Contract Unit Cost	Number	Total Contract Cost	Discount	Total Cost
C	Standard Application Integration					
	Integration Cost (Hyper Text Transfer protocol (HTTP) header) for 3 environments including Prod. Work effort of 6 weeks.	\$25,000.00	2 (Note: The level of effort has been determined to be twice the effort of doing a standard Application Integration)	\$50,000.00	\$10,000.00	\$40,000.00
Total				\$50,000.00	\$10,000.00	\$40,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

MILogin – MFA using RSA Hard Token

Task	Cost Categories / Milestone	Milestone Date	Estimated Effort Hours	Payment by milestone (after discounts)
1.	Requirements and Design	X + 2 weeks	50	\$5,000
2.	MILogin – MFA with RSA Hard Token in DEV environment	X + 6 weeks	300	\$15,000
3.	MILogin – MFA with RSA Hard Token in QA environment	X + 8 weeks	150	\$10,000
4.	MILogin – MFA with RSA Hard Token in PROD environment	X + 10 weeks	100	\$10,000
Grand Total			600	\$40,000

X: Project purchase order issue date

EXPENSES:

SOM will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the SOM has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

FlaggS@michigan.gov

The designated DTMB Business Relationship Manager is:

Andrey Verevko

517-284-7157

averevko@michigan.gov

The designated DTMB Project Manager is:

Amit Aurora

517-284-7116

auroraa@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute the project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of Project Managers.



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

Project Title: MILogin – Michigan Cashiering and Receivable System (MiCARS)	Period of Coverage: 6/26/17 – 8/31/2017
Requesting Department: DTMB/MDHHS (Michigan Department of Health and Human Services)	Date: 6/18/2017
DTMB Business Relationship Manager: Susan Nordyke	Phone: 517-373-9784
DTMB MDHHS Project Manager: Shashi Mohan	Phone: 517-241-7388

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (“State”) has requested Deloitte & Touche LLP (“Deloitte & Touche”) to add new junction for MILogin for Workers/3rd party solution with the MDHHS MiCARS web application in the MILogin Production (PROD) environment. As part of this project, the MDHHS’s MiCARS application will be integrated with MILogin for Workers/3rd party to provide a secure and enhanced user experience to the state workers and 3rd party users of these applications.

PROJECT OBJECTIVE:

The key goal of this project is to add an additional junction for the MiCARS application in the PROD environment via the MILogin solution in the PROD environment.

SCOPE OF WORK:

The scope consists of:

- Only State Worker and 3rd Party users are in scope.
- MILogin integration of MiCARS PROD environment junction via HTTP headers based integration in MILogin PROD environments.
- Provide State worker and 3rd party users with the ability to login into these applications (in PROD environment) via MILogin for Workers and 3rd party solution.

TASKS:

Specific tasks include, but are not limited to:

- Initiation and Planning for MILogin – MiCARS additional junction integration.
- Requirement for MILogin – MiCARS additional junction integration.
- Design for MILogin – MiCARS additional junction integration.
- **PROD Environment**
 - Verify firewall rules for the MILogin – MiCARS PROD environment.
 - Complete MILogin configuration for establishing Single Sign-On (SSO) with the MiCARS junction.
 - Create the corresponding Access Control Lists (ACL), and groups in ISAM.
 - Implementation of relevant workflows and approvers for this application.

- Conduct smoke testing related to MILogin and application integration functionality.

DELIVERABLES:

- Weekly status report capturing this project milestone status.
- Integration of MILogin for Workers and 3rd parties solution with the MDHHS MiCARS application junction in PROD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB Project Manager have formally accepted them.

OUT OF SCOPE FOR MILogin for workers

- State citizen users.
- Identity proofing.
- Multi-factor authentication.

ASSUMPTIONS:

- The DTMB Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants ("AICPA"). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The DTMB Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment ("EASA"), Infrastructure Service Request ("ISR"), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin for Worker and 3rd Party solution will be used for integration. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MILogin will not be responsible for providing help desk services for any user account-related operations as part of this SOW.
- State Client Service Center ("CSC") will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for workers/3rd party will be integrated with the MiCARS production junction in PROD environment.
- MILogin and MiCARS application will be integrated for SSO using the HTTP Header based integration.
- The application team will be responsible for smoke testing.

- The MiCARS application will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- The MiCARS application team will be responsible for account creation and access assignment for users in the MiCARS application.
- The MiCARS application team is responsible for all customizations and configuration changes required on the MiCARS application to facilitate the integration with the MILogin solution.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards – None.

PAYMENT SCHEDULE:

Firm fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost	Total Cost
A	Automation of Shared Secret Validation Integration					
	Junctions (per junction)	Pre-built connectors	\$5,000.00	1	\$5,000.00	\$5,000.00
	Total				\$5,000.00	\$5,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone	Hours	Cost
1.	MILogin – MiCARS junction creation in PROD environment	X + 10 days	30	\$5,000.00
Grand Total		X + 10 days	30	\$5,000.00

X: Project purchase order issue date.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

222 N. Washington Sq.

Lansing, MI 48933

FlaggS@michigan.gov

The designated DTMB Business Relationship Manager is:

Susan Nordyke

Phone: 517-373-9784

Email: NordykeS@michigan.gov

The designated DTMB MDHHS Project Manager is:

Shashi Mohan

Phone: 517-241-7388

Email: MohanS@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of the DTMB Project Manager. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 17

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 7/5/2017, the following Statement of Work (SOW) documents are incorporated into this Contract.				
1. C20170615-105225 – DTMB - MILogin - SIGMA Procurement User Interface (UI) Enhancement, SOW for \$10,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
2. C20170605-145512 – MDARD - MILogin - Michigan Agriculture Environmental Assurance Program (MAEAP) Integration, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
3. C20160721-134037 – MDHHS - MILogin - Integrated Service Delivery (ISD) Integration, SOW for \$539,500.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				

4. C20160721-134037 – MDHHS - MILogin - Maximus PE (Presumptive Eligibility) Integration, SOW for \$176,500.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

5. C20170623-143501 – MDOT - MILogin - Phase Initiator Production (PROD) Integration, SOW for \$31,200.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

This Contract amendment will utilize \$782,200.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – SIGMA Procurement User Interface (UI) Change Request	Period of Coverage: 6/26/2017-7/31/2017
Requesting Department: Michigan Department of Technology, Management, and Budget	Date: 6/15/2017
DTMB Business Relationship Manager: Andrey Verevko	Phone: 517-284-7157
DTMB Project Manager: Amit Aurora	Phone: 517-284-7116

This is a Statement of Work (“SOW”) to the Enterprise Identity, Credential, and Access Management (“MICAM”) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (“State”) has requested that Deloitte & Touche LLP (“Deloitte & Touche”) implement proposed enhancements to the Procurement application in the MILogin Development (“DEV”), Quality Assurance (“QA”), and Production (“PROD”) environments. SIGMA has proposed enhancements in existing 3rd Party procurement use case to include additional attributes on MILogin UI and email notification. As part of this change request, proposed enhancements to procurement use case will be implemented in MILogin DEV, QA, and PROD environments.

PROJECT OBJECTIVE:

The key goal of this project is to implement proposed procurement use case enhancement in MILogin DEV, QA and PROD environments.

SCOPE OF WORK:

The scope consists of:

- Procurement use case enhancements will be applicable for only SIGMA procurement application request by 3rd Party users in MILogin.
- Below listed attributes will be included in MILogin 3rd Party procurement application request form for user to fill in and also included in email notification to Sigma Security Administrator (SSA). All attributes are mandatory except “Address Line 2”.

User Name
Last Name
First Name
Title
Organization
Email Address
Phone Number
Address Line 1
Address Line 2
City
State
Zip
Primary Organization Administrator First & Last Name (Main Contact)

Primary Organization Administrator's Phone

Primary Organization Administrator's Email

- Only 3rd Party users are in scope for this enhancement.
- This change request will be implemented for only below listed SIGMA application environments in corresponding MILogin environments.

SIGMA application environments	MILogin environments
SIGMA – TP2	MILogin DEV
SIGMA – MA1	MILogin QA
SIGMA – PRD	MILogin PROD

TASKS:

Specific tasks include:

- **DEV environment**
 - Configure UI to include additional attributes for procurement by making code changes and database entries.
 - Extend the IBM Security Identity Manager (“ISIM”) LDAP server schema for the additional attributes.
 - Update ISIM workflow to include additional attributes in notification to SSA.
 - Draft and execute test cases for procurement use case enhancement.
- **QA environment**
 - Configure UI to include additional attributes for procurement by making code changes and database entries.
 - Extend the ISIM LDAP server schema for the additional attributes.
 - Update ISIM workflow to include additional attributes in notification to SSA.
 - Conduct testing for procurement use case enhancement.
- **PROD environment**
 - Configure UI to include additional attributes for procurement by making code changes and database entries.
 - Extend the ISIM LDAP server schema for the additional attributes.
 - Update ISIM workflow to include additional attributes in notification to SSA.
 - Conduct smoke testing for procurement use case enhancement.

DELIVERABLES:

Deliverables for this project include:

- Weekly status reports of activities.
- Implement procurement use case enhancement in MILogin for 3rd Party solution in DEV environment for SIGMA TP2 procurement application.
- Implement procurement use case enhancement in MILogin for 3rd Party solution in QA environment for SIGMA MA1 procurement application.
- Implement procurement use case enhancement in MILogin for 3rd Party solution in PROD environment for SIGMA PRD procurement application.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB Project Manager has formally accepted them.

Specific acceptance requirements:

- Successful validation of procurement use case enhancement in MILogin for 3rd Party solution in DEV environment for SIGMA TP2 procurement application.
- Successful validation of procurement use case enhancement in MILogin for 3rd Party solution in QA environment for SIGMA MA1 procurement application.
- Successful validation of procurement use case enhancement in MILogin for 3rd Party solution in PROD environment for SIGMA PRD procurement application.

OUT OF SCOPE FOR MILogin – SIGMA Procurement Enhancement

- State Worker and Citizen Users
- Any changes to existing MILogin – SIGMA procurement integration apart from proposed enhancement to procurement use case to include additional attributes.

ASSUMPTIONS:

- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (“AICPA”). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State’s system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (“EASA”), Infrastructure Service Request (“ISR”), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin for 3rd Party solution will be used for integration. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MILogin will not be responsible for providing help desk services for any user account-related operations as part of this SOW.
- State Client Service Center (“CSC”) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- Information captured from the user as a part of this enhancement does not contain user’s Personally Identifiable Information (PII).
- The SIGMA application team is responsible for all customizations and configuration changes required on the SIGMA application to facilitate the integration with the MILogin solution.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

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

- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational services costs for new integrations:

Type	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost	Total Cost
A	Automation of Shared Secret Validation Integration					
	UI Customization	Custom	\$10,000.00	1	\$10,000.00	\$10,000.00
	Total				\$10,000.00	\$10,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone	Hours	Cost
1.	Requirements and Design	X + 5 days	10	-
2.	SIGMA TP2 Procurement Enhancement in MILogin DEV	X + 14 days	30	-
3.	SIGMA MA1 Procurement Enhancement in MILogin QA	X + 24 days	15	-
4.	SIGMA PROD Procurement Enhancement in MILogin PROD	X + 34 days	15	\$10,000.00
Grand Total				\$10,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

222 N. Washington Sq.

Lansing, MI 48933

FlaggS@michigan.gov

The designated DTMB Business Relationship Manager is:

Andrey Verevko

222 N. Washington Sq.

Lansing, MI 48933

517-284-7157

verevkoa@michigan.gov

The designated DTMB Project Manager is:

Amit Aurora

517-284-7116

auroraa@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Michigan Agriculture Environmental Assurance Program (MAEAP) Integration	Period of Coverage: 7/1/2017-9/14/2017
Requesting Department: Department of Agriculture and Rural Development (MDARD)	Date: 6/26/2017
DTMB MDARD Business Relationship Manager: Manny Rosales	Phone: 517-241-4652
MDARD Project Manager: Jennifer Hehl	Phone: 517-699-4319

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for worker and 3rd party solution with the MDARD MAEAP Salesforce application using federated single sign-on (FSSO) in the corresponding environments. As part of this project, the MDARD MAEAP Salesforce application will be integrated with MILogin for worker and 3rd party solution to provide secure and enhanced user experience to the State Of Michigan (SOM) workers users of the MDARD MAEAP Salesforce application.

PROJECT OBJECTIVE

The specific goal of this project is to provide FSSO to the MDARD MAEAP Salesforce application via the MILogin worker and 3rd party solution.

SCOPE OF WORK

The scope consists of:

- Setup the federation (Identity provider initiated SSO) between MILogin for worker and 3rd party solution and MDARD MAEAP Salesforce application.
- Provide SOM worker and 3rd party users with the ability to subscribe to the MDARD MAEAP Salesforce application using their MILogin account.
- Provide SOM worker and 3rd party users with the ability to login to the MDARD MAEAP Salesforce application via MILogin for worker and 3rd party solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and MDARD MAEAP Salesforce application integration design.
- **Development (DEV) environment**
 - Confirm firewall rules for the MILogin – MDARD MAEAP Salesforce application integration in the DEV environment.
 - Complete MILogin configuration for FSSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).

- Implementation of relevant workflows and approvers for the MDARD MAEAP Salesforce application.
 - Set up the federation profile of the MDARD MAEAP Salesforce application (also known as partner profile).
 - Exchange the metadata with the application.
 - Identify and configure the method of passing the Security Assertion Markup Language (SAML) assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Migrate the MDARD MAEAP DEV users to the MILogin Dev.
 - Create test cases related to the MILogin and MDARD MAEAP Salesforce application integration functionality.
 - Execute test cases related to the MILogin and MDARD MAEAP Salesforce application integration functionality.
- **Quality Assurance (QA) environment**
 - Confirm firewall rules for the MILogin – MDARD MAEAP Salesforce application integration in the QA environment.
 - Complete MILogin configuration for FSSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDARD MAEAP Salesforce application.
 - Set up the federation profile of the MDARD MAEAP Salesforce application (also known as partner profile).
 - Exchange the metadata with the application.
 - Identify and configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using TFIM.
 - Define user identity mapping and configure customize identity mapping rules as required.
 - Configure Identity Provider initiated federation.
 - Migrate the MDARD MAEAP QA users to the MILogin QA.
 - Execute test cases related to the MILogin and MDARD MAEAP Salesforce application integration functionality.
 - Conduct user acceptance testing (UAT) related to the MILogin and MDARD MAEAP Salesforce application integration functionality.
- **Production (PROD) environment**
 - Confirm firewall rules for the MILogin – MDARD MAEAP Salesforce application in the PROD environment.
 - Complete MILogin configuration for FSSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDARD MAEAP Salesforce application.
 - Set up the federation profile of the MDARD MAEAP Salesforce application (also known as partner profile).
 - Exchange the metadata with the application.
 - Identify and configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token using TFIM.

- Define user identity mapping and configure customize identity mapping rules as required.
- Configure Identity Provider initiated federation.
- Migrate the MDARD MAEAP PROD users to the MILogin PROD.
- Conduct smoke testing related to the MILogin and MDARD MAEAP Salesforce application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for worker and 3rd party solution with the MDARD MAEAP Salesforce application in DEV environment.
- Integrate MILogin for worker and 3rd party solution with the MDARD MAEAP Salesforce application in QA environment.
- Integrate MILogin for worker and 3rd party solution with the MDARD MAEAP Salesforce application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDARD Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – MDARD MAEAP Integration

- Identity proofing.
- Multi-factor authentication.
- Citizen users.
- Fine grained authorization.
- User provisioning and de-provisioning to the MDARD MAEAP Salesforce application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.

- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MDARD MAEAP is a Salesforce application being configured for FSSO with MILogin for worker and 3rd party solution.
- The MILogin for workers will be integrated with MDARD MAEAP Salesforce application in DEV, QA and PROD environments.
- The MILogin and MDARD MAEAP Salesforce application will be integrated for FSSO using the SAML 2.0 based federation protocol.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers are considered in scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDARD and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Total Cost
C	Standard Application Integration		
	Pre-Built Connector: Identity Federation Integration with Salesforce	\$25,000.00	\$ 25,000.00
	Total cost		\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MDARD MAEAP

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> • Requirement and design document completion. • MILogin – MDARD MAEAP DEV integration completion. 	X + 3 weeks	140	\$12,000

2.	<ul style="list-style-type: none"> • MILogin – MDARD MAEAP QA environment integration completion. • MILogin – MDARD MAEAP UAT testing completion. 	X + 5 weeks	80	\$13,000
	<ul style="list-style-type: none"> • MILogin – MDARD MAEAP PROD environment integration completion. 	X + 7 weeks	80	
Grand Total			300	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

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The designated DTMB MDARD *Business Relationship Manager* is:

Manny Rosales

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517-241-4652

The designated DTMB MDARD *Project Manager* is:

Jennifer Hehl

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517-699-4319

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDARD will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Integrated Service Delivery (ISD) Implementation	Period of Coverage: 6/26/2017-11/30/2017
Requesting Department: DTMB/Michigan Department of Health and Human Services(MDHHS)	Date: 6/20/2017
DTMB Business Relationship Manager: Judy Odett	Phone: 517-241-5187
MDHHS Project Manager: Greg Campbell	Phone: 517-241-1114

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche LLP (“Deloitte & Touche”) to integrate the MILogin for Citizens and 3rd party solutions¹ with MDHHS’s ISD Portal.

PROJECT OBJECTIVE:

Release 1 of the ISD project is planned for 31st August 2017 rollout and its goal is to provide single sign-on (SSO) to Citizens and Navigators (also called, Community Partners or Success Coaches). It also aims to provide adequate security and privacy to end users leveraging the existing State of Michigan enterprise solution, i.e. MILogin for this purpose.

SCOPE OF WORK:

The MILogin scope for ISD Release 1 includes the following items:

- Develop a custom user interface (UI) to provide a seamless UI experience to ISD Portal (Portal) users. The custom UI will support English and Spanish languages². All user inputs will only be in English alphabets.
- Develop a custom service for invoking the Experian Identity Proofing (ID Proofing) service from the Portal.
- Develop a custom service for updating user’s demographic information in MILogin.
- Configure the existing enterprise Multi-Factor Authentication (MFA) solution on user login for the Navigators³.
- Integrate with Master Person Index (MPI) to prevent future duplication⁴ of user IDs.
- Integrate with the Center of Shared Services (CSS) “Address Validation” service to verify end user’s address.
- Configure a help desk role and assign it to the identified set of Portal help desk users, thus, providing them the ability to perform MILogin specific operations – password reset, user account management.
- Build a new custom administrative interface for the help desk users to perform assisted ID Proofing.
- Configure a SAML 2.0 based federation Single Sign-On (SSO) solution with Portal in up to six (6) Portal environments.
- **Environments:** Integrate three (3) MILogin environments (Development, QA and Production) with six (6) Portal environments, as listed below:
 - Development (Dev)

¹ Merging of MILogin for Citizens and 3rd Party solutions is a prerequisite to this project.

² Arabic (one Dialect – to be identified) will be a part of Release 2.

³ As per MDHHS business decision, MFA will not be applicable to Citizens.

⁴ This is an attempt to locate an existing MILogin user ID for the user and thus prevent a duplicate account.

- Integration (INT)
- Quality Assurance Test (QAT)
- User Acceptance Test (UAT)
- Production Patch (Pre-Prod)
- Production (PRD)
- Environment mapping and the order of integrations among MILogin and Portal environments would be mutually decided during the design phase and would be based on the business preferences and on the technical feasibility.

TASKS:

Specific tasks include:

- **MILogin Development Environment:**
 - **General**
 - Verify the firewall rules among various systems interfacing with MILogin.
 - Create and configure new Portal specific WebSEAL instances.
 - **SSO with ISD Portal**
 - Create the corresponding Access Control Lists (ACL) and Groups in IBM Security Access Manager for Web (ISAM).
 - Implement relevant workflows for Portal.
 - Set up the federation profile of the Portal (also known as Partner profile).
 - Exchange the metadata with the Portal.
 - Configure the method of passing the Security Assertion Markup Language (SAML) assertion to the Portal.
 - Encrypt the SAML assertion and sign the SAML token.
 - Configure Identity Provider and/or Service Provider initiated Federation.
 - Configure existing enterprise Multi-Factor Authentication (MFA) solution for Navigators.
 - **Custom User Interface**
 - Develop custom UI similar to Portal screens. This constitutes:
 - Customize the login page to match the look and feel of the Portal.
 - Customize the existing user registration flow as well as the existing screens to match the look and feel of Portal.
 - Customize the MFA screens for Navigators.
 - Customize the MILogin specific error pages.
 - Customize the UI to match the look and feel of Portal for “Forgotten user ID” and “Forgotten password” functions. The existing enterprise flow is used for these functions.
 - Customizations to support English and Spanish.
 - Build a new custom interface for help desk users to perform assisted ID Proofing.
 - **Custom ISD Specific Services**
 - Develop a custom MILogin ID Proofing service that would be invoked by the Portal for performing Experian ID Proofing.
 - Develop a custom “Update user demographic information” service.
 - **New MILogin Interfaces**
 - Integrate with MPI to perform a search, read and write operations to MPI.
 - Integrate with CSS’s Address Validation Service, leveraged during user registration.
 - Integrate with Hub to expose custom developed MILogin services (as listed above) to Portal.
 - Conduct unit and integration for MILogin functionality.
 - Support interface testing for MILogin functionality.
- **MILogin QA Environment:**
 - **General**
 - Verify the firewall rules among various systems interfacing with MILogin.
 - Create and configure new Portal specific WebSEAL instances.
 - **SSO with ISD Portal**
 - Create the corresponding ACL and Groups in ISAM.
 - Implement relevant workflows for Portal.

- Set up the federation profile of the Portal (also known as Partner profile).
 - Exchange the metadata with the Portal.
 - Configure the method of passing the SAML assertion to the Portal.
 - Encrypt SAML assertion and sign the SAML token.
 - Configure Identity Provider and/or Service Provider initiated Federation.
 - Configure existing enterprise MFA solution for Navigators.
 - **Custom User Interface**
 - Develop custom UI similar to Portal screens. This constitutes:
 - Customize the login page to match the look and feel of the Portal.
 - Customize the existing user registration flow as well as the existing screens to match the look and feel of Portal.
 - Customize the MFA screens for Navigators.
 - Customize the MILogin specific error pages.
 - Customize the UI to match the look and feel of Portal for “Forgotten user ID” and “Forgotten password” functions. The existing enterprise flow is used for these functions.
 - Customizations to support English and Spanish.
 - Build a new custom interface for help desk users to perform assisted ID Proofing.
 - **Custom ISD Specific Services**
 - Develop a custom MILogin ID Proofing service that would be invoked by the Portal for performing Experian ID Proofing.
 - Develop a custom “Update user demographic information” service.
 - **New MILogin Interfaces**
 - Integrate with MPI to perform a search, read and write operations to MPI.
 - Integrate with CSS’s Address Validation Service.
 - Integrate with HUB to expose custom developed MILogin services (as listed above) to Portal.
 - Conduct integration and interface testing for MILogin functionality.
 - Support user acceptance testing (UAT) for MILogin functionality.
- **MILogin Production Environment:**
 - **General**
 - Verify the firewall rules among various systems interfacing with MILogin.
 - Create and configure new Portal specific WebSEAL instances.
 - **SSO with ISD Portal**
 - Create the corresponding ACL and Groups in ISAM.
 - Implement relevant workflows for Portal.
 - Set up the federation profile of the Portal (also known as Partner profile).
 - Exchange the metadata with the Portal.
 - Configure the method of passing the SAML assertion to the Portal.
 - Encrypt SAML assertion and sign the SAML token.
 - Configure Identity Provider and/or Service Provider initiated Federation.
 - Configure existing enterprise MFA solution for Navigators.
 - **Custom User Interface**
 - Develop custom UI similar to Portal screens. This constitutes:
 - Customize the login page to match the look and feel of the Portal.
 - Customize the existing user registration flow as well as the existing screens to match the look and feel of Portal.
 - Customize the MFA screens for Navigators.
 - Customize the MILogin specific error pages.
 - Customize the UI to match the look and feel of Portal for “Forgotten user ID” and “Forgotten password” functions. The existing enterprise flow is used for these functions.
 - Customizations to support English and Spanish.
 - Build a new custom interface for help desk users to perform assisted ID Proofing.
 - **Custom ISD Specific Services**
 - Develop a custom MILogin ID Proofing service that would be invoked by the Portal for performing Experian ID Proofing.
 - Develop a custom “Update user demographic information” service.

- **New MILogin Interfaces**
 - Integrate with MPI to perform a search, read and write operations to MPI.
 - Integrate with CSS's address validation service.
 - Integrate with HUB to expose custom developed MILogin services (as listed above) to Portal.
- Conduct smoke testing related to MILogin functionality in Production environment.

DELIVERABLES:

- Weekly Status Report of Activities.
- Integrate MILogin with Portal in Development environment.
- Integrate MILogin with Portal in INT environment.
- Integrate MILogin with Portal in QAT environment.
- Integrate MILogin with Portal in UAT environment.
- Integrate MILogin with Portal in Production Patch (Pre-Production) environment.
- Integrate MILogin with Portal in Production environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ISD Portal Integration

- Worker users.
- MFA for Citizens.
- User provisioning and de-provisioning⁵ to the Portal.
- Fine grained authorization or role management.
- Application role assignment, modification, and revocation.
- Navigator user interface/screens will only be in English.
- Only Citizen's user interface/screens will be bilingual i.e. in English and Spanish. The user interfaces/screens for Admins/Helpdesk users and Navigators will be in English.
- Any changes or configurations on the Portal, MPI, Address Validation service or any system beyond MILogin.
- Arabic language support is out-of-scope for Release 1. A separate SOW would be drafted for ISD Release 2.
- Experian tool, leveraged for ID Proofing, doesn't support Arabic language. Users of this language will need to use help desk services for performing ID Proofing. Portal will require customization to guide users with Arabic language as preference on the procedure for ID proofing.
- MFA screens are supported only in English. DUO Security tool, leveraged for MFA, doesn't support Arabic and Spanish languages. Users of these languages would not be able to perform MFA in Spanish or Arabic.
- Migration of existing MiBridges users.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Lead will help Deloitte to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.

⁵ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in Portal. This is typically accomplished using adapters to automate the process.

- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MDHHS and Portal will be responsible for conducting the UAT and Performance Testing as applicable. MILogin team will provide support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing or for UAT.
- As part of this SOW, MILogin will not be responsible for providing help desk services for any user account-related operations.
- Portal is capable of consuming SAML token.
- Portal team will be responsible for account creation and access assignment for users in the ISD Portal.
- Portal will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- ISD team is responsible for all customizations and configurations required on the ISD Portal to facilitate the integration with MILogin solution.
- It is assumed that ISD will provide a list of existing MiBridges users, who are belonging to the pilot county and who are considered ID Proofed by the ISD.
- The user security Q&A will be same, or at least include, all the existing MiBridges and MILogin security Q&A to support the migration of existing MiBridges/MILogin users.
- MiBridges team will provide a list of user IDs, along with their associated ID Proofing attributes, those should be considered as already ID Proofed in MILogin system.
- Portal will pass an identifier to MILogin to distinguish between Navigators and Citizens for distinguishing various user specific operations.
- Navigators will need to have a unique email address (i.e. the one not already in use).
- Portal team will provide the wireframes and the CSS files for all custom user interfaces.
- From MILogin perspective Navigators, Community Partners and Success Coaches are same type of users and are mapped to a 3rd Party user type in MILogin context.
- The current MILogin solution is equipped to support up to 4000 concurrent user sessions per hour. If during ISD/MILogin load testing there are requirements to increase the capacity and adjust hardware size, there will be a joint evaluation of additional hardware cost. If dedicated hardware is added for ISD portal, the actual costs would be billed directly to MDHHS.
- MFA will be provided based on the enterprise policies and by leveraging DUO solution.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.
- The new ISD specific instances, such as WebSEAL, will share the hardware resources with existing MILogin WebSEAL instances.
- MILogin merge (also known as, "Single MILogin") purchase order must be approved and the work needs to stay ahead of ISD implementation timelines.
- MDHHS has decided to use the new Experian sub-code with new configurations and revised pricing. MDHHS will provide the new Experian sub-code to MILogin 2 weeks before the development completion.
- MDHHS will timely provide the AT&T short code, to be used for sending the One-Time Password (OTP) to the end users.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations:

Note: The below price doesn't include the transaction fee charged by the vendors such as, the transaction fee charged by Experian for performing ID Proofing or the transaction fee charged by DUO for performing MFA or the transaction fee charged by AT&T for using GSMS service. Such fees will be computed based on the actual usage and will be passed on directly to State/MDHHS.

Type	Description	Per Unit Cost	Number of Units	Cost
A	Automation of Shared Secret Validation Integration			
	Multi Factor Authentication (Custom)	\$10,000.00	1	\$10,000.00
	Multi Factor Authentication additional environments (per environment) (Custom)	\$3,500.00	3	\$10,500.00
D	Complex Application Integration			
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks. <i>(for integration with MPI, address validation service and HUB)</i>	\$79,000.00	1	\$79,000.00
E	Highly-Customized Complex Application Integration			
	Highly Custom User Interface (UI)			
	Foreign language support outside of English (per language) - Spanish	\$40,000.00	1	\$40,000.00
	Application/Agency branding (look and feel, images, font, graphics etc.)	\$100,000.00	1	\$100,000.00
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00	3	\$150,000.00
	ADA compliant user interface	\$30,000.00	1	\$30,000.00
	Custom password recovery options (other than standard security questions and answers)	\$30,000.00	1	\$30,000.00
F & G	Identity Federations (Custom)			
	Standard Identity Federation Integration: Provider	\$45,000.00	1	\$45,000.00
	Integrating additional environments – Identity Federation (per environment)	\$15,000.00	3	\$45,000.00
Grand Total				\$539,500.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

c	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Complete MILogin with Portal integration in Development environment	X + 33 days	755	FY17	\$162,600.00

2.	Complete MILogin with Portal integration in QAT environment	X + 45 days	421	FY17	\$103,070.00
3.	Complete MILogin with Portal integration in UAT environment	X + 61 days	450	FY17	\$88,650.00
4.	Complete MILogin with Portal integration in Production environment	X + 71 days	435	FY17	\$85,695.00
5.	Complete MILogin with Portal integration in INT environment	X + 83 days	210	FY17	\$41,370.00
6.	Complete MILogin with Portal integration in Production Patch (Pre-Production) environment	X + 95 days	295	FY17	\$58,115.00
Grand Total			2566		\$539,500.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg
222 N. Washington Sq.
Lansing, MI 48933
517-898-6315
FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

Judy Odett
235 S Grand Ave, Lansing, MI 48933
OdettJ@michigan.gov

The designated MDHHS Project Manager is:

Greg Campbell
Agency Services supporting MDHHS
Department of Technology, Management & Budget
300 E. Michigan, Lansing, MI 48933
517-241-1114
CampbellG1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



**MICHIGAN DEPARTMENT OF TECHNOLOGY,
MANAGEMENT AND BUDGET (DTMB)
IT SERVICES
STATEMENT OF WORK**

Project Title: MILogin – Maximus PE (Presumptive Eligibility) Integration	Period of Coverage: 6/26/2017-9/1/2017
Requesting Department: Michigan Department of Health and Human Services(MDHHS) / Customer Service	Date: 5/10/2017
MDHHS Business Relationship Manager: David Fox	Phone: 517-373-0952
MDHHS Project Manager: Heather Eakin	Phone: 517-335-1892

This is a Statement of Work (“SOW”) to the Enterprise Identity, Credential, and Access Management (“MICAM”) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State of Michigan (“State”) has requested that Deloitte & Touche LLP (“Deloitte & Touche”) integrate the MILogin for 3rd Party solution with the MDHHS’s MAXIMUS PE application in the MILogin Development (“DEV”), Quality Assurance (“QA”), and Production (“PROD”) environments. As part of this project, MAXIMUS PE application will be integrated with MILogin for 3rd Party solution to provide secure and enhanced user experience to State 3rd Party users of MAXIMUS PE application.

PROJECT OBJECTIVE:

The key goal of this project is to provide Single Sign-On (“SSO”) to MDHHS’s MAXIMUS PE application via Identity Federation using SAML 2.0 in MILogin for 3rd Party solution. This includes the Multi-Factor Authentication (“MFA”) functionality for 3rd party users’ application access.

SCOPE OF WORK:

The scope consists of:

- SSO functionality for MILogin 3rd Party Users to MAXIMUS PE application via federation using SAML 2.0.
- MILogin integration of MAXIMUS PE application via federation in MILogin DEV, QA, and PROD environments.
- Only 3rd Party users are in scope.
- Below listed MAXIMUS PE application environments will be integrated with corresponding MILogin environments –

MAXIMUS PE application environments	MILogin environments
DEV-Major, DEV-Hotfix	MILogin DEV
QA-Major, QA-Hotfix, UAT-Major, UAT-Hotfix, Staging	MILogin QA
Production	MILogin PROD

- MFA for 3rd party users except for additional five (5) application environments.
- There will be an approval workflow for this application, where the request for subscription in MILogin must be granted by the identified approvers.

TASKS:

Specific tasks include, but are not limited to:

- Initiation and Planning for MILogin – MAXIMUS PE application integration
- Requirement for MILogin – MAXIMUS PE application integration
- Design for MILogin – MAXIMUS PE application integration
- **DEV environment**
 - Verify firewall rule. If any, for MILogin – MAXIMUS PE application.
 - Complete MILogin configuration for establishing SSO with the MAXIMUM PE application.
 - Create the corresponding Access Control Lists (“ACL”), and groups in IBM Security Access Manager (“ISAM”).
 - Implementation of relevant workflows and approvers for the MAXIMUM PE application.
 - Set up the federation profile of the MAXIMUM PE application.
 - Exchange the metadata with the MAXIMUM PE application.
 - Configure the method of passing the SAML assertion to the MAXIMUM PE application.
 - Encrypt SAML assertion and sign the SAML token.
 - Define user identity mapping and configure customize identity mapping rules as needed.
 - Configure Identity Provider and/or Service Provider initiated federation.
 - Develop and execute test cases related to MILogin and the MAXIMUM PE Application integration functionality.
 - Extend the IBM Security Identity Manager (“ISIM”) and ISAM LDAP server schema for the additional attribute – agency ID needed by MAXIMUM PE application.
 - Configure UI for agency ID attribute.
 - Draft and execute test cases related to MILogin and MAXIMUS PE application integration functionality.
- **QA environment**
 - Verify firewall rule. If any, for MILogin – MAXIMUS PE application.
 - Complete MILogin configuration for establishing SSO with the MAXIMUM PE application.
 - Create the corresponding ACL, and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MAXIMUM PE application.
 - Set up the federation profile of the MAXIMUM PE application.
 - Exchange the metadata with the MAXIMUM PE application.
 - Configure the method of passing the SAML assertion to the MAXIMUM PE application.
 - Encrypt SAML assertion and sign the SAML token.
 - Define user identity mapping and configure customize identity mapping rules as needed.
 - Configure identity provider and/or service provider initiated federation.
 - Develop and execute test cases related to MILogin and the MAXIMUM PE application integration functionality.
 - Extend the ISIM and ISAM LDAP server schema for the additional attribute – agency ID needed by MAXIMUM PE application.
 - Configure UI for agency ID attribute.
 - Conduct User Acceptance Testing (“UAT”).
- **PROD environment**
 - Verify firewall rule. If any, for MILogin – MAXIMUS PE application.
 - Complete MILogin configuration for establishing SSO with the MAXIMUM PE application.
 - Create the corresponding ACL, and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MAXIMUM PE application.

- Set up the federation profile of the MAXIMUM PE application.
- Exchange the metadata with the MAXIMUM PE application.
- Configure the method of passing the SAML assertion to the MAXIMUM PE application.
- Encrypt SAML assertion and sign the SAML token.
- Define user identity mapping and configure customize identity mapping rules as needed.
- Configure identity provider and/or service provider initiated federation.
- Develop and execute test cases related to MILogin and the MAXIMUM PE application integration functionality.
- Extend the ISIM and ISAM LDAP server schema for the additional attribute – agency ID needed by MAXIMUM PE application.
- Configure UI for agency ID attribute.
- Perform smoke testing.

DELIVERABLES:

- Weekly status report capturing this project milestone status.
- Integrate MILogin for 3rd Party solution with MAXIMUS PE application in DEV environment.
- Integrate MILogin for 3rd Party solution with MAXIMUS PE application in QA environment.
- Integrate MILogin for 3rd Party solution with MAXIMUS PE application in PROD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have formally accepted them.

OUT OF SCOPE FOR MILogin – MAXIMUS PE Federation Integration

- State Worker and Citizen Users
- Fine grained authorization
- User provisioning and de-provisioning¹ to the MAXIMUS PE application
- MFA for additional five MAXIMUS PE application environments

ASSUMPTIONS:

- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan, if applicable.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (“AICPA”). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State’s system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (“EASA”), Infrastructure Service Request (“ISR”), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.

¹ User provisioning refers to account creation and access (role/privilege) assignment by MILogin in MAXIMUS PE application. This is typically accomplished using adapters to automate the process.

- Delays or unavailability of State or application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin for 3rd Party solution will be used for integration. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- MILogin will not be responsible for providing help desk services for any user account-related operations as part of this SOW.
- State Client Service Center (“CSC”) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MAXIMUS PE applications in eight (8) environments will be integrated with three (3) MILogin environments - DEV, QA, and PROD.
- MILogin and MAXIMUS PE application will be integrated for SSO using SAML based federation.
- The MAXIMUS PE application is capable of consuming SAML token.
- The application team will be responsible for UAT.
- The MAXIMUS PE application will be responsible for fine-grained authorization to manage user’s access based on roles/privileges.
- The MAXIMUS PE application team will be responsible for account creation and access assignment for users in the MAXIMUS PE application.
- The MAXIMUS PE application team is responsible for all customizations and configuration changes required on the MAXIMUS PE application to facilitate the integration with the MILogin solution.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational services costs for new integrations:

Type	Description	Integration Type	Unit Contract Cost	Units	Total Contract Cost	Discount	Total Cost
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A	Automation of Shared Secret Validation Integration						
	MFA	Custom	\$10,000.00	1	\$10,000.00	-	\$10,000.00
F	Identity Federation Integration: Provider	Custom	\$91,500.00	1	\$91,500.00	-	\$91,500.00
	Integrating additional environments – identity federation (per environment)	Custom	\$30,000.00	5	\$150,000.00	\$75,000.00	\$75,000.00
	Total				\$251,500.00	\$75,000.00	\$176,500.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone	Hours	Fiscal Year	Cost
1.	Completion of initiation and planning phase	X + 15 days	120	FY17	\$20,100.00
2.	MAXIMUS PE DEV-Major application integration in MILogin DEV	X + 20 days	160	FY17	\$27,200.00
3.	MAXIMUS PE DEV-Hotfix application integration in MILogin DEV	X + 20 days	160	FY17	\$27,200.00
4.	MAXIMUS PE QA-Major application integration in MILogin QA	X + 15 days	120	FY17	\$20,400.00
5.	MAXIMUS PE QA-Hotfix application integration in MILogin QA	X + 10 days	80	FY17	\$13,600.00
6.	MAXIMUS PE UAT-Major application integration in MILogin QA	X + 10 days	80	FY17	\$13,600.00
7.	MAXIMUS PE UAT-Hotfix application integration in MILogin QA	X + 10 days	80	FY17	\$13,600.00
8.	MAXIMUS PE Staging application integration in MILogin QA	X + 10 days	80	FY17	\$13,600.00
9.	MAXIMUS PE Production application integration in MILogin PROD	X + 20 days	160	FY17	\$27,200.00
Grand Total					\$176,500.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

222 N. Washington Sq.

Lansing, MI 48933

FlaggS@michigan.gov

The designated DTMB MDHHS Business Relationship Manager is:

David Fox

GRAND TOWER BLDG

235 S Grand Ave

Lansing MI 48933

517-373-0952

FoxD@michigan.gov

The designated MDHHS Project Manager is:

Heather Eakin

GRAND TOWER BLDG

235 S Grand Ave

517-335-1892

EakinH@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Michigan Department of Transportation (MDOT) Phase Initiator Production (PROD) Integration	Period of Coverage: 7/3/16 – 7/28/2017
Requesting Department: MDOT	Date: 6/9/2017
DTMB Business Relationship Manager: Tanis Lerash	Phone: 517-241-4141
MDOT Project Manager: Stephen Williams	Phone: 517-335-2446

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for Worker and 3rd party solution with the MDOT Phase Initiator web application in the PROD environment. As part of this project, the MDOT's Phase Initiator application will be integrated with MILogin for Worker and 3rd party solution to provide secure and enhanced user experience to the SOM worker and 3rd party users of the Phase Initiator application.

PROJECT OBJECTIVE:

The key goal of this project is to provide single sign-on (SSO) to the Phase Initiator application via the MILogin for worker solution.

SCOPE OF WORK:

The scope consists of:

- Provide SOM MDOT worker and 3rd party users with the ability to subscribe to the MDOT Phase Initiator application using their MILogin account in PROD environment.
- Provide SOM MDOT worker and 3rd party user with the ability to login the MDOT Phase Initiator application via MILogin for Workers and 3rd parties solution in PROD environment.

TASKS:

Specific tasks include:

- **PROD Environments**
 - Verify firewall rules for the MILogin – MDOT Phase Initiator application in the PROD environment.
 - Complete MILogin configuration for Single Sign-On (SSO).
 - Create the corresponding Access Control List (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MDOT Phase Initiator application.
 - Migrate the MDOT Phase Initiator PROD users to the MILogin PROD.
 - Conduct smoke testing related to the MILogin and MDOT Phase Initiator application integration functionality.

DELIVERABLES:

Deliverables for this project include:

- Integration of MILogin for Workers and 3rd party solution with the MDOT Phase Initiator application in its PROD environments

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB MILogin Project Manager and the DTMB for MDOT Phase Initiator Project Manager have formally accepted them.

OUT OF SCOPE FOR MILogin for workers – MDOT Phase Initiator Application Integration

- State of Michigan (SOM) citizen users
- Identity proofing
- Multi-factor authentication
- MILogin Development and Quality Assurance environment
- User provisioning and de-provisioning to the Phase Initiator application

ASSUMPTIONS:

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Manager will help Deloitte to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers/3rd party will be integrated with MDOT Phase Initiator application in PROD environment.
- The MILogin and MDOT Phase Initiator application will be integrated for SSO using the HTTP Header based integration.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based worker and 3rd party users are considered in scope of this integration.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDOT and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Total Contract cost	Work Already Completed	Discount	Total Cost
E	Highly-Customized Complex Application Integration				
	SSO Integration	\$79,000.00	\$ 46,800.00	\$1,000.00	\$ 31,200.00
	Total cost				\$ 31,200.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MDOT Phas Initiator

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	MILogin – MDOT Phase Initiator PROD environment integration completion.	X + 4 weeks	160	\$31,200
Grand Total		\$ 31,200.00	160	\$31,200.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

Michigan Department of Technology Management and Budget (DTMB) Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDOT Business Relationship Manager is:

Tanis Lerash

Van Wagoner Building

425 West Ottawa St

Lansing, MI

Phone: 517-241-4141

E-mail: LerashT@michigan.gov

The designated DTMB MDOT Project Manager is:

Stephen Williams

Van Wagoner Building

425 West Ottawa St, Lansing, MI 48910

Phone: 517-335-2446

E-mail: williamss47@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute the project deliverables. DTMB and MDOT will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **16**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 6/14/2017, the following Statement of Work (SOW) document is incorporated into this Contract.				
1. C20170526-134246 – TED - MILogin - Talent Investment Agency (TIA) Integration, SOW for \$423,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
This Contract amendment will utilize \$423,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.				



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

Project Title: MILogin – Talent Investment Agency (TIA) Integration	Period of Coverage: 6/19/2017- 12/21/2017
Requesting Department: Unemployment Insurance Agency (UIA)	Date: 06/15/2017
DTMB UIA Business Relationship Manager: Nancy Palmateer	Phone: 517-335-5779
DTMB UIA Project Manager: John Walker	Phone: 313-456-3814

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for Citizen solution with the TIA¹ applications using Open Authentication protocol (OAuth) in their corresponding environments. As a part of this project, the TIA applications will be integrated with the MILogin for Citizen solution to provide a secure and enhanced user experience to State Of Michigan (SOM) citizen users of in-scope TIA applications.

PROJECT OBJECTIVE

The specific goal of this project is to create a MILogin citizen user account to access TIA applications (PMTC and MiWAM) using the OAuth federation protocol. A proof of concept (POC) will be configured to integrate MILogin Citizen Development (DEV) environment with the TIA applications in their corresponding environment to demonstrate this integration works as expected before integrating other environments of this application.

SCOPE OF WORK:

The scope consists of:

- Provide SOM citizen users with the ability to login to the TIA applications via the MILogin for Citizen Solution.
- Setup OAuth based authentication between the MILogin for Citizen Solution and TIA applications.
- Develop a custom user interface (UI) for the integration of the TIA applications with the MILogin for citizen solution. The custom UI will only support the English language.
- Existing MiWAM and PMTC application users will be migrated “on the fly” to MILogin on their first attempt to access these applications after MILogin integration via a custom developed onboarding process.
- Any MILogin citizen user having access to TIA applications will be directed to have a mandatory, unique and verified email address within MILogin.
- Updates to MILogin citizen user email address will be synchronized with the PMTC application.
- MILogin – TIA applications Integration environment mapping:

¹ The term TIA applications in this document refers to Pure Michigan Talent Connect (PMTC) and Michigan Web Account Manager (MiWAM) applications.

MILogin for citizens Environment	PMTC Environment	MiWAM Environment
DEV	• Dev	• Dev
QA	• Test	• Test
		• Staging
		• Conversion
		• DR
		• Training
Prod	• Prod	• Prod

TASKS:

Specific tasks include:

- **Application Integration Design**
 - Develop and document the MILogin for citizen and the TIA applications integration design.
- **DEV environment (POC environment)**
 - Confirm firewall rules for the MILogin – TIA applications integration in the DEV environment.
 - Create new WebSEAL instances.
 - Configure URL/DNS for newly created WebSEAL instances.
 - Configure the authentication module for newly created WebSEAL instances.
 - Configure WebSEAL default UI pages.
 - Configure SSL certificates for newly created WebSEAL instances and enable it for SSL communication.
 - Integrated new WebSEAL instances with ISAM for Mobile.
 - Complete MILogin OAuth configuration for the MiWAM OAuth client.
 - Create MiWAM specific client ID and secret in the MILogin solution.
 - Define the authorization grant type for the MiWAM application.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Complete MILogin OAuth configuration for the PMTC OAuth client.
 - Create the PMTC specific client ID and secret in MILogin system.
 - Define the authorization grant type for the PMTC application.
 - Create the corresponding ACL and groups in ISAM.
 - Configure role, policies and services in IBM Security Identity Manager (ISIM) for the TIA applications.

- Implement relevant workflows in ISIM for the TIA applications.
 - Configure OAuth modules to enable “on the fly” user creation.
 - Develop a custom UI with TIA branding for the MILogin citizen users of TIA applications supporting user registration, change password, forgot password, security question and answer setup.
 - Configure custom UI code to make email address mandatory, unique and verifiable for TIA applications.
 - Configure custom UI code to propagate change in the MILogin citizen email address to PMTC application.
 - Configure custom UI to support multiple state approved browsers.
 - Configure custom UI to use responsive framework to support multiple devices.
 - Configure ADA compliant custom UI.
 - Test custom UI for ADA compliance.
 - Secure code testing and code remediation.
 - Execute test cases related to the MILogin and TIA applications integration functionality.
- **Quality Assurance (QA) environment**
 - Confirm firewall rules for the MILogin – TIA applications integration in the QA environment.
 - Create new WebSEAL instances.
 - Configure URL/DNS for newly create WebSEAL.
 - Configure the authentication module for WebSEAL.
 - Configure WebSEAL default UI pages.
 - Configure SSL certificates for newly created WebSEAL instance and enable it for SSL communication.
 - Integrated new WebSEAL instance with ISAM for Mobile.
 - Complete MILogin OAuth configuration for MiWAM OAuth client.
 - Create MiWAM specific client ID and secret in MILogin system.
 - Define the authorization grant type for MiWAM application.
 - Create the corresponding ACLs and groups in ISAM.
 - Complete MILogin OAuth configuration for PMTC OAuth client.
 - Create PMTC specific client ID and secret in MILogin system.
 - Define the authorization grant type for PMTC application.
 - Create the corresponding ACL and groups in ISAM.
 - Configure role, policies and services in ISAM for TIA applications.
 - Implement relevant workflows in ISIM for TIA applications.
 - Configure OAuth modules to enable on the fly user creation.
 - Migrate custom UI code from MILogin DEV environment to QA environment.
 - Execute test cases related to the MILogin and TIA applications integration functionality.
 - Conduct user acceptance testing (UAT) related to the MILogin and TIA applications integration functionality.
 - **Production (PROD) environment**
 - Confirm firewall rules for the MILogin – TIA applications integration in the PROD environment.
 - Create new WebSEAL instances.
 - Configure URL/DNS for newly create WebSEAL.
 - Configure the authentication module for WebSEAL.
 - Configure WebSEAL default UI pages.

- Configure SSL certificates for newly created WebSEAL instance and enable it for SSL communication.
- Integrated new WebSEAL instance with ISAM for Mobile.
- Complete MILogin OAuth configuration for MiWAM OAuth client.
 - Create MiWAM specific client ID and secret in MILogin system.
 - Define the authorization grant type for MiWAM application.
 - Create the corresponding ACLs and groups in ISAM.
- Complete MILogin OAuth configuration for PMTC OAuth client.
 - Create PMTC specific client ID and secret in MILogin system.
 - Define the authorization grant type for PMTC application.
 - Create the corresponding ACL and groups in ISAM.
- Configure role, policies and services in ISIM for TIA applications.
- Implement relevant workflows in ISIM for TIA applications.
- Configure OAuth modules to enable on the fly user creation.
- Migrate custom UI code from MILogin QA environment to PROD environment.
- Execute test cases related to the MILogin and TIA applications integration functionality.

DELIVERABLES

- Weekly status report of activities.
- MILogin for citizen solution – TIA applications Integration design document.
- Integrate MILogin for citizen solution DEV with MiWAM and PMTC applications in Development environment.
- Integrate MILogin for citizen solution QA with MiWAM and PMTC applications in the QA environment.
- Integrate MILogin for citizen solution QA with MiWAM in the Staging environment.
- Integrate MILogin for citizen solution QA with MiWAM in the Conversion environment.
- Integrate MILogin for citizen solution QA with MiWAM in the Disaster Recovery (DR) environment.
- Integrate MILogin for citizen solution QA with MiWAM in the Training environment.
- Integrate MILogin for citizen solution PROD with TIA applications in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and UIA Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – TIA Integration

- Identity proofing.
- Multi-factor authentication.
- SOM worker and 3rd party users.
- User provisioning and de-provisioning to the TIA applications being integrated.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stakeholders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our

observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- TIA application team will be responsible for providing help desk services for any user account-related operations with respect to MILogin – TIA integration.
- Any missing milestone that state has identified in project plan will result in a change order for accommodation of additional time to complete the tasks.
- MILogin and TIA application will be integrated for authentication using OAuth federation protocol.
- The custom user interface being developed will only support English language.
- MILogin rollout for TIA application in a given environment may involve downtime on the application side. TIA team will be responsible for coordinating any downtime required during integration with MILogin.
- If the application has multiple environments, then the user will get an account in LDAP if they subscribe to even a single application (or application instance) mapped to a given MILogin environment. Also, user will have the same credentials (User ID/password) for all application environments mapped to a given MILogin environment
- During TIA application on the fly user migration, TIA application user repository will be customized to keep mapping of MILogin user ID. This user ID will be used by TIA application to identify a user uniquely within TIA application.
- During the execution of project if any new TIA environment is identified to be integrated with MILogin for citizens' environment then it will result in schedule and cost impact.
- Users will leverage MILogin self-service capabilities for updates to their profile for password management, demographics information, etc.
- The PMTC application team will provide web service to perform user email address update from MILogin for any TIA user updating email address on MILogin TIA portal.
- MILogin citizen environment hardware capacity may needs to be increased based on TIA performance requirements.
- The TIA application will continue to provide user authorization, i.e., role and entitlement management.
- Any change to login page or adding/removing link/functionality needs to be coordinated with MILogin.
- Any extension or delay in schedule will be addressed through a change request.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to UIA and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by

the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Number	POC (Dev)	Cost	Remaining Cost (QA and PROD)	Total Cost
MiWAM							
F	Identity Federations Integration: Provider.	\$45,000.00	1	\$18,000.00		\$27,000.00	\$45,000.00
E	Highly-Customized Complex Application Integration – Custom User Interface	\$80,000.00	1	\$32,000.00		\$48,000.00	\$80,000.00
E	Highly-Customized Complex Application Integration – on the fly User Migration	\$96,500.00	1	\$38,600.00		\$57,900.00	\$96,500.00
A	Automation of Shared Secret Validation Integration - Integrating additional environments (per environment)	\$15,000.00	4	\$0		\$60,000.00	\$60,000.00
PMTC							
E	Identity Federations Integration: Provider.	\$45,000.00	1	\$18,000.00		\$27,000.00	\$45,000.00
F	Highly-Customized Complex Application Integration – User Migration along with security questions and answers	\$96,500.00	1	\$38,600.00		\$57,900.00	\$96,500.00
Total				\$145,200.00		\$277,800.00	\$423,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – TIA integration

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	Requirement and Design	X + 6 weeks	160	\$30,000.00
2.	MILogin Dev – TIA DEV.	X + 6 weeks	650	\$115,200.00
3.	MILogin QA – TIA QA.	X + 11 weeks	250	\$46,300.00
4.	MILogin QA – MiWAM Staging	X + 18 weeks	250	\$46,300.00
5.	MILogin QA – MiWAM Conversation	X + 21 weeks	250	\$46,300.00
6.	MILogin QA – MiWAM DR	X + 24 weeks	250	\$46,300.00
7.	MILogin QA – MiWAM Training	X + 27 weeks	250	\$46,300.00

8.	MILogin PROD – TIA PROD.	X + 15 weeks	250	\$46,300.00
Grand Total			2310	\$423,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB UIA *Business Relationship Manager* is:

Nancy Palmateer

palmateern@michigan.gov

517-335-5779

The designated DTMB UIA *Project Manager* is:

John Walker

WalkerJ5@michigan.gov

313-456-3814

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and UIA will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **15**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
	Contact Administrator	flaggs@michigan.gov	
		Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 6/1/2017, the following two Statement of Work (SOW) documents are incorporated into this Contract.				
1. C20170505-122110 – MDARD - MILogin - Water Usage Reporting (WUR) Integration, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
2. C20170516-111720 – DNR - MILogin – Wild Mobile Integration, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
This Contract amendment will utilize \$50,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.				

Cost Table – Remaining Balance after Change Notice # 15

Table 1: deducting \$50,000.00 from Table 7.

Description	Balance after CN # 15
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$2,322,791.87
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$693,772.41
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$4,946,594.18
Reserved Hours Bucket Table 10	\$475,617.08
Total	\$8,438,775.54

Table 7: Operational Services Costs for New Integrations: Deducting \$25,000.00 from Type C and \$25,000.00 from Type F.

Type	Description	Integration Options		Total Cost limit	Balance after CN #15
		Pre-built connectors Unit Cost	Custom Unit Cost		
A	Automation of Shared Secret Validation Integration			\$1,750,000.00	\$434,146.20
(i)	Integrating additional environments (per environment.)	\$8,000.00	\$15,000.00		
(ii)	Multi Factor Authentication	\$5,000.00	\$10,000.00		
(iii)	Multi Factor Authentication additional environments (per environment)	\$2,000.00	\$3,500.00		
(iv)	UI Customization	\$5,000.00	\$10,000.00		
(v)	Junctions (per junction)	\$5,000.00	\$5,000.00		
B	COTS Application Integration	N/A	N/A	\$0.00	
C	Standard Application Integration			\$2,057,022.39	\$1,044,604.58
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$25,000.00	Not Applicable (N/A)		
D	Complex Application Integration			\$4,927,731.09	\$1,742,913.23
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	N/A	\$79,000.00		
E	Highly-Customized Complex Application Integration			\$2,350,000.00	\$652,588.29

(i)	User Provisioning to one end point for 3 environments including Prod.	\$60,000.00	\$110,000.00		
(ii)	Integrating additional environments – User provisioning (per environment)	\$20,000.00	\$35,000.00		
(iii)	Highly Custom User Interface (UI) - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Foreign language support outside of English (per language)		\$40,000.00		
	Application/Agency branding (look and feel, images, font, graphics etc.)		\$100,000.00		
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)		\$50,000.00		
	ADA compliant user interface		\$30,000.00		
	Custom password recovery options (other than standard security questions and answers)		\$30,000.00		
(iv)	User migration - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Custom feed development for migrating users attributes from application repository to MILogin (per user type)		\$40,000.00		
	Custom solution for migrating user's current password (per user type)		\$40,000.00		
	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms (per user type)		\$30,000.00		
	Customization of LDAP schema, and MILogin configurations to incorporate application specific attributes		\$20,000.00		
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc		\$20,000.00		
	User load in the MILogin system (based on user count)		\$100,000.00 (user count ~ 1 million)		
F & G	Identity Federations			\$1,439,500.00	\$1,022,341.88
F	Identity Federation Integration: Provider	\$45,000.00	\$91,500.00		
G	Identity Federation Integration: Consumer	\$45,000.00	\$91,500.00		
(i)	Integrating additional environments – Identity Federation (per environment)	\$15,000.00	\$30,000.00		
				\$12,524,253.48	\$4,896,594.18



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

Project Title: MILogin – Wild Mobile Integration	Period of Coverage: 5/22/2017-9/14/2017
Requesting Department: Department of Natural Resources (DNR)	Date: 05/22/2017
DTMB DNR Business Relationship Manager: Manny Rosales	Phone: 517-241-4652
DNR Project Manager: Jeremy Jehnsen	Phone: 517-241-7416

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for worker and 3rd party solution with the DNR Wild Mobile application using Open Authentication (OAuth) in the corresponding environments. As part of this project, the DNR Wild Mobile application will be integrated with MILogin for worker and 3rd party solution to provide secure and enhanced user experience to the State of Michigan (SOM) workers users of the DNR Wild Mobile application using OAuth protocol.

PROJECT OBJECTIVE

The specific goal of this project is to provide OAuth service to the DNR Wild Mobile application via the MILogin worker and 3rd party solution.

SCOPE OF WORK

The scope consists of:

- Setup the OAuth between MILogin for worker and 3rd party solution and Wild Mobile application.
- Provide SOM worker and 3rd party users with the ability to login to the DNR Wild Mobile application via MILogin for worker and 3rd party solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and DNR Wild Mobile application integration design.
- **Development (DEV) environment**
 - Confirm firewall rules for the MILogin – DNR Wild Mobile application integration in the DEV environment.
 - Complete MILogin OAuth configuration for DNR Mobile application.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the DNR Wild Mobile application.

- Create test cases related to the MILogin and DNR Wild Mobile application integration functionality.
- Execute test cases related to the MILogin and DNR Wild Mobile application integration functionality.
- **Quality Assurance (QA) environment**
 - Confirm firewall rules for the MILogin – DNR Wild Mobile application integration in the QA environment.
 - Complete MILogin OAuth configuration for DNR Mobile application.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the DNR Wild Mobile application.
 - Execute test cases related to the MILogin and DNR Wild Mobile application integration functionality.
 - Conduct user acceptance testing (UAT) related to the MILogin and DNR Wild Mobile application integration functionality.
- **Production (PROD) environment**
 - Confirm firewall rules for the MILogin – DNR Wild Mobile application in the PROD environment.
 - Complete MILogin OAuth configuration for DNR Mobile application.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the DNR Wild Mobile application.
 - Conduct smoke testing related to the MILogin and DNR Wild Mobile application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for worker and 3rd party solution with the DNR Wild Mobile application in DEV environment.
- Integrate MILogin for worker and 3rd party solution with the DNR Wild Mobile application in QA environment.
- Integrate MILogin for worker and 3rd party solution with the DNR Wild Mobile application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and DNR Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – DNR WILD MOBILE Integration

- Identity proofing.
- Multi-factor authentication.
- Citizen users.
- Fine grained authorization.
- Request application access via mobile application.
- User provisioning and de-provisioning to the DNR Wild Mobile application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.

- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The DNR Wild Mobile is capable of consuming OAuth tokens.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers will be integrated with DNR Wild Mobile application in DEV, QA and PROD environments.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers are considered in scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to DNR and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Discount	Total Cost
F	Identity Federation			
	Identity Federation Integration: Provider	\$45,000.00	\$20,000.00	\$ 25,000.00
	Total cost			\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – DNR Wild Mobile

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none">Requirement and design document completion.MILogin – DNR Wild Mobile DEV integration completion.	X + 3 weeks	110	\$10,000.00
2.	<ul style="list-style-type: none">MILogin – DNR Wild Mobile QA environment integration completion.MILogin – DNR Wild Mobile UAT testing completion.	X + 5 weeks	95	\$10,000.00
3.	<ul style="list-style-type: none">MILogin – DNR Wild Mobile PROD environment integration completion.	X + 7 weeks	95	\$5,000.00
Grand Total			300	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB DNR *Business Relationship Manager* is:

Manny Rosales

rosalesm@michigan.gov

517-241-4652

The designated DTMB DNR *Project Manager* is:

Jeremy Jehnsen

jehnsenj@michigan.gov

517-241-7416

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and DNR will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin - Water Usage Reporting (WUR) Integration	Period of Coverage: 5/10/2017-9/14/2017
Requesting Department: Department of Agriculture and Rural Development (MDARD)	Date: 5/2/2017
DTMB MDARD Business Relationship Manager: Manny Rosales	Phone: 517-241-4652.
DTMB MDARD Project Manager: Anupkumar Vijayaveeraraghavan	Phone: 517-335-3564

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested Deloitte & Touche LLP (Deloitte & Touche) to integrate the MILogin for citizen solution with the Michigan Department of Agriculture and Rural Development (MDARD) Water Usage Reporting (WUR) web application. As part of this project, the MDARD's WUR application will be integrated with the MILogin for Citizen solution to provide a secure and enhanced user experience to the State of Michigan (SOM) citizen users of the MDARD WUR application.

PROJECT OBJECTIVE

The goal of this project is to provide single sign-on (SSO) to the MDARD WUR application via the MILogin citizen solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM citizen users with the ability to subscribe to the MDARD WUR application using their MILogin for citizen account.
- Provide SOM citizen users with the ability to login to the MDARD WUR application via MILogin for citizen solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop & document the MILogin integration design with the MDARD WUR application.
- **Development environment (DEV)**
 - Verify firewall rules for the MILogin – MDARD WUR application in the DEV environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MDARD WUR application.
 - Create test cases related to MILogin and the MDARD WUR application integration functionality.

- Execute test cases related to MILogin and the MDARD WUR application integration functionality.
- **Quality Assurance (QA) environment**
 - Verify firewall rules for MILogin – MDARD WUR application in the QA environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDARD WUR application.
 - Conduct user acceptance testing (UAT) related to MILogin and the MDARD WUR application integration functionality.
- **Production (PROD) environment**
 - Verify firewall rules for MILogin – MDARD WUR application in the PROD environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDARD WUR application.
 - Conduct smoke testing related to MILogin and MDARD WUR application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for citizen solution with the MDARD WUR application in DEV environment.
- Integrate MILogin for citizen solution with the MDARD WUR application in QA environment.
- Integrate MILogin for citizen solution with the MDARD WUR application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDARD Project Managers have formally accepted them.

OUT OF SCOPE FOR MILogin – MDARD WUR Integration

- Identity proofing.
- Multi-factor authentication.
- SOM Worker, 3rd party, and Illinois users.
- User provisioning and de-provisioning to the MDARD WUR application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Manager will help Deloitte to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as the Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any

other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Application teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for citizen will be integrated with MDARD WUR application in DEV, QA, and PROD environments.
- MILogin and the MDARD WUR application will be integrated for Single Sign-on (SSO) using the HTTP Header based integration.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM citizen users are considered in scope of this integration.
- Application team will be responsible for User UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDARD and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price – payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Cost
C	Standard Application Integration	
	HTTP Header based SSO Integration	\$ 25,000.00
	Total cost	\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILOGIN – MDARD WUR Integration

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design document completion. MILogin – MDARD WUR DEV integration completion. 	X + 15 days	140	\$12,000
2.	<ul style="list-style-type: none"> MILogin – MDARD WUR QA environment integration completion. MILogin – MDARD WUR UAT testing completion. 	X + 25 days	80	\$13,000
	<ul style="list-style-type: none"> MILogin – MDARD WUR PROD environment integration completion. 	X + 35 days	80	
Grand Total			300	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB *Project Sponsor* is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDARD *Business Relationship Manager* is:

Manny Rosales

rosalesm@michigan.gov

517-241-4652

The designated DTMB MDARD *Project Manager* is:

Anupkumar Vijayaveeraraghavan

VijayaveeraraghavanA@michigan.gov

517-335-3564

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDARD will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **14**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 5/17/2017, the following two Statement of Work (SOW) documents are incorporated into this Contract. 1. C20160721-134037 - MDHHS - MILogin – Bridges Additional Instance for Integrated Service Delivery (ISD) and Universal Case Load (UCL) Integration, SOW for \$56,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations. 2. C20160721-134037 - MDHHS - MILogin – Citizen and worker/3rd party Merge, SOW for \$560,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations. This Contract amendment will utilize \$616,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.				



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

Project Title: MILogin – Bridges Additional Instance Integration for Integrated Service Delivery (ISD) and Universal Case Load (UCL)	Period of Coverage: 5/15/2017-9/14/2017
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 05/12/2017
DTMB MDHHS Business Relationship Manager: Kemal Tekinel	Phone: 517-241-5779
DTMB MDHHS Project Manager: Sanjay Srivastava	Phone: 517-373-8836

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for worker and internal 3rd party solution with the additional instances of MDHHS Bridges for ISD and UCL application in the corresponding environments. As part of this project, the additional instances of MDHHS Bridges application will be integrated with MILogin for worker and internal 3rd party solution to provide secure and enhanced user experience to the State Of Michigan (SOM) worker and internal 3rd party users of the ISD and UCL application.

PROJECT OBJECTIVE

The specific goal of this project is to provide single sign-on (SSO) to the additional instances of MDHHS Bridges application via the MILogin for worker and internal 3rd party solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker and internal 3rd party users with the ability to subscribe to the additional instances of MDHHS Bridges application using their MILogin account.
- Provide SOM worker and internal 3rd party users with the ability to login to the additional instances of MDHHS Bridges application via MILogin for worker and internal 3rd party solution.
- Existing MILogin users of MDHHS Bridges application needs to be auto-subscribed for new MDHHS Bridges instances for ISD and UCL in the corresponding environment.
- Any SOM worker and internal 3rd party user subscribing to existing MDHHS Bridges application need to be granted access to new MDHHS Bridges instances for ISD and UCL being integrated with MILogin for worker and internal 3rd party solution in the corresponding environment.

TASKS

Specific tasks include:

- **Development (DEV) environment**
 - Confirm firewall rules for the MILogin – MDHHS Bridges additional instance integration in the DEV environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).

- Implementation of relevant workflows and approvers for the MDHHS Bridges additional instances DEV integration.
 - Migrate the existing MDHHS Bridges DEV user subscription to additional MDHHS Bridges DEV instance being configured for ISD and UCL.
 - Create test cases related to the MILogin and MDHHS Bridges additional instance integration functionality.
 - Execute test cases related to the MILogin and MDHHS Bridges additional instance integration functionality.
- **Quality Assurance (QA) environment**
 - Confirm firewall rules for the MILogin – MDHHS Bridges additional instance integration in the QA environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDHHS Bridges additional instance QA integration.
 - Migrate the existing MDHHS Bridges DEV user subscription to additional MDHHS Bridges QA instance being configured for ISD and UCL.
 - Execute test cases related to the MILogin and MDHHS Bridges additional instance integration functionality.
 - Conduct user acceptance testing (UAT) related to the MILogin and MDHHS Bridges additional instance integration functionality.

● **MILogin – MDHHS Bridges additional instance Integration environment mapping:**

MILogin for worker and internal 3rd party	MDHHS Bridges (Existing)	MDHHS Bridges ISD (New Instance)	MDHHS Bridges UCL (New Instance)
DEV	<ul style="list-style-type: none"> ● MDHHS Bridges 	<ul style="list-style-type: none"> ● MDHHS Bridges DEV ISD 	<ul style="list-style-type: none"> ● MDHHS Bridges DEV UCL
QA	<ul style="list-style-type: none"> ● MDHHS Bridges Integration (INT) 	<ul style="list-style-type: none"> ● MDHHS Bridges INT ISD 	<ul style="list-style-type: none"> ● MDHHS Bridges INT UCL
	<ul style="list-style-type: none"> ● MDHHS Bridges Quality Assurance Testing (QAT) 	<ul style="list-style-type: none"> ● MDHHS Bridges QAT ISD 	<ul style="list-style-type: none"> ● MDHHS Bridges QAT UCL
	<ul style="list-style-type: none"> ● MDHHS Bridges User Acceptance Testing (UAT) 	<ul style="list-style-type: none"> ● MDHHS Bridges UAT ISD 	Not Available

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for worker and internal 3rd party solution with the MDHHS Bridges application in DEV environment.
- Integrate MILogin for workers and internal 3rd party solution with the MDHHS Bridges application in QA environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDHHS Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS Bridges additional instance Integration

- Identity proofing.
- Multi-factor authentication.
- SOM 3rd party (external) and citizen users.
- User provisioning and de-provisioning to the MDHHS Bridges additional instance being integrated.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the project with the state staff and project stakeholders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers will be integrated with MDHHS Bridges additional instance in DEV and QA environments.
- The MILogin and MDHHS Bridges additional instances will be integrated for SSO using the HTTPS Header based integration.
- The MILogin and MDHHS Bridges additional instances integration will follow same integration pattern as that of existing MDHHS Bridges instance integration, and there will not be any change in terms of HTTPS Headers being passed to the application from MILogin for worker and internal 3rd party solution.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers are considered in the scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Pre-Built Connectors Unit Cost	Units	Total Cost
A	Automation of Shared Secret Validation Integration			
	Integrating additional environments (per env.) - Pre-built connectors	\$ 8,000.00	7	\$ 56,000.00
	Total cost			\$ 56,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MDHHS Bridges additional instance integration for ISD and UCL

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> • MILogin – MDHHS Bridges DEV ISD integration completion. • MILogin - Bridges-DEV UCL integration completion. 	X + 2 weeks	80	\$16,000.00
2.	<ul style="list-style-type: none"> • MILogin – MDHHS Bridges INT ISD integration completion. • MILogin - Bridges-INT UCL integration completion. • MILogin – MDHHS Bridges QAT ISD integration completion. • MILogin - Bridges-QAT UCL integration completion. • MILogin – MDHHS Bridges UAT ISD integration completion. 	X + 6 weeks	240	\$40,000

Grand Total		320	\$56,000.00
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X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS *Business Relationship Manager* is:

Kemal Tekinel

TekinelK@michigan.gov

517-241-5779

The designated DTMB MDHHS *Project Manager* is:

Sanjay Srivastava

SrivastavaS1@michigan.gov

517-373-8836

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Citizen and worker/3 rd party Merge	Period of Coverage: 5/15/2017-10/8/2017
Requesting Department: DTMB	Date: 5/12/2017
DTMB Business Relationship Manager: Andrey Verevko	Phone: 517-284-7157
DTMB Project Manager: Amit Aurora	Phone: 517-284-7116

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche LLP (Deloitte & Touche) to merge the MILogin for Citizens solution with the MILogin for Workers and 3rd party solution in the Development (DEV), Quality Assurance (QA) and Production (PROD) environments. As part of this project, the MILogin for Citizen solution's configuration and citizen user population will be migrated to MILogin for Workers and 3rd party solution.

PROJECT OBJECTIVE:

The goal of this project is to merge the MILogin for Citizen (user population and configuration specific to State of Michigan) with the MILogin for Workers and 3rd party solution.

SCOPE OF WORK

The scope consists of:

- **Migrate MILogin for Citizen solution configurations to MILogin for Workers & 3rd party solution in DEV, QA, and PROD environment**
 - Create IBM security Identity manager (ISIM) and IBM Security Access Manager (ISAM) LDAP schema – object classes and attributes
 - Create / configure all the ISIM and ISAM configuration for MILogin Citizen solution in MILogin for workers and 3rd party solution
 - Create / configure all IBM Tivoli Directory Integrator (ITDI) assembly lines for MILogin Citizen solution in MILogin for workers and 3rd party solution
- **Migrate MILogin for Citizen users to MILogin for Workers & 3rd party solution in DEV, QA, and PROD environment**
 - Migrate citizen users and their attributes using ITDI assembly lines
 - Migrate citizen user's passwords and security question and answers using ITDI assembly lines and/or Pass-Through Authentication (PTA)
- **Integrate existing MILogin for Citizen applications with the merged infrastructure in DEV, QA, and PROD environment.**
 - Create junctions for MILogin citizens' applications in new/migrated ISAM WebSEALs for State of Michigan (SOM) citizens
 - Conduct testing of application integration with MILogin in DEV, QA, and PROD
- **Migrate the custom Citizen self-service and login applications to new servers**

- Deploy citizen self-service and login applications on new servers after performing code changing to ensure compatibility
- **Reconfiguration of ILPE infrastructure to decommission and release servers**
 - Reconfiguration and re-clustering of ILPE WebSEALs, self-service, login, and ISIM application servers in order to help in decommissioning of servers

TASKS

Specific tasks include, but are not limited to:

- **MILogin Dev Environment**
 - Formulate and Verify firewall rules for MILogin Citizen – Worker & 3rd party integration
 - **Create Citizen related ISIM configurations**
 - Create LDAP schema for Citizen objectclasses, required and optional attributes in ISIM and ISAM LDAP servers
 - Create ISIM entities, roles, policies, operations, services, and life cycle rules needed for Citizen users
 - Create, migrate, and modify ITDI assembly lines needed for Citizen users' use cases
 - Create service account needed for self-service and login applications in ISIM and ISAM.
 - Reconcile citizen users from enterprise LDAP server so as to not to duplicate the account creation as a result of migration.
 - Set up Citizen help desk configuration and helpdesk users.
 - Take backup of the ISIM and ISAM configuration in DEV citizen environment.
 - Synchronization of global properties between citizen and 3rd party ISIM and ISAM environments.
 - Take backup of the Database and LDAP server in DEV citizen environment
 - **Create Citizen related ISAM configurations**
 - Create and configure ISAM WebSEALs for Citizens
 - Complete ISAM configurations by creating corresponding Access Control Lists (ACL), groups, object space, policies, and application junctions.
 - Create LDAP level password policies for Citizen user base
 - Create ISAM for Mobile policies by configuring policies for Multi-factor Authentication
 - Set up ISAM for mobile configuration to enable OAuth for MiPage
 - Synchronizing ISAM property file values as applicable
 - Configure Single Sign-On (SSO) between Citizen WebSEALs and integrated ISIM
 - Reconfigure runtime for Worker's ISAM cluster
 - Configure Tivoli Federated Identity Manager (TFIM) setup for federated applications.
 - **Configure Self-Service, REST and Login applications**
 - Create new application servers to host the citizen self-service, and login application
 - Make code change for self-service to avoid any sharing of common database table names
 - Configure WebSphere variables and shared libraries for Citizen applications
 - Deploy citizen self-service and login applications after making appropriate updates for environment
 - SSL configurations and citizen specific certificate installation
 - Update REST application to incorporate changes needed for Citizen users
 - Configure HTTP servers to front end citizen self-service and login applications
 - Update the database for applications to create citizen specific application tables
 - **User Data Migration related tasks**
 - Create ITDI Assembly line to migrate citizen users with all the user attributes and corresponding application access

- Create ITDI Assembly lines to migrate citizen users' passwords and/or create a Pass-Through Authentication (PTA) configuration to allow them to login using their existing passwords
 - Create ITDI Assembly lines to migrate citizen users' security Question and answers
 - Suspend all the old Michigan citizen user accounts in erstwhile MILogin for Citizen DEV environment.
 - Create and execute test cases to test MILogin integration of citizen and worker/3rd party environment.
 - Conduct testing for citizen applications (Citizens Benefit Gateway, Treasury Quiz, Michigan Health Information Network Shared Services (MiHIN) Framework, Michigan Drug Assistance Program (MIDAP), TED, MDOS Driver Appeal Integrated System)
- **MILogin QA Environment**
 - Formulate and Verify firewall rules for MILogin Citizen – Worker & 3rd party integration
 - **Create Citizen related ISIM configurations**
 - Create LDAP schema for Citizen objectclasses, required and optional attributes in ISIM and ISAM LDAP servers
 - Create ISIM entities, roles, policies, operations, services, and life cycle rules needed for Citizen users
 - Create, migrate, and modify ITDI assembly lines needed for Citizen users' use cases
 - Create service account needed for self-service and login applications in ISIM and ISAM.
 - Reconcile citizen users from enterprise LDAP server so as to not to duplicate the account creation as a result of migration.
 - Set up Citizen help desk configuration and helpdesk users.
 - Take backup of the ISIM and ISAM configuration in DEV citizen environment.
 - Synchronization of global properties between citizen and 3rd party ISIM and ISAM environments.
 - Take backup of the Database and LDAP server in DEV citizen environment
 - **Create Citizen related ISAM configurations**
 - Create and configure ISAM WebSEALs for Citizens
 - Complete ISAM configurations by creating corresponding ACL, groups, object space, policies, and application junctions.
 - Create LDAP level password policies for Citizen user base
 - Create ISAM for Mobile policies by configuring policies for Multi-factor Authentication
 - Synchronizing ISAM property file values as applicable
 - Set up ISAM for mobile configuration to enable OAuth for MiPage
 - Configure SSO between Citizen WebSEALs and integrated ISIM
 - Reconfigure runtime for Worker's ISAM cluster
 - Configure TFIM setup for federated applications.
 - **Configure Self-Service, REST and Login applications**
 - Create new application servers to host the citizen self-service, and login application
 - Make code change for self-service to avoid any sharing of common database table names
 - Configure WebSphere variables and shared libraries for Citizen applications
 - Deploy citizen self-service and login applications after making appropriate updates for environment
 - SSL configurations and citizen specific certificate installation
 - Update REST application to incorporate changes needed for Citizen users
 - Configure HTTP servers to front end citizen self-service and login applications

- Update the database for applications to create citizen specific application tables
- **User Data Migration related tasks**
 - Create ITDI Assembly line to migrate citizen users with all the user attributes and corresponding application access
 - Create ITDI Assembly lines to migrate citizen users' passwords and/or create a PTA configuration to allow them to login using their existing passwords
 - Create ITDI Assembly lines to migrate citizen users' security Question and answers
 - Suspend all the old Michigan citizen user accounts in erstwhile MILogin for Citizen QA environment.
- **ILPE environment configuration changes**
 - Formulate, submit, and verify firewall rules for new ILPE WebSEALs
 - Configure ILPE WebSEALs on new Mobile instances
 - Change ISAM and ISIM LDAP replication set from four (4) to two (2) (geo HA only)
 - Migrate HTTP Servers from their current boxes (four) to co-host them on utility servers
 - Change cluster configuration for ISIM servers, REST servers, ILPE Self-services servers, and ILPE login servers from four (4) nodes to two (2)
 - Uninstall Citizen self-service application servers and login application servers
- Conduct application testing for MILogin integration of citizen and worker/3rd party environment. Also conduct testing for citizen applications (myHealthPortal, Michigan Health Information Network Shared Services (MiHIN) Framework, Treasury quiz, TED (TPL Electronic Database), MDOS Driver Appeal Integrated System, Michigan Drug Assistance Program (MIDAP), Citizen benefit Gateway, and MiPage)
- **MILogin PROD Environment**
 - Formulate and Verify firewall rules for MILogin Citizen – Worker & 3rd party integration
 - **Create Citizen related ISIM configurations**
 - Create LDAP schema for Citizen objectclasses, required and optional attributes in ISIM and ISAM LDAP servers
 - Create ISIM entities, roles, policies, operations, services, and life cycle rules needed for Citizen users
 - Create, migrate, and modify ITDI assembly lines needed for Citizen users' use cases
 - Create service account needed for self-service and login applications in ISIM and ISAM.
 - Reconcile citizen users from enterprise LDAP server so as to not to duplicate the account creation as a result of migration.
 - Set up Citizen help desk configuration and helpdesk users.
 - Take backup of the ISIM and ISAM configuration in DEV citizen environment.
 - Synchronization of global properties between citizen and 3rd party ISIM and ISAM environments.
 - Take backup of the Database and LDAP server in DEV citizen environment
 - **Create Citizen related ISAM configurations**
 - Create and configure ISAM WebSEALs for Citizens
 - Complete ISAM configurations by creating corresponding ACL, groups, object space, policies, and application junctions.
 - Create LDAP level password policies for Citizen user base
 - Create ISAM for Mobile policies by configuring policies for Multi-factor Authentication
 - Synchronizing ISAM property file values as applicable
 - Set up ISAM for mobile configuration to enable OAuth for MiPage
 - Configure SSO between Citizen WebSEALs and integrated ISIM
 - Reconfigure runtime for Worker's ISAM cluster

- Configure TFIM setup for federated applications.
- **Configure Self-Service, REST and Login applications**
 - Create new application servers to host the citizen self-service, and login application
 - Make code change for self-service to avoid any sharing of common database table names
 - SSL configurations and citizen specific certificate installation
 - Configure WebSphere variables and shared libraries for Citizen applications
 - Deploy citizen self-service and login applications after making appropriate updates for environment
 - Update REST application to incorporate changes needed for Citizen users
 - Configure HTTP servers to front end citizen self-service and login applications
 - Update the database for applications to create citizen specific application tables
- **User Data Migration related tasks**
 - Create ITDI Assembly line to migrate citizen users with all the user attributes and corresponding application access
 - Create ITDI Assembly lines to migrate citizen users' passwords and/or create a PTA configuration to allow them to login using their existing passwords
 - Create ITDI Assembly lines to migrate citizen users' security Question and answers
 - Suspend all the old Michigan citizen user accounts in erstwhile MILogin for Citizen PROD environment.
- **ILPE environment configuration changes**
 - Formulate, submit, and verify firewall rules for new ILPE WebSEALs
 - Configure ILPE WebSEALs on new Mobile instances
 - Change ISAM and ISIM LDAP replication set from four (4) to two (2) (geo HA only)
 - Migrate HTTP Servers from their current boxes (four) to co-host them on utility servers
 - Change cluster configuration for ISIM servers, REST servers, ILPE Self-services servers, and ILPE login servers from four (4) nodes to two (2)
 - Uninstall Citizen self-service application servers and login application servers
- Conduct cut over tasks related to transition of Citizen solution change in environment.
- Conduct testing related to MILogin integration of citizen and workers/3rd party environment. Also conduct testing for citizen applications (myHealthPortal, Treasury Quiz, Driver Appeal Integrated System, MIDAP, and MiPage)

DELIVERABLES:

- Weekly status reports of activities.
- Integration of MILogin for Workers and 3rd party solution with the MILogin citizen solution in DEV, QA, and PROD environments.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them. Specific acceptance requirements:

- Successful validation of MILogin for citizen integration with MILogin for workers/3rd party solution including successful testing of the Citizen environment applications.

OUT OF SCOPE FOR MILogin – Citizen and worker/3rd party Merge

- State of Illinois users and application configuration will not be migrated

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations,

advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- The URLs for Citizen, 3rd party and worker users' access will remain as-is.
- State of Illinois user infrastructure will remain physically separate from the merged MILogin solution.
- The DTMB Project Manager and the Deloitte & Touche MILogin Project Manager will work on developing a work plan and identifying the required testing and delivery milestones.
- The DTMB Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The SOM is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- We are assuming SOM will set up the firewall rules needed for the communication between MILogin Citizen components to be migrated. Firewall rules should be in place for completion of environment milestones. It is expected that all necessary firewall rules will be implemented before the start of the migration.
- The audit data in MILogin for citizens for the migrated users will not be deleted.
- IP Addresses of any servers belonging to MILogin for Citizens or MILogin for workers & 3rd party infrastructure will not be changed.
- Delays or unavailability of SOM or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- MILogin for workers and 3rd party environments will be integrated with the MILogin for Citizen solution in DEV, QA and PROD environments.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at a minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards – none.

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows. Tasks were evaluated using the per unit cost of performing an equivalent task.

Type	Description	Integration Option	Unit Contract Cost	Units	Total Contract Cost	Discount	Total Cost
D	Complex Application Integration - Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	Custom	\$ 79,000.00	5	\$395,000.00	\$100,066.67	\$294,933.33
A	Standard Application Integration - Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	Pre-built connectors	\$ 25,000.00	4	\$100,000.00	\$25,333.33	\$74,666.67
	Automation of Shared Secret Validation Integration - Integrating additional environments (per env.)	Pre-built connectors	\$ 8,000.00	5	\$40,000.00	\$10,133.33	\$29,866.67
	Multi-Factor Authentication	Pre-built connectors	\$5,000.00	1	\$5,000.00	\$1,266.67	\$3,733.33
E	Highly-Customized Complex Application Integration – User Provisioning to one end point	Pre-built connectors	\$60,000.00	1	\$60,000.00	\$15,200.00	\$44,800.00
	User Migration	Custom	\$150,000.00	1	\$150,000.00	\$38,000.00	\$112,000.00
	Total				\$750,000.00	\$190,000.00	\$560,000.00

The milestone dates are estimates and will need to be revised based on the time spent on the approval of this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

Task	Cost Categories / Milestone	Milestone Date	Estimated Effort Hours	Payment by milestone
1.	Requirements and Design along with firewall rules verification	X + 4 weeks	200	\$25,000.00
2.	Single MILogin Integration in DEV environment	X + 6 weeks	1750	\$220,000.00

3.	Single MILogin Integration in QA environment	X + 10 weeks	1500	\$190,000.00
4.	Single MILogin Integration in PROD environment	X + 20 weeks	1000	\$125,000.00
Grand Total			4450	\$560,000.00

X: Project purchase order issue date

EXPENSES:

SOM will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the SOM has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

FlaggS@michigan.gov

The designated DTMB Project Manager is:

Amit Aurora

auroraa@michigan.gov

517-284-7116

The Designated DTMB Business Relation Manager is:

Andrey Verevko

verevkoa@michigan.gov

517-284-7157

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute the project deliverables. DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **13**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 5/11/2017, the following four Statement of Work (SOW) documents are incorporated into this Contract.				
1. C20170420-091533 - MDOT - MILogin – Intermodal Management System (IMS) Integration, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
2. C20170502-090802 - MSHDA - MILogin – Michigan State Housing Development Authority (MSHDA) Michigan State Historic Preservation Office (MiSHPO) Integration, SOW for \$25,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
3. C20170505-150454 - Treasury - MILogin – Michigan Treasury Online (MTO) Release 4 User Stories Requirements, SOW for \$24,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
4. C20160721-134037 - MDHHS - MILogin-Integrated Service Delivery (ISD) Requirements & Design and Oauth 2.0 Proof-of-Concept (POC), SOW for \$260,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				

Due to insufficient funding, \$1,000,000.00 is reallocated from table 7 Operational Services Costs for New Integrations Type D Complex Application Integration to Type E Highly-Customized Complex Application Integration. This Contract amendment will utilize \$334,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



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

Project Title: MILogin – Intermodal Management System (IMS) Integration	Period of Coverage: 5/10/2017-9/14/2017
Requesting Department: Michigan Department of Transportation (MDOT)	Date: 5/5/2017
DTMB MDOT Business Relationship Manager: Tanis Lerash	Phone: 517-241-4141
DTMB MDOT Project Manager: Amy Dickenson	Phone: 517-373-2905

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for worker solution with the MDOT Intermodal Management System (IMS) application in the corresponding environments. As part of this project, the MDOT's IMS application will be integrated with MILogin for workers and 3rd party to provide secure and enhanced user experience to the State Of Michigan (SOM) workers and 3rd party users of the IMS application.

PROJECT OBJECTIVE

The key goal of this project is to provide single sign-on (SSO) to the MDOT's IMS application via the MILogin worker solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker and 3rd party users with the ability to subscribe to the MDOT IMS application using their MILogin account.
- Provide SOM worker and 3rd party users with the ability to login to the MDOT IMS application via MILogin for workers/3rd party solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and MDOT IMS application integration design.
- **Development environment (DEV)**
 - Verify firewall rules for the MILogin – MDOT IMS application integration in the DEV environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MDOT IMS application.
 - Migrate the MDOT IMS DEV users to the MILogin Dev.
 - Create test cases related to the MILogin and MDOT IMS application integration functionality.

- Execute test cases related to the MILogin and MDOT IMS application integration functionality.
- **Quality Assurance (QA) environment**
 - Verify firewall rules for the MILogin – MDOT IMS application in the QA environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDOT IMS application.
 - Migrate the MDOT IMS QA users to the MILogin QA.
 - Conduct user acceptance testing (UAT) related to the MILogin and MDOT IMS application integration functionality.
- **Production (PROD) environment**
 - Verify firewall rules for the MILogin – MDOT IMS application in the PROD environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDOT IMS application.
 - Migrate the MDOT IMS PROD users to the MILogin PROD.
 - Conduct smoke testing related to the MILogin and MDOT IMS application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for Workers/ 3" party solution with the MDOT IMS application in DEV environment.
- Integrate MILogin for Workers/ 3" party solution with the MDOT IMS application in QA environment.
- Integrate MILogin for Workers/ 3" party solution with the MDOT IMS application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDOT Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – MDOT IMS Integration

- Identity proofing.
- Multi-factor authentication.
- SOM citizen users.
- User provisioning and de-provisioning to the MDOT IMS application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Manager will help Deloitte to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our

observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers/3rd party will be integrated with MDOT IMS application in DEV, QA, and PROD environments.
- The MILogin and MDOT IMS application will be integrated for SSO using the HTTP Header based integration.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers are considered in scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDOT and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Pre-Built Connector Unit Cost
C	Standard Application Integration	
	HTTP Header based SSO Integration	\$ 25,000.00
	Total cost	\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MDOT Intermodal Management System (IMS)

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> Requirement and design document completion. MILogin – MDOT IMS DEV integration completion. 	X + 15 days	140	\$12,000
2.	<ul style="list-style-type: none"> MILogin – MDOT IMS QA environment integration completion. MILogin – MDOT IMS UAT testing completion. 	X + 25 days	80	\$13,000
	<ul style="list-style-type: none"> MILogin – MDOT IMS PROD environment integration completion. 	X + 35 days	80	
Grand Total		\$25,000.00	300	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDOT *Business Relationship Manager* is:

Tanis Lerash

lerasht@michigan.gov

517-241-4141

The designated DTMB MDOT *Project Manager* is:

Amy Dickenson

dickensona@michigan.gov

517-373-2905

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDOT will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be

permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **12**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Rahul Kohli
	781-812-9426
	rahkohli@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY			
ENTERPRISE IDENTITY			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
n/a		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		

DESCRIPTION
Effective April 28,2017, the following three Statement of Work (SOW) documents are incorporated into this Contract.
1. <input checked="" type="checkbox"/> ILogin – Michigan Business Resource System (MiBRS) integration,SOW for \$30,000.00, existing Contract funds from Table 7 Operational Services Costs for New Integrations.
2. MILogin – Michigan Child Lead Poisoning Surveillance (MiCLPS) Integration, SOW for \$25,000.00, existing Contract funds from Table 7 Operational Services Costs for New Integrations.
3. <input checked="" type="checkbox"/> ILogin – Michigan's Dental Registry (MiDR) Federation for Worker users integration, SOW for \$20,000.00, existing Contract funds from Table 7 Operational Services Costs for New Integrations.
This Contract amendment will utilize \$ 75,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.

Cost Table – Remaining Balance after Change Notice # 12

Table 1: deducting \$75,000.00 from Table 7.

Description	Balance after CN # 12
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$2,322,791.87
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$693,772.41
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$5,916,594.18
Reserved Hours Bucket Table 10	\$475,617.08
Total	\$9,408,775.54

Table 7: Operational Services Costs for New Integrations: deducting \$5,000.00 from Type A, \$50,000.00 from Type C, \$20,000.00 from Type F&G.

Type	Description	Integration Options		Total Cost limit	Balance after CN #12
A	Automation of Shared Secret Validation Integration	Pre-built connectors Unit Cost	Custom Unit Cost	\$1,750,000.00	\$598,412.87
(i)	Integrating additional environments (per environment.)	\$8,000.00	\$15,000.00		
(ii)	Multi Factor Authentication	\$5,000.00	\$10,000.00		
(iii)	Multi Factor Authentication additional environments (per environment)	\$2,000.00	\$3,500.00		
(iv)	UI Customization	\$5,000.00	\$10,000.00		
(v)	Junctions (per junction)	\$5,000.00	\$5,000.00		
B	COTS Application Integration	N/A	N/A	\$0.00	
C	Standard Application Integration			\$2,057,022.39	\$1,119,604.58
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$25,000.00	Not Applicable (N/A)		
D	Complex Application Integration			\$5,927,731.09	\$3,037,846.56
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	N/A	\$79,000.00		
E	Highly-Customized Complex Application Integration			\$1,350,000.00	\$17,015.90

(i)	User Provisioning to one end point for 3 environments including Prod.	\$60,000.00	\$110,000.00		
(ii)	Integrating additional environments – User provisioning (per environment)	\$20,000.00	\$35,000.00		
(iii)	Highly Custom User Interface (UI) - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Foreign language support outside of English (per language)		\$40,000.00		
	Application/Agency branding (look and feel, images, font, graphics etc.)		\$100,000.00		
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)		\$50,000.00		
	ADA compliant user interface		\$30,000.00		
	Custom password recovery options (other than standard security questions and answers)		\$30,000.00		
(iv)	User migration - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Custom feed development for migrating users attributes from application repository to MILogin (per user type)		\$40,000.00		
	Custom solution for migrating user's current password (per user type)		\$40,000.00		
	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms (per user type)		\$30,000.00		
	Customization of LDAP schema, and MILogin configurations to incorporate application specific attributes		\$20,000.00		
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc		\$20,000.00		
	User load in the MILogin system (based on user count)		\$100,000.00 (user count ~ 1 million)		
F & G	Identity Federations			\$1,439,500.00	\$1,123,714.27
F	Identity Federation Integration: Provider	\$45,000.00	\$91,500.00		
G	Identity Federation Integration: Consumer	\$45,000.00	\$91,500.00		
(i)	Integrating additional environments – Identity Federation (per environment)	\$15,000.00	\$30,000.00		
				\$12,524,253.48	\$5,896,594.18



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

Project Title: MILogin – Michigan Business Resource System (MiBRS)	Period of Coverage: 5/1/2017 – 8/31/2017
Requesting Department: DTMB/MDHHS (Michigan Department of Health and Human Services)	Date: 4/27/2017
DTMB MDHHS Business Relationship Manager: Dave Fox	Phone: 517-373-0952
DTMB MDHHS Project Manager: Sanju Sasidharan	Phone: 517-241-5809

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche LLP (Deloitte & Touche) to integrate the MILogin for Workers and 3rd party solution with the MDHHS Michigan Business Resource System (MiBRS) application in the Development (DEV), Quality Assurance (QA) and Production (PROD) environments. As part of this project, the MDHHS's MiBRS application will be integrated with MILogin for Workers (internal & external) and 3rd party (external) to provide secure and enhanced user experience to the State of Michigan (SOM) workers of these applications.

PROJECT OBJECTIVE:

The goal of this project is to integrate the MILogin for Workers and 3rd party solution with the MDHHS Michigan Business Resource System (MiBRS) application in the Development (DEV), Quality Assurance (QA) and Production (PROD) environments using Hyper Text Transfer Protocol (HTTP) header based integration.

SCOPE OF WORK

The scope consists of:

- Provide SOM MDHHS workers (internal & external) and 3rd party (external) with the ability to subscribe to the MiBRS application using their MILogin account.
- Provide pre-defined application approvers the ability to approve or deny application subscription requests.
- Provide SOM MDHHS workers (internal & external) and 3rd party (external) with the ability to login into the MiBRS application (in DEV, QA and PROD environments) via MILogin for Workers and 3rd party environment. This includes the Multi-Factor Authentication functionality for external access for both workers and 3rd party users.

TASKS

Specific tasks include, but are not limited to:

- **MILogin Dev Environment**
 - Verify firewall rules for MILogin – MiBRS application.
 - Complete MILogin configuration for establishing Single sign-on (SSO) with the MiBRS application.

- Create the corresponding Access Control Lists (ACL), and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MiBRS application.
 - Enable multi factor authentication for 3rd party users to access the MiBRS application via MILogin Worker and 3rd party URL.
 - Develop and execute test cases related to MILogin and the MiBRS application integration functionality.
- **MILogin QA Environment**
 - Verify firewall rules for MILogin – MiBRS application.
 - Complete MILogin configuration for establishing SSO with the MiBRS application.
 - Create the corresponding ACLs, and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MiBRS application.
 - Enable multi factor authentication for 3rd party users to access the MiBRS application via MILogin Worker and 3rd party URL.
 - Execute test cases related to MILogin and MiBRS application integration functionality.
 - Support User Acceptance Testing (UAT) related to MILogin and MiBRS application integration functionality.
- **MILogin PROD Environment**
 - Verify firewall rules for MILogin – MiBRS application.
 - Complete MILogin configuration for establishing SSO with the MiBRS application.
 - Create the corresponding ACLs, and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MiBRS application.
 - Enable multi factor authentication for 3rd party users to access the MiBRS application via MILogin Worker and 3rd party URL.
 - Conduct smoke testing related to MILogin and the MiBRS application integration functionality.

DELIVERABLES:

Deliverables will not be considered complete until both MDHHS and DTMB Project Managers have formally accepted them. Deliverables for this project include:

- Weekly status reports of activities.
- Integration of MILogin for Workers solution with the MDHHS MiBRS application in DEV, QA and PROD environments

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB MILogin Project Manager and the MDHHS Project Manager have formally accepted them. Specific acceptance requirements:

- Successful validation of SOM user login to these applications in MiBRS DEV, QA and PROD environments using MILogin.

OUT OF SCOPE FOR MILogin – Michigan Business Resource System (MiBRS)

- SOM citizen users
- Identity proofing
- User provisioning and de-provisioning to the MiBRS application in scope

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on

professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.

- The DTMB Project Manager and the Deloitte & Touche MILogin Project Manager will work on developing a work plan and identifying the required testing and delivery milestones.
- The DTMB Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The SOM is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- We are assuming MiBRS application team will set up the firewall rules needed for the communication between MILogin and MiBRS. Firewall rules should be in place for completion of environment milestones. It is expected that all necessary firewall rules will be implemented at least one week before the first milestone date.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of SOM or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for workers and 3rd party environments will be integrated with the applications listed in DEV, QA and PROD environments.
- MILogin and MiBRS application will be integrated for Single Sign-on (SSO) using the HTTP Header based integration.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards – none.

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Integration Type	Unit Cost	Number	Total
C	Standard Application Integration			
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 25,000.00	1	\$ 25,000.00
A	Automation of Shared Secret Validation Integration			
	Multi Factor Authentication	\$5,000.00	1	\$5,000.00
Total				\$30,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

MILogin – Michigan Business Resource System (MiBRS)

Task	Cost Categories / Milestone	Milestone Date	Estimated Effort Hours
1.	Requirements and Design	X + 2 weeks	45
2.	MILogin – MiBRS Integration in DEV environment including MFA	X + 2 weeks	110
3.	MILogin – MiBRS Integration in QA environment including MFA	X + 4 weeks	35
4.	MILogin – MiBRS Integration in PROD environment including MFA	X + 6 weeks	35
Grand Total		\$30,000.00	225

X: Project purchase order issue date

EXPENSES:

SOM will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the SOM has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

FlaggS@michigan.gov

The designated DTMB MDHHS Project Manager are:

Sanju Sasidharan

Application Lead

Phone: 517-241-5809

SasidharanS@michigan.gov

Dave Fox

DTMB MDHHS Business Relationship Manager

Phone: 517-373-0952

FoxD@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute the project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers.



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

Project Title: MILogin – Michigan Child Lead Poisoning Surveillance (MiCLPS) Integration	Period of Coverage: 5/1/2017-9/14/2017
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 04/06/2017
DTMB MDHHS Business Relationship Manager: David Fox	Phone: 517-373-0952
MDHHS Project Manager: Dan Albright	Phone: 517-284-4791

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND

The State has requested the Deloitte & Touch LLP (Deloitte & Touche) to integrate the MILogin for worker solution with the MDHHS MiCLPS application in the corresponding environments. As part of this project, the MDHHS MiCLPS application will be integrated with MILogin for workers solution to provide secure and enhanced user experience to the State Of Michigan (SOM) workers users of the MiCLPS application.

PROJECT OBJECTIVE

The specific goal of this project is to provide single sign-on (SSO) to the MDHHS MiCLPS application via the MILogin worker solution.

SCOPE OF WORK

The scope consists of:

- Provide SOM worker users with the ability to subscribe to the MDHHS MiCLPS application using their MILogin account.
- Provide SOM worker users with the ability to login to the MDHHS MiCLPS application via MILogin for worker solution.

TASKS

Specific tasks include:

- **Application Integration Design**
 - Develop and document MILogin for workers and MDHHS MiCLPS application integration design.
- **Quality Assurance (QA) environment**
 - Confirm firewall rules for the MILogin – MDHHS MiCLPS application integration in the QA environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MDHHS MiCLPS application.
 - Migrate the MDHHS MiCLPS Test users to the MILogin QA.

- Create test cases related to the MILogin and MDHHS MiCLPS application integration functionality.
- Execute test cases related to the MILogin and MDHHS MiCLPS application integration functionality.
- Conduct user acceptance testing (UAT) related to the MILogin and MDHHS MiCLPS application integration functionality.
- **Production (PROD) environment**
 - Confirm firewall rules for the MILogin – MDHHS MiCLPS application in the PROD environment.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MDHHS MiCLPS application.
 - Migrate the MDHHS MiCLPS users to the MILogin PROD.
 - Conduct smoke testing related to the MILogin and MDHHS MiCLPS application integration functionality.

DELIVERABLES

- Weekly status report of activities.
- Integrate MILogin for Workers solution with the MDHHS MiCLPS application in QA environment.
- Integrate MILogin for Workers solution with the MDHHS MiCLPS application in PROD environment.

ACCEPTANCE CRITERIA

Deliverables will not be considered complete until DTMB and MDHHS Project Manager(s) have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS MiCLPS Integration

- Identity proofing.
- Multi-factor authentication.
- SOM 3rd party and citizen users.
- User provisioning and de-provisioning to the MDHHS MiCLPS application.

ASSUMPTIONS

- The State will assign a Project Manager to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Manager will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the state staff and project stake holders.
- The State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- The State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the *Statement on Standards for Consulting Services* issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.

- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- The State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- The MILogin for workers will be integrated with MDHHS MiCLPS application in QA and PROD environments.
- The MILogin and MDHHS MiCLPS application will be integrated for SSO using the HTTP Header based integration.
- Any extension or delay in schedule will be addressed through a change request.
- Only SOM AD based workers are considered in scope of this integration.
- The application team will be responsible for UAT.

PROJECT CONTROL AND REPORTS

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Cost
C	Standard Application Integration	
	HTTP Header based SSO Integration	\$ 25,000.00
	Total cost	\$ 25,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MDHHS MiCLPS

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Payment by milestone
1.	<ul style="list-style-type: none"> • MILogin – MDHHS MiCLPS QA environment integration completion. • MILogin – MDHHS MiCLPS UAT testing completion. 	X + 3 weeks	160	\$13,000
	<ul style="list-style-type: none"> • MILogin – MDHHS MiCLPS PROD environment integration completion. 	X + 5 weeks	140	\$12,000
Grand Total		\$25,000.00	300	\$25,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

DTMB Center for Shared Solutions

FlaggS@michigan.gov

Office: (517)-284-7117

Cell: (517) 898-6315

Phoenix Bldg., 2nd Floor

222 N. Washington Sq.

Lansing, MI 48933

The designated DTMB MDHHS *Business Relationship Manager* is:

David Fox

foxd@michigan.gov

517-373-0952

The designated DTMB MDHHS *Project Manager* is:

Dan Albright

albrightd@michigan.gov

517-284-4791

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – MiDR Federation for Worker users	Period of Coverage: 5/1/17 – 5/19/2017
Requesting Department: Oral Health Division, MDHHS (OHD)	Date: 4/27/2017
DTMB Business Relationship Manager: David Fox	Phone: 517-241-3314
OHD Project Manager: Imen Alem	Phone: 734-302-4769

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche to integrate the MILogin for Workers solution with the Oral Health Division, MDHHS (OHD)'s Michigan's Dental Registry (MiDR) web application in the corresponding environments. As part of this project, the OHD's MiDR application will be integrated with MILogin for Workers solution to provide secure and enhanced user experience to Worker users.

PROJECT OBJECTIVE:

The key goal of this project is to provide identity federation service (federation) to MiDR application via MILogin solution to provide an enhanced user experience to MiDR application's Worker users.

SCOPE OF WORK:

The scope consists of:

- Setup the federation between MILogin for Workers and MiDR application.
- Provide Worker users with the ability to subscribe to MiDR application using their MILogin account.
- Provide Worker users with the ability to login to MiDR application via MILogin for Workers solution.

TASKS:

Specific tasks include, but are not limited to:

- **MILogin Development (Dev) environment**
 - ***Integrate MILogin for Workers Dev with MiDR application in QA.***
 - Create the corresponding Access Control Lists (ACL) and Groups in IBM Security Access Manager for Web (ISAM).
 - Implement relevant workflows and approvers for the MiDR application.
 - Set up the federation profile of the MiDR application (also known as Partner profile).
 - Exchange the metadata with the application.
 - Configure the method of passing the Security Assertion Markup Language (SAML) assertion to the application.
 - Encrypt SAML assertion and sign the SAML token.
 - Configure Identity Provider and/or Service Provider initiated Federation.
- **MILogin Quality Assurance (QA) environment**
 - ***Integrate MILogin for Workers QA with MiDR application in QA.***

- Create the corresponding ACL and Groups in ISAM.
 - Implement relevant workflows and approvers for the MiDR application.
 - Set up the federation profile of the MiDR application (also known as Partner profile).
 - Exchange the metadata with the application.
 - Configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token.
 - Configure Identity Provider and/or Service Provider initiated Federation.
- **MILogin Production (PROD) environment**
 - ***Integrate MILogin for Workers Production with MiDR application in Production.***
 - Create the corresponding ACL and Groups in ISAM.
 - Implement relevant workflows and approvers for the MiDR application.
 - Set up the federation profile of the MiDR application (also known as Partner profile).
 - Exchange the metadata with the application.
 - Configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token.
 - Configure Identity Provider and/or Service Provider initiated Federation.

DELIVERABLES:

Deliverables will not be considered complete until both OHD and DTMB Project Managers has formally accepted them. Deliverables for this project include:

- Weekly Status Report of Activities.
- Integrate MILogin for Workers with MiDR application in Dev environment.
- Integrate MILogin for Workers with MiDR application in QA environment.
- Integrate MILogin for Workers with MiDR application in PROD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and OHD Project Manager have formally accepted them. Specific acceptance requirement(s) is:

- SOM user logs in MiDR application in QA and PROD environments using MILogin.

OUT OF SCOPE FOR MILogin – MiDR Federation for Worker users

- State of Michigan (SOM) citizen and 3rd party users.
- Identity proofing.
- Multi-factor authentication.
- User provisioning and de-provisioning to the MiDR application.
- Integration testing as MiDR environment is not accessible beyond Altarum network boundaries.
- No additional documentation than what has already been provided as part of 3rd party integration.

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.

- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for Workers will be integrated with MiDR application in DEV, QA, and PROD environments.
- MILogin and MiDR application will be integrated for Single Sign-on using Identity Federation based integration.
- Same functionality and design pattern will be followed for this federation as was followed for 3rd party users.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to OHD and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	SSO Integration	Unit Cost	Discount	Total Cost
F&G	Identity Federations	\$45,000.00	\$25,000.00	\$20,000.00
	Note: Considering the same functionality and design pattern will be followed for this federation as was			

	followed for 3 rd party users, a one-time discount is being offered.			
Total		\$45,000.00	\$25,000.00	\$20,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by Deloitte & Touche.

MILogin – MiDR Federation for Worker users

Task	Cost Categories / Milestone	Milestone Date	Effort Estimate (hrs.)	Cost
1.	Integrating MiDR QA with MILogin Development environment	X+10 days	85 hrs.	\$10,500.00
2.	Integrating MiDR QA with MILogin QA environment	X+16 days	60 hrs.	\$6,000.00
3.	Integrating MiDR Prod with MILogin PROD environment	X+20 days	45 hrs.	\$3,500.00
Grand Total			190 hrs.	\$20,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:
 Scott Flagg
 Phoenix Building
 222 N Washington Sq
 Lansing MI 48933
FlaggS@michigan.gov
 517-284-7117

The designated DTMB Business Relationship Manager is:
 David Fox
 GRAND TOWER BLDG
 235 S Grand Ave
 Lansing, MI 48909
FoxD@michigan.gov
 517-373-0952

The designated OHD Project Manager is:
 Imen Alem
 3520 Green Ct, Suite 300
 Ann Arbor, MI 48105
Imen.Alem@altarum.org
 734-302-4769

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and OHD will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Deloitte & Touche will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **11**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
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	Detroit, MI 48243-1895
	Rahul Kohli
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STATE	Scott Flagg	DTMB-IT
	517-284-7117	
	flaggs@michigan.gov	
	Malu Natarajan	DTMB
	(517) 284-7030	
	natarajanm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
N/A	N/A		
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
N/A			

DESCRIPTION OF CHANGE NOTICE

<input type="checkbox"/>	<input type="checkbox"/>	September 12, 2018
\$43,266,173.49	\$0.00	\$43,266,173.49

DESCRIPTION

Effective April 20, 2017, the attached changes are made to Appendix B - Table 7 Operational Services Costs for New Integrations and the following Statement of Work (SOW) document is incorporated into this Contract.

1. C20160906-170909 - MDHHS - MiLogin - MiBridges Integration, SOW for \$999,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

This Contract amendment will utilize \$999,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.

• **Table 7: Operational Services Costs for New Integrations, Appendix B - Cost Table is revised as follows**

Type	Description	Integration Options (*see below for additional detail about classifications)		Total Cost limit
		Pre-built connectors Unit Cost	Custom Unit Cost	
A	Automation of Shared Secret Validation Integration			\$1,750,000.00
(i)	Integrating additional environments (per environment.)	\$8,000.00	\$15,000.00	
(ii)	Multi Factor Authentication	\$5,000.00	\$10,000.00	
(iii)	Multi Factor Authentication additional environments (per environment)	\$2,000.00	\$3,500.00	
(iv)	UI Customization	\$5,000.00	\$10,000.00	
(v)	Junctions (per junction)	\$5,000.00	\$5,000.00	
B	COTS Application Integration	N/A	N/A	\$0.00
C	Standard Application Integration			\$2,057,022.39
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$25,000.00	Not Applicable (N/A)	
D	Complex Application Integration			\$5,927,731.09
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	N/A	\$79,000.00	
E	Highly-Customized Complex Application Integration			\$1,350,000.00
(i)	User Provisioning to one end point for 3 environments including Prod.	\$60,000.00	\$110,000.00	
(ii)	Integrating additional environments – User provisioning (per environment)	\$20,000.00	\$35,000.00	
(iii)	Highly Custom User Interface (UI) - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00	
	Foreign language support outside of English (per language)		\$40,000.00	
	Application/Agency branding (look and feel, images, font, graphics etc.)		\$100,000.00	
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)		\$50,000.00	
	ADA compliant user interface		\$30,000.00	
	Custom password recovery options (other than standard security questions and answers)		\$30,000.00	

(iv)	User migration - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00	
	Custom feed development for migrating users attributes from application repository to MILogin (per user type)		\$40,000.00	
	Custom solution for migrating user's current password (per user type)		\$40,000.00	
	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms (per user type)		\$30,000.00	
	Customization of LDAP schema, and MILogin configurations to incorporate application specific attributes		\$20,000.00	
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc		\$20,000.00	
	User load in the MILogin system (based on user count)		\$100,000.00 (user count ~ 1 million)	
F & G	Identity Federations			\$1,439,500.00
F	Identity Federation Integration: Provider	\$45,000.00	\$91,500.00	
G	Identity Federation Integration: Consumer	\$45,000.00	\$91,500.00	
(i)	Integrating additional environments – Identity Federation (per environment)	\$15,000.00	\$30,000.00	
				\$12,524,253.48

* Additional detail about classifications

Integration Options	Features/Capabilities	Key Considerations
Pre-built Connectors	<ul style="list-style-type: none"> MILogin is currently integrated with over 150 applications and leverages approx. 5-6 pre-built connectors/integration patterns for HTTP Header based integration, i.e. Microsoft IIS, Apache web server, JBoss application server, WebSphere application server, Salesforce (basic) etc. Application leveraging pre-built connectors can follow the factory model for rapid onboarding. 	<ul style="list-style-type: none"> Application integration from DEV through PROD (up to three environments) will be completed in four weeks. SUITE documentation not required for such integrations.
Custom Integration	<ul style="list-style-type: none"> Application integration with new integration patterns, UI customization, SUITE documentation, sensitive data (e.g. PII, PHI, FTI), approval workflows, user migration, etc. are considered custom. 	<ul style="list-style-type: none"> Large applications, like SIGMA, MiBridges, ISD, UIA, Salesforce (custom) etc. that requires heavy customization as part of the onboarding process.

Cost Table – Remaining Balance after Change Notice # 11

Table 1: deducting \$999,000.00 from Table 7.

Description	Balance after CN # 10
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$2,322,791.87
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$693,772.41
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$5,991,594.18
Reserved Hours Bucket Table 10	\$475,617.08
Total	\$9,483,775.54

Table 7: Operational Services Costs for New Integrations: deducting \$90,000.00 from Type A, \$79,000.00 from Type D, \$830,000.00 from Type E.

Type	Description	Integration Options		Total Cost limit	Balance after CN #11
A	Automation of Shared Secret Validation Integration	Pre-built connectors	Custom		
		Unit Cost	Unit Cost	\$1,750,000.00	\$603,412.87
(i)	Integrating additional environments (per environment.)	\$8,000.00	\$15,000.00		
(ii)	Multi Factor Authentication	\$5,000.00	\$10,000.00		
(iii)	Multi Factor Authentication additional environments (per environment)	\$2,000.00	\$3,500.00		
(iv)	UI Customization	\$5,000.00	\$10,000.00		
(v)	Junctions (per junction)	\$5,000.00	\$5,000.00		
B	COTS Application Integration	N/A	N/A	\$0.00	
C	Standard Application Integration			\$2,057,022.39	\$1,169,604.58
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$25,000.00	Not Applicable (N/A)		
D	Complex Application Integration			\$5,927,731.09	\$3,037,846.56
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	N/A	\$79,000.00		
E	Highly-Customized Complex Application Integration			\$1,350,000.00	\$17,015.90

(i)	User Provisioning to one end point for 3 environments including Prod.	\$60,000.00	\$110,000.00		
(ii)	Integrating additional environments – User provisioning (per environment)	\$20,000.00	\$35,000.00		
(iii)	Highly Custom User Interface (UI) - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Foreign language support outside of English (per language)		\$40,000.00		
	Application/Agency branding (look and feel, images, font, graphics etc.)		\$100,000.00		
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)		\$50,000.00		
	ADA compliant user interface		\$30,000.00		
	Custom password recovery options (other than standard security questions and answers)		\$30,000.00		
(iv)	User migration - not to exceed rate. Cost breakdown as follows	N/A	\$250,000.00		
	Custom feed development for migrating users attributes from application repository to MILogin (per user type)		\$40,000.00		
	Custom solution for migrating user's current password (per user type)		\$40,000.00		
	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms (per user type)		\$30,000.00		
	Customization of LDAP schema, and MILogin configurations to incorporate application specific attributes		\$20,000.00		
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc		\$20,000.00		
	User load in the MILogin system (based on user count)		\$100,000.00 (user count ~ 1 million)		
F & G	Identity Federations			\$1,439,500.00	\$1,143,714.27
F	Identity Federation Integration: Provider	\$45,000.00	\$91,500.00		
G	Identity Federation Integration: Consumer	\$45,000.00	\$91,500.00		
(i)	Integrating additional environments – Identity Federation (per environment)	\$15,000.00	\$30,000.00		
				\$12,524,253.48	\$5,971,594.18



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

Project Title: MILogin – MiBridges Integration	Period of Coverage: 4/3/17 – 9/1/2017
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 03/24/2017
MILogin DTMB Owner: Scott Flagg	Phone: 517-284-7117
DTMB MDHHS Business Relationship Manager: Kemal Tekinel	Phone: 517-241-5779
DTMB MDHHS Project Manager: Sanjay Srivastava	Phone: 517-373-8836

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche LLP (Deloitte & Touche) to integrate the MILogin for citizen solution with the MDHHS's MiBridges web application and its corresponding environments. As part of this project, the MDHHS's MiBridges application will be integrated with the MILogin for citizen solution to provide a secure and enhanced user experience to Michigan citizen users of the MiBridges application.

PROJECT OBJECTIVE:

The goal of this project is to provide the following capabilities for the MiBridges application by leveraging MILogin:

- Single sign-on (SSO) to the MiBridges application via the MILogin for citizen solution.
- Migrate MiBridges users (2 million in production) along with their security "questions and answers" configured for "forgot password" functionality.
- Implement user provisioning to the Enterprise Lightweight Directory Access Protocol server (LDAP) from the MILogin for citizen solution for citizen users being registered in MiBridges application.
- Implement user provisioning to the MiBridges database (four tables) from the MILogin for citizen solution for the citizen user being registered in MiBridges application.
- Develop a custom user interface (UI) to provide an effective user experience after integrating MiBridges for SSO with the MILogin for citizen solution. The Custom UI will support English and Spanish language text. However, the user inputs will be in English Alphabets only.
- The MILogin for citizen solution will provide a custom Application Programming Interface (API) for forgot password, change password, and check security question & answers (Q&A) functionality to the MiBridges application.
- The MILogin for citizen solution will provide a one time "grace" login for users with expired passwords.
- The password expiration policy in the MILogin for citizen environment will be updated to 90 days.
- The MILogin for citizen environment will provide helpdesk role (to identified set of MiBridges users) providing ability to reset MiBridges MILogin citizen user password.

SCOPE OF WORK:

The scope consists of:

- SSO to the MiBridges application via the MILogin for citizen solution

- Provide MILogin citizen users (over the Internet) with the ability to subscribe to the MiBridges application using their MILogin account.
 - Provide MILogin citizen users with the ability to login to the MiBridges application via the MILogin for citizen solution.
 - Configure the integration such that MiBridges users are able to use their current MiBridges password while logging into the MILogin for citizen solution to access MiBridges application.
- **User Provisioning**
 - Configure policies to provision citizen users being registering in MILogin for citizen environment for accessing MiBridges application to Enterprise LDAP server.
 - Configure policies to provision citizen users being registering in MILogin for citizen environment for accessing MiBridges application to MiBridges database (4 tables).
 - Configure help desk role and assign it to identified set of MiBridges users providing them ability to reset MiBridges MILogin citizen user IDs password.
- **Password Policy**
 - Configure one time grace login for expired password in MILogin for citizen environment.
 - Configure MILogin for citizen solution user IDs password expiration to 90 days.
- **Custom User Interface**
 - Develop Custom UI to provide an effective user experience after integrating MiBridges for SSO with MILogin for citizen solution.
 - Configure MILogin login page to have same look and feel as that of current MiBridges login page.
 - Configure MILogin login page to support MiBridges login page functionalities such as user registration, forgot user ID and forgot password.
 - Customize UI to support English and Spanish language.
Note: The user inputs will be in English Alphabets only.
- **Custom API**
 - Develop custom API to address change password, forgot password and check security Q&A functionalities for MiBridges application.
 - Configure required service account and expose custom APIs developed for MiBridges application.
- **User Migration**
 - Get the identified set of user IDs from MiBridges team to be migrated to MILogin for citizen environment for this integration.
 - Configure Tivoli Directory Integrator (TDI) based assembly line for migrating the identified user IDs along with their security questions and answers configured for forgot password functionality.
- **Environments**
 - MILogin for citizen environment is to be integrated with MiBridges Development (Dev), Integration (INT), Quality Assurance Test (QAT), User Acceptance Test (UAT), Production Patch and Production (PRD) environment.
 - Mapping of MILogin for citizen environment and MiBridges environment for integration is as below:

MILogin for citizen (Internet only)	MiBridges
• DEV	• DEV
• QA	• INT • QAT

	<ul style="list-style-type: none"> • UAT • Production Patch
<ul style="list-style-type: none"> • PROD 	<ul style="list-style-type: none"> • PRD

TASKS:

Specific tasks include, but are not limited to:

- **Application Integration Design**
 - Develop & Document MILogin for citizens and MiBridges application integration design.
- **Development environment (Dev)**
 - Integrate the MILogin for citizen solution with the MDHHS MiBridges application. The following activities will be performed for the MILogin citizen solution Dev environment to integrate the corresponding MiBridges environment as specified in mapping table above.
 - Confirm firewall rules for MILogin - MiBridges application integration.
 - Create and configure new WebSEAL instance.
 - Develop custom user interface with similar look and feel as that of the existing MiBridges login page for user login.
 - Develop a custom API for forgot password, change password, and test security Q&A functionalities.
 - Create TDI based IBM Security Identity Manager (ISIM) connector for user provisioning to the MiBridges database.
 - Configure user provisioning on Enterprise LDAP server and MiBridges database.
 - Complete MILogin configuration for SSO.
 - Create the corresponding access control lists (ACL) and groups in IBM Security Access Manager (ISAM).
 - Implementation of relevant workflows and approvers for the MiBridges application.
 - Configure Help Desk role for password resets.
 - Configure one grace login for expired password User IDs.
 - Configure password expiration period to 90 days.
 - Develop and execute TDI assembly line (AL) for MiBridges user migration.
 1. Get the user ID list from MiBridges team to be migrated to MILogin.
 2. Configure TDI AL for migrating MiBridges user IDs to MILogin.
 3. Using 2-pass approach (ISIM web service and TDI AL), migrate MiBridges user's security question and answers to MILogin.
 4. User ID collisions will be resolved in consultation with MiBridges/Business team and access will be granted accordingly.
 5. Obtain service account to connect to MiBridges LDAP server for pass-thru authentication (PTA) configuration.
 6. Configure PTA from MILogin Enterprise LDAP server to MiBridges LDAP server.
 - Draft and execute test cases related to MILogin and MiBridges application integration functionality.
- **Quality assurance environment (QA)**
 - Integrate MILogin for citizen solution with the MDHHS MiBridges application. The following activities will be performed for the MILogin QA citizen solution environment to integrate corresponding MiBridges environment as specified in mapping table above.
 - Confirm firewall rules for MILogin - MiBridges application integration.
 - Create and configure new WebSEAL instance.
 - Migrate custom user interface with similar look and feel as that of the existing MiBridges login page for user login.
 - Migrate the custom API for forgot password, change password, and test security Q&A functionalities.
 - Migrate TDI based ISIM connector for user provisioning to MiBridges database.

- Migrate user provisioning code to Enterprise LDAP server and MiBridges database.
- Get service account to connect to MiBridges LDAP server for PTA configuration.
- Configure PTA from MILogin Enterprise LDAP server to MiBridges LDAP server.
- Complete MILogin configuration for SSO.
- Create the corresponding ACL and groups in ISAM.
- Implementation of relevant workflows and approvers for the MiBridges application.
- Configure Help Desk role for password resets.
- Configure one grace login for expired password User IDs.
- Configure password expiration period to 90 days.
- Migrate and execute TDI AL for MiBridges user migration.
 1. Get the user ID list from MiBridges team to be migrated to MILogin.
 2. Configure TDI AL for migrating MiBridges user IDs to MILogin.
 3. Using 2-pass approach (ISIM web service and TDI AL), migrate MiBridges user's security question and answers to MILogin.
 4. User ID collisions will be resolved in consultation with MiBridges/Business team and access will be granted accordingly.
 5. Obtain service account to connect to MiBridges LDAP server for PTA configuration.
 6. Configure PTA from MILogin Enterprise LDAP server to MiBridges LDAP server.
- Execute test cases related to MILogin and MiBridges application integration functionality.
- Execute test cases related to MILogin and MiBridges application user acceptance testing.

- **Production environment (Prod)**

- Integrate MILogin for citizen solution with the MDHHS MiBridges application. The following activities will be performed for the MILogin Prod citizen solution environment to integrate corresponding MiBridges environment as specified in mapping table above.
 - Confirm firewall rules for MILogin - MiBridges application integration.
 - Create and configure new WebSEAL instance.
 - Migrate custom user interface with similar look and feel as that of the existing MiBridges login page for user login.
 - Migrate the custom API for forgot password, change password, and test security Q&A functionalities.
 - Migrate TDI based ISIM connector for user provisioning to MiBridges database.
 - Migrate user provisioning code to Enterprise LDAP server and MiBridges database.
 - Get service account to connect to MiBridges LDAP server for PTA configuration.
 - Configure PTA from MILogin Enterprise LDAP server to MiBridges LDAP server.
 - Complete MILogin configuration for SSO.
 - Create the corresponding ACL and groups in ISAM.
 - Implementation of relevant workflows and approvers for the MiBridges application.
 - Configure Help Desk role for password resets.
 - Configure one grace login for expired password User IDs.
 - Configure password expiration period to 90 days.
 - Migrate and execute TDI AL for MiBridges user migration.
 1. Get the user ID list from MiBridges team to be migrated to MILogin.
 2. Configure TDI AL for migrating MiBridges user IDs to MILogin.
 3. Using 2-pass approach (ISIM web service and TDI AL), migrate MiBridges user's security question and answers to MILogin.
 4. User ID collisions will be resolved in consultation with MiBridges/Business team and access will be granted accordingly.
 5. Obtain service account to connect to MiBridges LDAP server for PTA configuration.
 6. Configure PTA from MILogin Enterprise LDAP server to MiBridges LDAP server.
 - Conduct smoke testing related to MILogin and MiBridges application integration functionality in production environment.

DELIVERABLES:

Deliverables will not be considered complete until both MDHHS and DTMB Project Managers have formally accepted them. Deliverables for this project include:

- Weekly Status Report of Activities.
- Requirements Specification.
- MILogin for citizen solution – MiBridges Application Integration design document.
- Integrate MILogin for citizen solution DEV with MiBridges application in Development environment.
- Integrate MILogin for citizen solution QA with MiBridges application in INT environment.
- Integrate MILogin for citizen solution QA with MiBridges application in QAT environment.
- Integrate MILogin for citizen solution QA with MiBridges application in UAT environment.
- Integrate MILogin for citizen solution QA with MiBridges application in Production Patch environment.
- Integrate MILogin for citizen solution PROD with MiBridges application in PRD environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have formally accepted them.

OUT OF SCOPE FOR MILogin – MiBridges Integration:

- State of Michigan (SOM) Worker and 3rd party users.
- Identity proofing.
- Multi-factor authentication via MILogin.

ASSUMPTIONS:

- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- MiBridges application team will be responsible for providing help desk services for any user account-related operations with respect to MILogin – MiBridges integration.
- Applications teams will be responsible for changes to the respective applications, required to integrate with the MILogin solution.
- Any missing milestone state as identified in project plan will result in a change order for accommodation of additional time to complete the tasks.
- MILogin and MiBridges application will be integrated for Single Sign-on using HTTPS header based integration.
- The custom user interface being developed will only support English and Spanish language. However, the user inputs will be in English Alphabets only.
- MiBridges does not need a "Read only" link from MILogin citizen environment.

- MILogin rollout for MiBridges in a given environment may involve downtime on the application side. MiBridges team will be responsible for coordinating any downtime required during integration with MILogin.
- If the application has multiple environments, then the user will get an account in LDAP if they subscribe to even a single application (or application instance) mapped to a given MILogin environment. Also, user will have the same credentials (User ID/password) for all application environments mapped to a given MILogin environment
- The MILogin team will migrate the identified User IDs as communicated by MiBridges team. Change in the count of number of users (than what has been specified above) to be migrated to MILogin will result in schedule and cost impact.
- During MiBridges user migration in each MILogin solution environment, any User ID conflict needs to be resolved by MiBridges team before migrating the User ID to MILogin citizen environment.
- In a scenario of the identity collision, user record in MILogin will take precedence as compared to a given application's existing user with the same User ID.
- During the execution of project if any new MiBridges environment is identified to be integrated with MILogin for citizens' environment then it will result in schedule and cost impact.
- As part of user data migration from MiBridges to MILogin, only the user data in "clear text" format will be migrated. Any user data (e.g. passwords, security questions & answers, etc.) that is not "clear text" will not be migrated to MILogin.
- Identity collision (if any) caused due to onboarding of any application with existing users will be analyzed and resolved on the case by case basis, in discussion with the State's MILogin leadership.
- User ID collision needs to be resolved in consultation with MiBridges/Business team and access needs to be granted accordingly in timely fashion. Any delay in resolving user ID conflict issues will result into schedule and cost impact.
- Users will leverage MILogin self-service capabilities for updates to their profile for password management, demographics information, etc.
- Duplicate MiBridges accounts will be identified by MiBridges team with 'linked' or 'non-linked' accounts. Method and execution needs to be determined by MDHHS MiBridges business and technical team.
- The state will communicate the password expiration policy change for MILogin for citizen solution from the existing 365 days to 90 days to applications and users impacted by this change.
- Performance testing and UAT will be the responsibility of the MiBridges team. The MILogin team will provide necessary support, such as user creation and defect fixing.
- The MILogin production environment will not be leveraged for any performance testing.
- MiBridges team will provide a service account with sufficient access privileges to connect to the MiBridges user database server for completing MiBridges database user provisioning from MILogin. The privileges for this service account will be configured on a "least privilege" principle such that the account will not have permissions to do more than it needs to for the purposes of this integration.
- MILogin will leverage MiBridges user data for authenticating the citizen users migrated from MiBridges to MILogin. Migration of MiBridges user passwords to MILogin Enterprise LDAP server through pass through authentication (PTA) configuration requires at least one login for that particular User ID on MILogin.
- The MiBridges team will provide a service account to connect to MiBridges LDAP server for completing the MILogin PTA configuration. MiBridges team will decide when this MiBridges user store will be disabled in future and how to manage the communication to citizens' users that might not have logged in by that time. The privileges for this service account will be configured on a "least privilege" principle such that the account will not have permissions to do more than it needs to for the purposes of this integration.
- MILogin citizen environment hardware capacity may needs to be increased based on MiBridges performance requirements.
- The MiBridges application will continue to provide user authorization, i.e., role and entitlement management, post integration.

- MiBridges application will continue to provide multi-factor authentication (MFA) as available currently in MiBridges without integration with MILogin.
- MiBridges will not leverage MILogin Identity proofing for citizens user account creation or user subscription to MiBridges application.
- MiBridges security questions and answers configured for a user ID can be exported in plain text for MILogin migration.
- Any change to login page or adding/removing link/functionality needs to be coordinated with MILogin.
- MiBridges community partner's login will continue to use MiBridges native authenticating/authorization.
- Existing MILogin MiBridges users will retain the MILogin security questions and answers configured for forgot password functionality.
- The MILogin User Interface (UI) for User login functionality will mimic, in terms of branding, the current MiBridges UI functionality (User registration, forgot user ID, and forgot password).
- MDHHS MiBridges team will work with MILogin to determine a process before decommissioning MiBridges user repository to address the user population for whom the password is not yet migrated to MILogin for authentication (using PTA configuration).

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards – None.

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Unit Cost	Number	Total Cost
D	Complex Application Integration - Integration Cost (HTTPS header) for 3 environments including Prod. Work effort of 9 weeks.	\$ 79,000.00	3	\$ 79,000.00
A	Integrating additional environments (per environment)	\$ 15,000.00	3	\$45,000.00
E	Highly-Customized Complex Application Integration - User Provisioning to one end point (4 tables)	\$ 110,000.00	2	\$220,000.00
A	Integrating additional environments (per environment) – 3 for user provisioning	\$ 15,000.00	3	\$45,000.00

E (i)	Highly-Customized Complex Application Integration – Custom API development, Password policy changes, PTA	\$ 110,000.00	1	\$ 110,000.00
E (ii)	Highly-Customized Complex Application Integration – Custom User Interface *** see below for additional detail	\$ 250,000.00	1	\$250,000.00
E (iii)	Highly-Customized Complex Application Integration – User Migration along with security questions and answers *** see below for additional detail	\$ 250,000.00	1	\$250,000.00
Total				\$999,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval of this SOW and issuance of a Purchase Order so that work can be started by the Deloitte & Touche.

MILogin – MiBridges Integration

Task	Cost Categories / Milestone	Milestone Date	Cost	Effort Estimated Hours
1.	Requirements & Design	X+15 days	\$90,000.00	450
2.	MILogin MiBridges user provisioning database connector (4 tables)	X+50 days	\$160,000.00	900
3.	MILogin – MiBridges custom UI for user registration and MiBridges application access supporting English and Spanish language *** see below for additional detail	X+50 days	\$250,000.00	1400
4.	Integrate MILogin for citizen solution DEV with Bridges application in Development environment	X+50 days	\$50,000.00	250
5.	User migration from MiBridges DEV to MILogin DEV along with security Q&A for forgot password functionality *** see below for additional detail	X+50 days	\$107,000.00	600
6.	Integrate MILogin for citizen solution QA with Bridges application in INT environment	X+60 days	\$39,800.00	200
7.	Integrate MILogin for citizen solution QA with Bridges application in QAT environment	X+75 days	\$39,800.00	200
8.	Integrate MILogin for citizen solution QA with Bridges application in UAT environment	X+95 days	\$39,800.00	200
9.	Integrate MILogin for citizen solution QA with Bridges application in Production Patch environment	X+110 days	\$39,800.00	200
10.	Integrate MILogin for citizen solution PROD with Bridges application in PRD environment	X+130 days	\$39,800.00	200
11.	User migration from MiBridges to MILogin Prod along with security Q&A for forgot password functionality *** see below for additional detail	X+130 days	\$143,000.00	800
Grand Total			\$999,000.00	5400

X: Project purchase order issue date. The no. of days represented in above table are business days.

*** Additional detail

High Level Task	Detailed Tasks	Cost
Custom User Interface	Foreign language support outside of English (per language)	\$40,000.00
	Application/Agency branding (look and feel, images, font, graphics etc.)	\$100,000.00
	Custom user forms – standard (e.g. user registration form, user update profile form with custom attributes)	\$50,000.00
	ADA compliant user interface	\$30,000.00
	Custom password recovery options (other than standard security questions and answers)	\$30,000.00
Total		\$250,000.00

User Migration	Custom feed development for migrating users attributes from application repository to MiLogin (per user type)	\$40,000.00
	Custom solution for migrating user's current password (per user type)	\$40,000.00
	Custom solution for migrating security Questions and Answers and/or other password recovery mechanisms (per user type)	\$30,000.00
	Customization of LDAP schema, and MiLogin configurations to incorporate application specific attributes	\$20,000.00
	Customization of password policies and security settings like number of Security Question and answers, grace logins etc	\$20,000.00
	User load in the MiLogin system (based on user count)	\$100,000.00
	Total	\$250,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Deloitte & Touche for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB project sponsor is:

Scott Flagg
DTMB Center for Shared Solutions
FlaggS@michigan.gov
Office: (517)-284-7117
Cell: (517) 898-6315
Phoenix Bldg., 2nd Floor
222 N. Washington Sq.
Lansing, MI 48933

The designated DTMB MDHHS Project Manager is:

Sanjay Srivastava
DTMB Agency Services for MDHHS
Office: (517) 373-8836
Email Address: SrivastavaS1@michigan.gov
235 S. Grand Avenue, 3rd Floor
Lansing, MI 48933

The designated DTMB MDHHS Business Relationship Manager is:

Kemal Tekinel
235 S. Grand Avenue, 3rd Floor
Lansing, MI 48933
Office Phone: (517) 241-5779
Cellular: (517) 614-6666
E-mail: tekinelk@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

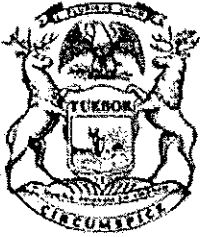
LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be

permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 10
to
Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP	STATE	Scott Flagg	DTMB-IT
	200 Renaissance Center, Suite 3900		517-284-7117	
	Detroit, MI 48243-1895		flaggs@michigan.gov	
	Rahul Kohli		Malu Natarajan	DTMB
	781-812-9426		(517) 284-7030	
	rahkohli@deloitte.com		natarajanm@michigan.gov	
	*****1517			

CONTRACT SUMMARY

ENTERPRISE IDENTITY			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
N/A		N/A	
ALTERNATE PAYMENT OPTIONS		EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		

DESCRIPTION

Effective March 23, 2017, the following two Statement of Work (SOW) documents are incorporated into this Contract.

1. C20160718-171918 - DTMB/CS MICAM - Maintenance and Support and Annual Operational Services from October 1, 2016 to December 31, 2016 for \$ 1,319,827.44, existing Contract funds from Table 3 Maintenance and Support and Table 5 Annual Operation Services.
2. C20170223-095622 - MDHHS - MiLogin - MiAIMS Integration, SOW for \$20,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

This Contract amendment will utilize \$ 1,339,827.44 of existing funds. The remaining balance on the Contract is revised and attached. Please note that the Contractor Primary Contact has been changed to Rahul Kohli. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



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

Project Title: MiCAM Project Phase 2 FY17 Operational Services (Part 1)	Period of Coverage: 10/01/16 – 12/31/2016
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 7/05/2016
DTMB Project Manager: Andrew Mason	Phone: 517-373-1350
DCH Project Manager: James R. Bowen	Phone: (517) 335-1343

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BRIEF DESCRIPTION OF SERVICES TO BE PROVIDED:

Purchase Order (PO) request to perform the operational services for Phase 2 FY17 of the Michigan, Identity, Credential, and Access Management (MICAM) project. PO time frame: 10/01/16 – 12/31/2016.

BACKGROUND:

The State of Michigan (SOM, State), through the Department of Technology, Management & Budget (DTMB), and the Department of Community Health (DCH) has issued this Contract to provide Michigan with an Enterprise solution called Michigan Identity, Credential, and Access Management (MICAM), branded as MILogin.

The MICAM solution enables user identity authentication, establishment and federation for identified user types including workers, 3rd party and citizens. The MICAM solution provides access management services to the State of Michigan systems and enables centralized administration and synchronization of user identities to enable user provisioning and de-provisioning of identity and access for the State's systems.

The project goal is to provide Maintenance and Operations (M&O) Level2/3 services to the existing MILogin solution. The project also includes Helpdesk/Level-1 services to MILogin for Citizen site.

PROJECT OBJECTIVE:

Provide M&O Level2/3 services for the MICAM solution and Helpdesk services for citizen.

SCOPE OF WORK:

- Provide M&O Level2/3 services for the MILogin infrastructure and sites.
- Provide Helpdesk / Level-1 services for MILogin for citizen portal.

TASKS:

Specific tasks include:

- M&O of MILogin software including IBM Security Identity Manager (ISIM), IBM Security Access Manager (ISAM), Websphere Application Servers, IBM Directory Server and DB2
- Maintenance and administration of the following MILogin sites/interfaces:
 - MILogin worker Internal
 - MILogin worker External
 - MILogin 3rd Party
 - MILogin citizen
 - Illinois Provider enrollment (IL PE)

- M&O of DUO interface providing Multi-Factor Authentication(MFA)
- MILogin solution monitoring and reports
- OS patching support and vulnerability remediation
- Helpdesk for citizens
- Availability and support of MILogin Dev and QA environment

DELIVERABLES:

Deliverables will not be considered complete until both MDHHS and DTMB Project Managers has formally accepted them. Deliverables for this project include:

- Weekly and Monthly Maintenance report of activities for MICAM.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have formally accepted them.

OUT OF SCOPE FOR MICAM Project Phase 2 FY17 Operational Services (Part 1)

- Helpdesk services for State of Michigan workers, 3rd party users, and other States.
- Maintenance & Support services for additional infrastructure for Michigan Treasury Online and the newly proposed LDAP as a service

PROJECT CONTROL AND REPORTS:

A weekly project progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards.

None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

These services are covered under Tables 3 (Maintenance and Support Table) and 5 (Annual Operation Services) as follows:

	Cost Category	Total
Table 3	Recurring Post-Implementation Costs for Maintenance and Support	\$906,641.61
Table 5	Recurring Operational Services Costs for day to day operations	\$413,185.83
Total		\$1,319,827.44

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the CONTRACTOR.

Helpdesk Services for Citizens (Table 5)

Task	Cost Categories / Milestone	Milestone Date	Estimated Effort Hours	Cost
1.	Helpdesk for Month 1	10/31/2016	1,500	\$137,728.61
2.	Helpdesk for Month 2	11/30/2016	1,500	\$137,728.61
3.	Helpdesk for Month 3	12/31/2016	1,500	\$137,728.61
Grand Total				\$413,185.83

Maintenance & Support for MILogin Level 2 and 3 (Table 3)

Task	Cost Categories / Milestone	Milestone Date	Effort Hours	Cost
1.	Maintenance & Support for Level 2 and 3 for Month 1	10/31/2016	3,000	\$302,213.87
2.	Maintenance & Support for Level 2 and 3 for Month 2	11/30/2016	3,000	\$302,213.87
3.	Maintenance & Support for Level 2 and 3 for Month 3	12/31/2016	3,000	\$302,213.87
Grand Total				\$906,641.61

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

FlaggS@michigan.gov

The designated DTMB Project Manager is:

Andrew Mason

Client Service Director

Michigan Department of Technology Management and Budget (DTMB)

Agency Services – Department of Community Health (DCH)

300 East Michigan Avenue, Chandler Building

Lansing, MI

Phone: 517-373-1350

Fax: 517-373-3720

MasonA5@michigan.gov

The designated MDHHS Project Manager is:

James R. Bowen

Capitol Commons Building

400 S. Pine Street, Lansing, MI 48910

Phone: 517-335-1343

E-mail: BowenJ2@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing.

No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Michigan Adult Integrated Management System (MiAIMS) Integration	Period of Coverage: 3/23/2017 – 6/31/2017
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 2/7/2017
DTMB Business Relationship Manager: Andrew Mason	Phone: 517-898-6815
MDHHS Project Manager: TBD	Phone: TBD

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche LLP (Deloitte & Touche) to integrate MILogin for Workers solution with MDHHS's Michigan Adult Integrated Management System (MiAIMS) web application in the environments as listed later in this SOW.

PROJECT OBJECTIVE:

The key goal of this project is to provide Single Sign-On (SSO) service to MiAIMS web application via MILogin for enhancing end users' login experience.

SCOPE OF WORK:

MiAIMS (previously called, ASCAP) is currently integrated with MILogin solution. This project will extend the integration to a new MiAIMS environment and to make configuration changes to the existing integration as specified below.

Based on the information provided by MDHHS/application team, this SOW includes the effort for:

- Perform one new SSO integration for MiAIMS's System Test environment with MILogin QA environment.
- Decommission the existing integration between MILogin Development (Dev) and MiAIMS Training environment.
- Perform the integration between MILogin QA and MiAIMS Training environment.
- Migrate the users currently associated with the MiAIMS Training environment from MILogin Dev to MILogin QA.

The table below is the future representation of the mapping between MILogin and MiAIMS environments:

To-Be (MILogin QA Environments Only) (No Prod)				
Sr. No.	Application Name	In-scope application environments	Future MILogin-Application Environment Mapping	
1	Michigan Adult Integrated Management System (MIAIMS)	2	MILogin Environment	Application Environment
			QA Workers (Int.)	System Test
			QA Workers (Int.)	Training

TASKS:

Specific tasks include:

- **MILogin Dev environment**

- ***Decommission the existing configurations associated with current MiAIMS Training environment***
 - Remove the corresponding Access Control Lists (ACL) and groups from IBM Security Access Manager for Web (ISAM).
 - Un-configure the relevant workflows associated with MiAIMS Training environment.
 - Remove the existing SSO configurations such as junctions etc.
- **MILogin Quality Assurance (QA) environment**
 - ***Integrate MILogin for Workers QA with MiAIMS Training environment***
 - Create the corresponding Access Control Lists (ACL) and groups in ISAM.
 - Implement relevant workflows associated with MiAIMS Training environment.
 - Perform SSO integration with MiAIMS Training environment.
 - Migrate existing MiAIMS Training users from MILogin Dev to MILogin QA environment.
 - ***Integrate MILogin for Workers QA with MiAIMS System Test environment***
 - Create the corresponding ACL and groups in ISAM.
 - Implement relevant workflows associated with MiAIMS System Test environment.
 - Perform SSO integration with MiAIMS System Test environment.
 - Conduct integration testing.

DELIVERABLES:

Deliverables will not be considered complete until both DTMB and MDHHS Project Managers have formally accepted them. Deliverables for this project include:

- Weekly status report of activities.
- Integration of MILogin for Workers with the MiAIMS Training environment in QA environment.
- Integration of MILogin for Workers with the MiAIMS System Test environment in QA environment.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have formally accepted them. Specific acceptance requirement(s) are:

- SOM Worker user, accessing over State intranet/VPN, logs into the MiAIMS application in its Training and System Test environments using MILogin QA.

OUT OF SCOPE FOR MILogin for Workers – MiAIMS Application Integration

- State of Michigan (SOM) citizen, 3rd party and Worker external users.
- Identity proofing.
- Multi-factor authentication.
- User provisioning and de-provisioning for the MiAIMS application.
- No additional documentation than what has already been provided as part of the previous integration.

ASSUMPTIONS:

- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.

- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- Same functionality and design pattern will be followed as was followed for earlier environment integrations.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - none.

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Per Unit Cost	Number of Units	Cost
A	Automation of Shared Secret Validation Integration			
	Integrating additional environments (per env.)	\$15,000.00	1	\$15,000.00
	New Junction	\$5,000.00	1	\$5,000.00
Grand Total				\$20,000.00

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

The milestone dates are estimates and will need to be revised based on the time spent on the approval of this SOW and issuance of a Purchase Order so that work can be started by the CONTRACTOR.

Illustrative MiAIMS Application Integration Milestones

Task	Cost Categories / Milestone	Milestone Date	Effort Estimate	Fiscal Year	Cost
1.	Integrate MiAIMS Training environment with MiLogin QA	04/24/2017	30 hours	FY17	\$5,000.00
2.	Integrate MiAIMS System Test environment with MiLogin QA	To be decided in discussions with application team	75 hours	FY17	\$15000.00
Grand Total			105 hours		\$20,000.00

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Business Relationship Manager is:

Andrew Mason
Chandler Building
300 Michigan Avenue
Lansing, MI 48909
MasonA5@michigan.gov
517-373-1350

Scott Flagg, State Administrative Manager
Phoenix Building, 2nd Floor
222 North Washington Avenue
Lansing, MI 48909
FlaggS@michigan.gov
(517) 898-6315

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **9**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	312-486-4430
	vbansal@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
N/A		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 3/16/2017, the following four Statement of Work (SOW) documents are incorporated into this Contract.				
1. C20170224-140351 - DTMB - MILogin – FileNet ICN Migrations, SOW for \$61,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
2. C20170228-134302 - MDOT - MILogin – Transportation Asset Management System (TAMS) Oauth Integration for Mobile, SOW for \$49,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
3. C20170130-161846- MDHHS - MILogin – IBM Conten Navigator (ICN) Integration, SOW for \$174,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
4. C20170224-143637- MDOS - MILogin-MDOS MFL FileNet Integration, SOW for \$64,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
This Contract amendment will utilize \$348,000.00 of existing funds. Due to insufficient funding, \$5,000,000.00 is reallocated from				

table 10 Reserved Hours to Table 7 Operational Services Costs for New Integrations. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.

Cost Table – Remaining Balance after Change Notice # 9

Proposed Changes in CN #9: deducting \$348,000.00 from Table 7 and reallocating \$5,000,000.00 from Table 10 to Table 7- see below table for more details

Description	Total Cost limit	Remaining Balance after CN #8	Remaining Balance after deducting funding for attached SOW	Proposed funding transfer from Table 10	Revised Balance after CN #9
Automation of Shared Secret Validation Integration	\$1,750,000.00	\$457,709.75	\$413,412.87	\$300,000.00	\$713,412.87
COTS Application Integration	\$0.00				
Standard Application Integration	\$2,057,022.39	\$63,307.70	(\$130,395.42)	\$1,300,000.00	\$1,169,604.58
Complex Application Integration	\$5,927,731.09	\$1,116,846.56	\$1,116,846.56	\$2,000,000.00	\$3,116,846.56
Highly-Customized Complex Application Integration	\$1,350,000.00	\$257,015.90	\$147,015.90	\$700,000.00	\$847,015.90
Identity Federations	\$1,439,500.00	\$443,714.27	\$443,714.27	\$700,000.00	\$1,143,714.27
Grand Total	\$12,524,253.48	\$2,338,594.18	\$1,990,594.18	\$5,000,000.00	\$6,990,594.18
Reserved Hours Bucket Table 10	\$10,617,500.00	\$5,475,617.08	\$5,475,617.08	(\$5,000,000.00)	\$475,617.08

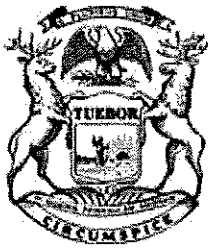
Table 1: Balance after CN # 9:

Description	Balance after CN # 9
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$1,106,958.24
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$6,990,594.18
Reserved Hours Bucket Table 10	\$475,617.08
Total	\$11,802,602.98

Table 7: Operational Services Costs for New Integrations after CN #9:

Type	Description	Per Unit Cost	Total Cost limit	Revised Balance after CN #9
A	Automation of Shared Secret Validation Integration		\$1,750,000.00	\$713,412.87
	Integrating additional environments (per env.)	\$15,000.00		
	Multi Factor Authentication	\$10,000.00		
	UI Customization	\$10,000.00		
	Junctions (per junction)	\$5,000.00		
	Junction (new SSO)	\$5,000.00		

B	COTS Application Integration		\$0.00	
C	Standard Application Integration		\$2,057,022.39	\$1,169,604.58
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$49,000.00		
D	Complex Application Integration		\$5,927,731.09	\$3,116,846.56
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	\$79,000.00		
E	Highly-Customized Complex Application Integration		\$1,350,000.00	\$847,015.90
	User Provisioning to one end point	\$110,000.00		
F & G	Identity Federations		\$1,439,500.00	\$1,143,714.27
F	Identity Federation Integration: Provider	\$91,500.00		
G	Identity Federation Integration: Consumer	\$91,500.00		
	Grand Total		\$12,524,253.48	\$6,990,594.18



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **8**
 to
 Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	312-486-4430
	vbansal@deloitte.com
	*****1517

STATE Program Manager Contract Administrator	Scott Flagg	DTMB-IT
	517-284-7117	
	flaggs@michigan.gov	
	Malu Natarajan	DTMB
	(517) 284-7030	
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CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
N/A		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		

DESCRIPTION				
Effective 3/1/2017, the following three Statement of Work (SOW) documents are incorporated into this Contract.				
1. C20170123-125722 - MDOT - MiLogin - AASHTOWare Production Integration, SOW for \$7,350.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
2. C20170127-143216 - MDHHS - MiLogin - BSI Integration, SOW for \$216,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
3. C20170207-131008 - MDOS - MiLogin - FileNet 4.x Integration Migrations, SOW for \$150,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
This Contract amendment will utilize \$373,350.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and				

DTMB approval.

Cost Table – Remaining Balance after Change Notice # 8

Table 1: Balance after CN # 8 (deducting \$373,350.00 from Table 7).

Description	Balance after CN # 7	Balance after CN # 8
Experian Identity Proofing	\$0.00	\$0.00
Initiation and Planning	\$0.00	\$0.00
Phase 1	\$0.00	\$0.00
Maintenance & Support Table 3	\$3,229,433.48	\$3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00	\$0.00
Annual Operation Services Table 5	\$1,106,958.24	\$1,106,958.24
Migration Bucket Table 6	\$0.00	\$0.00
Integration Bucket Table 7	\$2,711,944.18	\$2,338,594.18
Reserved Hours Bucket Table 10	\$5,475,617.08	\$5,475,617.08
Total	\$12,523,952.98	\$12,150,602.98

Table 7: Operational Services Costs for New Integrations after CN #8:

Type	Description	Per Unit Cost	Total Cost limit	Remaining Balance CN #8
A	Automation of Shared Secret Validation Integration		\$1,750,000.00	\$457,709.75
	Integrating additional environments (per env.)	\$15,000.00		
	Multi Factor Authentication	\$10,000.00		
	UI Customization	\$10,000.00		
	Junctions (per junction)	\$5,000.00		
	Junction (new SSO)	\$5,000.00		
B	COTS Application Integration		\$0.00	
C	Standard Application Integration		\$2,057,022.39	\$63,307.70
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$49,000.00		
D	Complex Application Integration		\$5,927,731.09	\$1,116,846.56
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	\$79,000.00		
E	Highly-Customized Complex Application Integration		\$1,350,000.00	\$257,015.90
	User Provisioning to one end point	\$110,000.00		
F & G	Identity Federations		\$1,439,500.00	\$443,714.27
F	Identity Federation Integration: Provider	\$91,500.00		
G	Identity Federation Integration: Consumer	\$91,500.00		
	Grand Total		\$12,524,253.48	\$2,338,594.18



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

Project Title: MILogin – AASHTOWare Production Integration	Period of Coverage: 3/20/17 – 4/21/17
Requesting Department: DTMB/MDOT (Michigan Department of Transportation)	Date: 11/3/2016
DTMB Business Relationship Manager: Tanis Lerash	Phone: 517-241-4141
MDOT Project Manager: Deb Mosher	Phone: 517-636-6182

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche LLP (Deloitte & Touche) to integrate the MILogin for Workers solution in the Production environment with the Michigan Department of Transportation (MDOT) AASHTOWare web application in the corresponding environment. As part of this project, the MDOT's AASHTOWare application will be integrated with MILogin for workers and 3rd party to provide secure and enhanced user experience to the SOM workers of the AASHTOWare application.

PROJECT OBJECTIVE:

The key goal of this project is to provide single sign-on (SSO) to the AASHTOWare application via MILogin solution for the production environment.

SCOPE OF WORK:

The scope consists of:

- Provide read access to MILogin LDAP by AASHTOWare application, which includes being provided the complete set of current and accurate security certificates for access.
- Provide SOM worker and 3rd party users with the ability to subscribe to an application using their MILogin account.
- Provide SOM worker and 3rd party users with the ability to login to AASHTOWare application via MILogin for workers/3rd party solution.
- One time bulk load of SOM workers to MILogin/AASHTOWare

TASKS:

Specific tasks include, but are not limited to:

- **Production environment**
 - Verify firewall rules for MILogin - AASHTOWare application in production environment
 - Complete MILogin configuration for SSO (ISAM - IBM Security Access Manager)
 - Create the corresponding Access Control Lists (ACL), and Groups in ISAM
 - Implementation of relevant workflows and approvers for the AASHTOWare applications
 - Update user interface (UI) updated for AASHTOWare application
 - Execute smoke testing for MILogin and AASHTOWare application integration functionality

- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- Cornerstone application will be responsible for Fine grained authorization of users.
- Cornerstone application will be responsible for user account management (provisioning/de-provisioning).

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDOT and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Per Unit Cost
C	Standard Application Integration	
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 49,000.00
	Previous FY16 PO #084N6602841 for 2 of 3 environments	\$ (41,650.00)
	Total for remaining environment	\$ 7,350.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the CONTRACTOR.



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

Project Title: MILogin – BSI Integration	Period of Coverage: 3/1/2017-6/30/2017
Requesting Department: MDHHS/FOA	Date: 1/18/2017
DTMB Business Relationship Manager for MDHHS: Kemal Tekinel	Phone: 517-614-6666
DTMB - MDHHS Project Manager: Rajender Razdan	Phone: 517-373-2947

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested that Deloitte & Touche LLP (“Deloitte & Touche”) integrate the MILogin for Workers solution with the Michigan Department of Health and Human Services Field Operations Administration’s (MDHHS/FOA) Bridges scanning and indexing (BSI) web application in the corresponding environments. As part of this project, the MDHHS/FOA’s BSI application will be integrated with MILogin for Workers solution to provide secure and enhanced application access experience to SOM worker users of BSI application.

PROJECT OBJECTIVE:

The key goal of this project is to provide single sign-on (SSO) to MDHHS/FOA’s BSI and BSI Thin Toolbar application via MILogin Worker solution.

SCOPE OF WORK:

The scope consists of:

- Provide SOM worker and vendor users present in SOM active directory with the ability to subscribe to MDHHS/FOA BSI and BSI Thin Toolbar application using their MILogin account.
- Provide SOM worker users with the ability to login to MDHHS/FOA BSI and BSI Thin Toolbar application via MILogin for workers solution.
- Provide vendor users present in SOM active directory with the ability to perform multi-factor authentication (MFA) to login to MDHHS/FOA BSI and BSI Thin Toolbar application via MILogin for worker external solution.

TASKS:

Specific tasks include, but are not limited to:

- **Application Integration Design**
 - Develop & Document MILogin for workers and MDHHS/FOA BSI and BSI Thin Toolbar application integration design
- **Development environment**
 - Verify firewall rules for MILogin – MDHHS/FOA BSI and BSI Thin Toolbar application.
 - Complete MILogin configuration for establishing Single sign-on (SSO) with MDHHS/FOA BSI and BSI Thin Toolbar application.

- Identity proofing

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MiLogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MiLogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MiLogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MiLogin.
- MiLogin for workers solution will be integrated with MDHHS/FOA BSI and BSI Thin Toolbar application in DEV, QA, and PROD environments.
- MiLogin and MDHHS/FOA BSI and BSI Thin Toolbar application will be integrated for Single Sign-on (SSO) using the HTTP Header based integration.
- For planning purposes, we have considered six weeks of effort for this integration. Any extension or delay in schedule will be addressed through a change request.
- Only State of Michigan Active Directory (SOM AD) based workers are considered in scope of this integration.
- Application team will be responsible for User Acceptance Testing (UAT).

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS/FOA and DTMB Project Managers throughout the life of this project. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

					integration and so the cost is lower based on lower work effort.
	Multi Factor Authentication 3 additional environments- BSI Thin Toolbar	\$10,000.00	0.5	\$5,000.00	Integration uses the same pattern of the first integration and so the cost is lower based on lower work effort.
Total				\$216,000.00	

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the CONTRACTOR.

PROJECT TITLE

Task	Cost Categories / Milestone	Milestone	Effort Estimated Hours	Milestone Amount
1.	Requirements and design	X+10	60	\$132,00.00
2.	Development environment	X+30	300	\$75,000.00
3.	QA environment and UAT testing completion	X+45	250	\$63,900.00
4.	Prod environment	X+60	250	\$63,900.00
Grand Total			860	\$216,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

FlaggS@michigan.gov

517-284-7117

The designated DTMB Business Relationship Manager for MDHHS is:

Kemal Tekinel

235 S. Grand Avenue, 3rd Floor

Lansing, MI 48933

Office Phone: (517) 241-5779

Cellular: (517) 614-6666

tekinelk@michigan.gov

The designated DTMB MDHHS Project Manager is:

Rajender Razdan

RazdanR1@michigan.gov

517-373-2947



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

Project Title: MILogin – FileNet 4.x Migrations	Period of Coverage: 2/23/2017-6/30/2017
Requesting Department: DTMB	Date: 2/7/2017
DTMB Business Relationship Manager: Andrey Verevko	Phone: 517-284-7157
DTMB Project Manager: Scott Reynolds	Phone: 517-241-1369

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche LLP ("Deloitte and Touche") to reconfigure existing MDHHS FileNet – MILogin integration link, configure SSO (single sign-on) with an upgraded version of FileNet application for various agencies (as listed below) in MILogin workers and 3rd party solution. As part of this project, various initiatives are being taken up as below:

- MILogin - MCSC (Michigan Civil Service Commission) FileNet integration migration.
- MILogin - LARA (Licensing and Regulatory Affairs) FileNet integration migration.
- MILogin - MDOT (Michigan Department of Transport) FileNet integration migration.
- MILogin - MDOS (Michigan Department of State) FileNet integration migration.
- MILogin - DMI (Document Management & Imaging) FileNet integration migration.
- Reconfigure MILogin-MDHHS (Michigan Department of Health and Human Services) FileNet integration.

PROJECT OBJECTIVE:

The key goal of this project is to provide SSO to the upgraded version of the FileNet applications (for various agencies listed as below) via the MILogin worker and 3rd party solution.

- SSO to upgraded version of MCSC FileNet application via MILogin worker/3rd party solution and user migration in respective environments.
- SSO to upgraded version of LARA Radiation Safety FileNet application via MILogin worker/3rd party solution and user subscription migration in respective environments.
- SSO to upgraded version of MDOT FileNet application via MILogin worker/3rd party solution and user migration in respective environments.
- SSO to upgraded version of MDOS FileNet application via MILogin worker/3rd party solution and user migration in respective environments.
- SSO to upgraded version of DMI FileNet application via MILogin worker/3rd party solution and user migration in respective environments.
- Reconfigure MDHHS MILogin FileNet integration.
 - Rename existing MILogin - MDHHS Enterprise FileNet application integration link under MDHHS and change the approver user list as communicated by FileNet team in respective environments.
 - Configure new MILogin – MDHHS Enterprise FileNet application integration link for DTMB and configure approver user list as communicated by FileNet team along with user migration in respective environments.

SCOPE OF WORK:

The scope consists of:

- Provide SOM worker users with the ability to login to upgraded version of MCSC FileNet application via MILogin for workers/3rd party solution.
- Provide SOM worker users with the ability to subscribe to upgraded version of MCSC FileNet application using their MILogin account.
- Provide SOM worker users with the ability to login to upgraded version of LARA Radiation Safety FileNet application via MILogin for workers/3rd party solution.
- Provide SOM worker users with the ability to subscribe to upgraded version of LARA Radiation Safety FileNet application using their MILogin account.
- Provide SOM worker users with the ability to subscribe to upgraded version of MDOT FileNet application using their MILogin account.
- Provide SOM worker users with the ability to login to upgraded version of MDOT FileNet application via MILogin for workers/3rd party solution.
- Provide SOM worker users with the ability to subscribe to upgraded version of MDOS FileNet application using their MILogin account.
- Provide SOM worker users with the ability to login to upgraded version of MDOS FileNet application via MILogin for workers/3rd party solution.
- Provide SOM worker users with the ability to subscribe to upgraded version of DMI FileNet application using their MILogin account.
- Provide SOM worker users with the ability to login to upgraded version of DMI FileNet application via MILogin for workers/3rd party solution.
- Reconfigure MDHHS MILogin FileNet integration.
 - Rename existing MILogin - MDHHS Enterprise FileNet application integration link under MDHHS and change the approver user list as communicated by FileNet team in respective environments
 - Configure new MILogin – MDHHS Enterprise FileNet application integration link for DTMB and configure approver user list as communicated by FileNet team along with user subscription migration in respective environments

TASKS: Specific tasks include, but are not limited to:

- **Development Environment**
 - Complete MILogin configuration for SSO with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT (integration) instance.
 - Create the corresponding Access Control Lists (ACLs), and groups in IBM Security Access Manager (ISAM).
 - Configure Extended Trust Association Interceptor (eTAI) between MILogin WebSEAL reverse proxy server and upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT instances.
 - Assist FileNet team with WebSphere configuration for eTAI in Development environment.
 - Configure user provisioning to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT instance LDAP repository.
 - Implementation of relevant workflows and approvers for MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT instances.
 - Migrate existing MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT user's subscription to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT instances within MILogin.
 - Execute Test cases related to MILogin and MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT application integration functionality.
 - Reconfigure MILogin - MDHHS Enterprise FileNet INT application integration link with new name.

- Update approver user list for MILogin - MDHHS Enterprise FileNet INT application.
- Configure new MILogin – MDHHS Enterprise FileNet application integration link for INT environment.
 - Complete MILogin configuration for SSO with new Enterprise FileNet INT link for DTMB.
 - Create the corresponding ACLs and groups in ISAM.
 - Configure user provisioning to new DTMB specific FileNet application link.
 - Implementation of relevant workflows and approvers for DTMB specific FileNet application link.
 - Migrate existing MDHHS Enterprise FileNet application users to new link.
 - Execute test cases related to MILogin and DTMB specific FileNet application integration.
- **Quality Assurance (QA) environment**
 - Complete MILogin configuration for SSO with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet staging instance.
 - Create the corresponding ACLs and groups in ISAM.
 - Configure eTAI between MILogin WebSEAL reverse proxy server and upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet staging instances.
 - Assist FileNet team with WebSphere configuration for eTAI in the staging environment.
 - Configure user provisioning to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet staging instance LDAP repository.
 - Implementation of relevant workflows and approvers for MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet staging instances.
 - Migrate existing MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet staging user's subscription to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet application staging instances within MILogin.
 - Execute test cases related to MILogin and MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet staging instances integration functionality.
 - Reconfigure MILogin - MDHHS Enterprise FileNet staging application integration link with new name.
 - Update approver user list for MILogin - MDHHS Enterprise FileNet staging application.
 - Configure new MILogin – MDHHS Enterprise FileNet application integration link for staging environment.
 - Complete MILogin configuration for SSO with new Enterprise FileNet staging link for DTMB.
 - Create the corresponding ACL and groups in ISAM.
 - Complete MILogin configuration for ISAM SSO.
 - Configure user provisioning to new DTMB specific FileNet application link
 - Implementation of relevant workflows and approvers for DTMB specific FileNet application link.
 - Migrate existing MDHHS Enterprise FileNet application users to new link
 - Execute test cases related to MILogin and DTMB specific FileNet application integration.
 - Complete MILogin configuration for SSO with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet uat(User Acceptance Test) instance.
 - Create the corresponding ACLs and groups in ISAM.
 - Configure eTAI between MILogin WebSEAL reverse proxy server and upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet uat instances.

- Assist FileNet team with WebSphere configuration for eTAI in the uat environment.
 - Configure user provisioning to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet uat instance LDAP repository.
 - Implementation of relevant workflows and approvers for MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet uat instances.
 - Migrate existing MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet uat user's subscription to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet application uat instances within MILogin.
 - Execute test cases related to MILogin and MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet uat instances integration functionality.
 - Reconfigure MILogin - MDHHS Enterprise FileNet uat application integration link with new name.
 - Update approver user list for MILogin - MDHHS Enterprise FileNet uat application.
 - Configure new MILogin – MDHHS Enterprise FileNet application integration link for uat environment.
 - Complete MILogin configuration for SSO with new Enterprise FileNet staging link for DTMB.
 - Create the corresponding ACL and groups in ISAM.
 - Complete MILogin configuration for ISAM SSO.
 - Configure user provisioning to new DTMB specific FileNet application link
 - Implementation of relevant workflows and approvers for DTMB specific FileNet application link.
 - Migrate existing MDHHS Enterprise FileNet application users to new link.
 - Execute test cases related to MILogin and DTMB specific FileNet application integration.
- **Production (PROD) environment**
 - Complete MILogin configuration for SSO with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet production instance.
 - Create the corresponding ACLs and groups in ISAM.
 - Configure eTAI between MILogin WebSEAL reverse proxy server and upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet production instances.
 - Assist FileNet team with WebSphere configuration for eTAI in production environment.
 - Configure user provisioning to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet production instance LDAP repository.
 - Implementation of relevant workflows and approvers for MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet production instances.
 - Migrate existing MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet Prod user's subscription to upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet application production instances within MILogin.
 - Perform smoke testing for MILogin and MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet production instances integration functionality.
 - Reconfigure MILogin - MDHHS Enterprise FileNet Prod application integration link with new name.
 - Update approver user list for MILogin - MDHHS Enterprise FileNet production application.
 - Configure new MILogin – MDHHS Enterprise FileNet application integration link for production environment.
 - Complete MILogin configuration for SSO with new Enterprise FileNet production link for DTMB.
 - Create the corresponding ACLs and groups in ISAM.

- Complete MILogin configuration for ISAM SSO.
- Configure user provisioning to new DTMB specific FileNet application link.
- Implementation of relevant workflows and approvers for DTMB specific FileNet application link.
- Migrate existing MDHHS Enterprise FileNet application users to new link.
- Perform smoke testing for MILogin and DTMB specific FileNet application integration.

DELIVERABLES:

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them.
Deliverables for this project include:

- Weekly Status Report of Activities.
- Integrate MILogin for Workers/3rd party solution with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet INT Application in Dev environment along with user migration.
- Reconfigure MDHHS MILogin FileNet INT application integration link with new name and new set of approver users as requested by FileNet team.
- Configured new Enterprise FileNet INT instance for DTMB and set approver users as requested by FileNet team.
- Integrate MILogin for workers/3rd party solution with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet Staging Application in QA environment along with user migration.
- Reconfigure MDHHS MILogin FileNet Staging application integration link with new name and new set of approver users as requested by FileNet team.
- Configured new Enterprise FileNet staging instance for DTMB and set approver users as requested by FileNet team.
- Integrate MILogin for workers/3rd party solution with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet uat Application in QA environment.
- Reconfigure MDHHS MILogin FileNet uat application integration link with new name and new set of approver users as requested by FileNet team.
- Configured new Enterprise FileNet UAT instance for DTMB and set approver users as requested by FileNet team.
- Integrate MILogin for workers/3rd party solution with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet Prod Application in Prod environment along with user migration.
- Reconfigure MDHHS MILogin FileNet Prod application integration link with new name and new set of approver users as requested by FileNet team.
- Configured new Enterprise FileNet Prod instance for DTMB and set approver users as requested by FileNet team.

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB Project Manager has formally accepted them.

OUT OF SCOPE FOR MILogin – FileNet 4.x Migrations

- State of Michigan (SOM) citizen users.
- Identity proofing
- Identity Federation
- Multi-factor authentication

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte & Touche team. The State Project Lead will help Deloitte & Touche to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.

- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for workers/3rd party will be integrated with upgraded version of MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet, DMI FileNet application in DEV, QA and PROD environments.
- MILogin and MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet, DMI FileNet application will be integrated for Single Sign-on (SSO) using the eTAI based integration.
- Required firewall rules for MILogin integration with upgraded MCSC FileNet, LARA Radiation Safety FileNet, MDOT FileNet, MDOS FileNet and DMI FileNet application have been already implemented.
- For planning purposes, we have considered twelve weeks of effort for this integration. Any extension or delay in schedule will be addressed through a change request.
- Only State of Michigan Active Directory (SOM AD) based workers are considered in scope of this integration.
- Application team will be responsible for User Acceptance Testing (UAT).

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price – payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	SSO Integration	Unit Cost	Number	Contract Cost	Discount	Total Cost
C	HTTP Header based SSO Integration	\$ 49,000.00	6	\$294,000.00	\$179,156.25	\$114,843.75
A	Integrating additional environments (per env.)	\$ 15,000.00	6	\$90,000.00	\$54,843.75	\$35,156.25
	Note: Discount is based on all 6 integrations being completed concurrently, as shown in the Milestone schedule in the table below.					
Total				\$384,000.00	\$234,000.00	\$150,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a purchase order so that work can be started by the contractor.

MILogin- FileNet 4.x Migrations

Task	Cost Categories / Milestone	Milestone	Milestone Amount	Effort Estimated Hours
1.	Dev environment completion for INT instance - MCSC FileNet	X+15	\$7,000.00	200
2.	QA environment completion for staging instance - MCSC FileNet	X+30	\$6,000.00	160
3.	QA environment completion for uat instance - MCSC FileNet and uat testing	X+45	\$6,000.00	160
4.	Production environment completion for Production instance - MCSC FileNet	X+60	\$6,000.00	160
5.	Dev environment completion for INT instance - LARA Radiation Safety FileNet	X+15	\$7,000.00	200
6.	QA environment completion for staging instance - LARA Radiation Safety FileNet	X+30	\$6,000.00	160
7.	QA environment completion for uat instance - LARA Radiation Safety FileNet and UAT testing	X+45	\$6,000.00	160
8.	Production environment completion for Production instance - LARA Radiation Safety FileNet	X+60	\$6,000.00	160
9.	Dev environment completion for INT instance - MDOT FileNet	X+15	\$7,000.00	200
10.	QA environment completion for staging instance - MDOT FileNet	X+30	\$6,000.00	160

11.	QA environment completion for uat instance - MDOT FileNet and uat testing	X+45	\$6,000.00	160
12.	Production environment completion for Production instance - MDOT FileNet	X+60	\$6,000.00	160
13.	Dev environment completion for INT instance - MDOS FileNet	X+15	\$7,000.00	200
14.	QA environment completion for staging instance - MDOS FileNet	X+30	\$6,000.00	160
15.	QA environment completion for uat instance - MDOS FileNet and uat testing	X+45	\$6,000.00	160
16.	Production environment completion for Production instance - MDOS FileNet	X+60	\$6,000.00	160
17.	Dev environment completion for INT instance - DMI FileNet	X+15	\$7,000.00	200
18.	QA environment completion for Staging instance - DMI FileNet	X+30	\$6,000.00	160
19.	QA environment completion for uat instance - DMI FileNet and uat testing	X+45	\$6,000.00	160
20.	Production environment completion for Production instance - DMI FileNet	X+60	\$6,000.00	160
21.	Dev environment completion - Reconfigure MILogin-MDHHS FileNet INT Integration	X+15	\$7,000.00	200
22.	QA environment completion - Reconfigure MILogin-MDHHS FileNet staging Integration	X+30	\$6,000.00	160
23.	QA environment completion - Reconfigure MILogin-MDHHS FileNet uat Integration and uat testing	X+45	\$6,000.00	160
24.	Production environment completion - Reconfigure MILogin-MDHHS FileNet Production Integration	X+60	\$6,000.00	160
Grand Total			\$150,000.00	680
X – PO issue date				

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Scott Flagg

FlaggS@michigan.gov

517-284-7117

The designated DTMB Business Relationship Manager is:

Andrey Verevko

VerevkoA@michigan.gov

517-284-7157

The designated DTMB Project Manager is:

Scott Reynolds

reynoldss@michigan.gov

517-241-1369

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

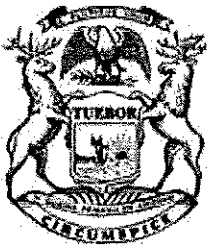
DTMB will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **7**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	312-486-4430
	vbansal@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
	Contract Administrator	flaggs@michigan.gov	
		Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018
PAYMENT TERMS		DELIVERY TIMEFRAME	
N/A		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		

DESCRIPTION

Effective 1/17/2017, attached Statement of Work for MI Login – Medicaid Management Information Systems (MMIS) Cloud Enablement Application Integration - Phase 2 is incorporated into this Contract. SOW is for \$1,513,633.33, utilizing existing contract funds. Due to insufficient funding, \$3,500,000.00 is reallocated from Table 10 - Reserved Hours to Table 7 - Operational Services Costs for New Integrations. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.

Cost Table – Remaining Balance after Change Notice # 7

Table 1: Current Balance

Description	Balance after CN # 6
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$ 3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$ 1,106,958.24
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$725,577.51
Reserved Hours Bucket Table 10	\$ 8,975,617.08

Proposed Changes in CN #7:

	Balance after CN 6	Amount Required for MMIS Cloud Phase 2 CN	Proposed Transfer Amount	Balance after MMIS Cloud Phase 2 CN
Integration Bucket Table 7 Type				
A - Automation of Shared Secret Validation Integration	\$ 98,666.00	\$ 508,300.00	\$ 1,000,000.00	\$ 590,366.00
B - COTS Application Integration	\$ -	\$ -	\$ -	\$ -
C - Standard Application Integration	\$ 185,501.45	\$ -	\$ -	\$ 185,501.45
D - Complex Application Integration	\$ 130,679.89	\$ 895,333.33	\$ 2,000,000.00	\$ 1,235,346.56
E - Highly-Customized Complex Application Integration	\$ 117,015.90	\$ 110,000.00	\$ 250,000.00	\$ 257,015.90
F & G - Identity Federations	\$ 193,714.27	\$ -	\$ 250,000.00	\$ 443,714.27
Total	\$ 725,577.51	\$ 1,513,633.33	\$ 3,500,000.00	\$ 2,711,944.18
Reserved Hours Bucket Table 10	\$ 8,975,617.08	\$ -	\$ (3,500,000.00)	\$ 5,475,617.08

Table 1: Balance after CN # 7 (deducting \$1,513,633.33 from Table 7 and reallocating \$3,500,000.00 from Table 10 to Table 7 – See above table for more detail).

Description	Balance after CN # 7
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$ 3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$ 1,106,958.24
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$ 2,711,944.18
Reserved Hours Bucket Table 10	\$ 5,475,617.08

Table 7: Operational Services Costs for New Integrations after CN #7:

Type	Description	Per Unit Cost	Total Cost limit	Remaining Balance
A	Automation of Shared Secret Validation Integration		\$1,750,000.00	\$ 590,366.00
	Integrating additional environments (per env.)	\$ 15,000.00		
	Multi Factor Authentication	\$ 10,000.00		
	UI Customization	\$ 10,000.00		
	Junctions (per junction)	\$ 5,000.00		
	Junction (new SSO)	\$ 5,000.00		
B	COTS Application Integration		\$0.00	
C	Standard Application Integration		\$2,057,022.39	\$185,501.45
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 49,000.00		
D	Complex Application Integration		\$ 5,927,731.09	\$ 1,235,346.56
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	\$ 79,000.00		
E	Highly-Customized Complex Application Integration		\$1,350,000.00	\$ 257,015.90
	User Provisioning to one end point	\$ 110,000.00		
F & G	Identity Federations		\$1,439,500.00	\$ 443,714.27
F	Identity Federation Integration: Provider	\$ 91,500.00		
G	Identity Federation Integration: Consumer	\$ 91,500.00		
	Grand Total		\$12,524,253.48	\$ 2,711,944.18



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

Project Title: MILogin – Medicaid Management Information Systems (MMIS) Cloud Enablement Application Integration - Phase 2	Period of Coverage: 1/16/2017 – 12/18/2017
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 12/29/2016
DTMB Business Relationship Manager: Andrew Mason	Phone: 517-373-1350
MDHHS Project Manager: John Spitzley	Phone: 517-335-6612

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche LLP (Deloitte & Touche) to integrate MILogin for Workers/3rd party and MILogin for citizens' solution with MMIS Cloud Enablement for MDHHS applications. As part of this project, the MMIS Cloud Enablement applications will be integrated with MILogin for Workers/3rd party and Citizens solutions, as applicable, to provide a secure and enhanced user experience to MMIS Cloud Enablement application's users.

PROJECT OBJECTIVE:

The goal of this project is to provide MMIS Cloud Enablement for MDHHS applications currently integrated with the MILogin solution.

SCOPE OF WORK:

MMIS Cloud Enablement for MDHHS applications currently integrated with the MILogin solution.

Based on the information provided by MDHHS/CNSI, this statement of work includes the effort for:

- 1 new "Single sign-on (SSO)" integrations in up to three applications environments with MILogin non-production environments (i.e. Dev and QA).
- One additional "Single sign-on (SSO)" integration in single MILogin non-production environment.
- Migration of 25 existing "Single sign-on (SSO)" integrations, in single MILogin production environment, that are affected due to cloud migration.
- Multi-Factor Authentication (MFA) configurations for the in-scope applications (excluding ILPE IMPACT, myCareVisit and myHealthPortal/myHealthButton) as listed in this SOW.
- Provisioning for one Siebel application in up to three MILogin environments (two in QA and one in Production).

Chart A shows the future representation of MILogin integrations with the applications that are moving to MMIS Cloud. Details are primarily based on the information provided by MDHHS/CNSI. The scope includes only Performance/DR, Parallel, B2B, Sandbox, Training, and Production environments as outlined in the tables below. Other applications/environments (Michigan or non-Michigan) supported/hosted by CNSI are not in the scope of this SOW.

A. SSO, User provisioning, and MFA for phase 2 environments (Note: MFA doesn't apply to IMPACT ILPE, myHealthPortal and myCareVisit applications)

To-Be (MILogin QA Environments Only) (No Prod)				
Sr. No.	Impacted Application	Total application Env.	Future MILogin-Application Environment Mapping	
1	CHAMPS Main (MI)	5	MILogin Environment	Application Environment
			QA 3rd Party and Workers	Cloud DR/Performance
			QA 3rd Party and Workers	Cloud Parallel
			QA 3rd Party and Workers	Cloud B2B
			QA 3rd Party and Workers	Initiative 1 Perf
			QA 3rd Party and Workers	Initiative 2 Perf
2	CSHCS eMEDS	4	MILogin Environment	Application Environment
			QA Citizens	eMEDS Applntake Perf/DR
			QA Citizens	eMEDS Applntake Parallel
			QA 3rd Party and Workers	eMEDS Eligibility Perf/DR
			QA 3rd Party and Workers	eMEDS Eligibility Parallel
3	CHAMPS Siebel	2	MILogin Environment	Application Environment
			QA 3rd Party and Workers	Siebel Cloud DR/Perf
			QA 3rd Party and Workers	Siebel Cloud Parallel
4	Impact - ILPE	7	MILogin Environment	Application Environment
			QA Citizens	Cloud DR/Performance
			QA Citizens	Cloud Parallel
			QA Citizens	Cloud B2B
			QA Citizens	Cloud Sandbox
			QA Citizens	Initiative 1 Perf
			QA Citizens	Cloud Training
			QA Citizens	Initiative 2 Perf
5	CHAMPS COGNOS	2	MILogin Environment	Application Environment
			QA 3rd Party and Workers	COGNOS DR/Perf
			QA 3rd Party and Workers	COGNOS Parallel
6	CHAMPS DMP	4	MILogin Environment	Application Environment
			QA 3rd Party and Workers	DMP DR/Perf
			QA 3rd Party and Workers	DMP DR/Perf
			QA 3rd Party and Workers	DMP Parallel
			QA 3rd Party and Workers	DMP Parallel
7	myHealthPortal	4	MILogin Environment	Application Environment
			QA Citizens	myHealthPortal DR/Perf (Auth)
			QA Citizens	myHealthPortal Parallel (Auth)
			QA Citizens	myHealthPortal DR/Perf (UnAuth)
8	CHAMPS myCareVisit (aka Home Help)	2	MILogin Environment	Application Environment
			QA 3rd Party and Workers	myCareVisit DR/Perf
			QA 3rd Party and Workers	myCareVisit Parallel
9	CHAMPS - Health Beat 2.0	2	MILogin Environment	Application Environment
			QA 3rd Party and Workers	CHAMPS Healthbeat DR/Perf
			QA 3rd Party and Workers	CHAMPS Healthbeat Parallel
10	CHAMPS CM Toolkit	2	MILogin Environment	Application Environment
			QA 3rd Party and Workers	CMTK/ClaimsSure DR/Perf
			QA 3rd Party and Workers	CMTK/ClaimsSure Parallel

Table 1: Integrations in MILogin Non Production

To-Be (MILogin Production Environments Only)				
Sr. No.	Impacted Application	Total application Env.	Future MILogin-Application Environment Mapping	
1	CHAMPS Main (MI)	3	MILogin Environment	Application Environment
			Production 3rd Party and Workers	Cloud DR
			Production 3rd Party and Workers	Cloud Prod
2	CSHCS eMEDS	4	Production 3rd Party and Workers	CHAMPS – ICD10 Parallel/B2B
			MILogin Environment	Application Environment
			Production Citizens	eMEDS Apptake DR
			Production Citizens	eMEDS Apptake Prod
			Production 3rd Party and Workers	eMEDS Eligibility DR
3	CHAMPS Siebel	2	Production 3rd Party and Workers	eMEDS Eligibility Prod
			MILogin Environment	Application Environment
			Production 3rd Party and Workers	Siebel Cloud DR (State Users Only)
4	IMPACT IL PE	2	Production 3rd Party and Workers	Siebel Cloud Prod (State Users Only)
			MILogin Environment	Application Environment
			Production Citizens	IMPACT IL PE DR
5	CHAMPS COGNOS	2	Production Citizens	IMPACT IL PE Prod
			MILogin Environment	Application Environment
			Production 3rd Party and Workers	COGNOS DR
6	CHAMPS DMP	4	Production 3rd Party and Workers	COGNOS Prod
			MILogin Environment	Application Environment
			Production 3rd Party and Workers	DMP DR
			Production 3rd Party and Workers	DMP Prod
			Production 3rd Party and Workers	DMP DR Instance 2
7	myHealthPortal	2	Production 3rd Party and Workers	DMP Prod Instance 2
			MILogin Environment	Application Environment
			Production Citizens	myHealthPortal DR
8	CHAMPS myCareVisit (aka Home Help)	2	Production Citizens	myHealthPortal Prod
			MILogin Environment	Application Environment
			Production 3rd Party and Workers	myCareVisit DR
9	CHAMPS - Health Beat 2.0	2	Production 3rd Party and Workers	myCareVisit Prod
			MILogin Environment	Application Environment
			Production 3rd Party and Workers	CHAMPS Healthbeat DR
10	CHAMPS CM Toolkit	2	Production 3rd Party and Workers	CHAMPS Healthbeat Prod
			MILogin Environment	Application Environment
			Production 3rd Party and Workers	CMTK/ClaimsSure DR
			Production 3rd Party and Workers	CMTK/ClaimsSure Prod

Table 2: Integrations in MILogin Production

OUT OF SCOPE:

- Any application or environment not listed in the tables 1 and 2 above.
- Any kind of user migration or mapping from the old system to the new cloud system for any application.
- Any new identity proofing need, which is not already configured for the existing applications.
- User provisioning and de-provisioning for MMIS Cloud Enablement applications except for Siebel application.
- Any non-Michigan application except Illinois Provider Enrollment (ILPE) as depicted in the tables above.
- MFA configurations for IMPACT ILPE, myHealthPortal and CHAMPS myCareVisit.
- Any changes or impacts on myHealthButton application.

TASKS:

Specific tasks include, but are not limited to:

- Application's Parallel environment**
 - Integrate MILogin solution with the MMIS Cloud Enablement applications*
 - Verify firewall rules, if any, for MILogin - MMIS Cloud Enablement applications.
 - Perform Single Sign-On integration with MMIS Cloud Enablement applications.
 - Configure Multi-factor authentication (MFA).
 - Configure Provisioning for one (1) Siebel application:
 - Get Siebel LDAP service related service account details for Siebel team

-
- Configure customized Siebel LDAP Adapter in MILogin Worker ISIM
 - Create Siebel LDAP Service in MILogin Worker ISIM
 - Create Provisioning Policy for Siebel LDAP service in MILogin Worker ISIM
 - Configure Siebel LDAP service workflow in MILogin Worker ISIM
 - Conduct integration testing.
 - **Application's B2B environment**
 - ***Integrate MILogin solution with the MMIS Cloud Enablement applications***
 - Verify firewall rules, if any, for MILogin - MMIS Cloud Enablement applications.
 - Perform Single Sign-On integration with MMIS Cloud Enablement applications.
 - Configure Multi-factor authentication (MFA).
 - Conduct integration testing.
 - **Application's Performance environment**
 - ***Integrate MILogin solution with the MMIS Cloud Enablement applications***
 - Verify firewall rules, if any, for MILogin - MMIS Cloud Enablement applications.
 - Perform Single Sign-On integration with MMIS Cloud Enablement applications.
 - Configure Multi-factor authentication (MFA).
 - Configure Provisioning for one (1) Siebel application:
 - Get Siebel LDAP service related service account details for Siebel team
 - Configure customized Siebel LDAP Adapter in MILogin Worker ISIM
 - Create Siebel LDAP Service in MILogin Worker ISIM
 - Create Provisioning Policy for Siebel LDAP service in MILogin Worker ISIM
 - Configure Siebel LDAP service workflow in MILogin Worker ISIM
 - Conduct integration testing.
 - **Application's Training environment**
 - ***Integrate MILogin solution with the MMIS Cloud Enablement applications***
 - Verify firewall rules, if any, for MILogin - MMIS Cloud Enablement applications.
 - Perform Single Sign-On integration with MMIS Cloud Enablement applications.
 - Configure Multi-factor authentication (MFA).
 - Conduct integration testing.
 - **Application's Sandbox environment**
 - ***Integrate MILogin solution with the MMIS Cloud Enablement applications***
 - Verify firewall rules, if any, for MILogin - MMIS Cloud Enablement applications.
 - Perform Single Sign-On integration with MMIS Cloud Enablement applications.
 - Configure Multi-factor authentication (MFA).
 - Conduct integration testing.
 - **Application's Production environment**
 - Verify firewall rules, if any, for 21 MMIS Cloud Enablement applications.
 - Perform Single Sign-On integrations with 21 MMIS Cloud Enablement applications.
 - Configure Multi-factor authentication (MFA).
 - Configure Provisioning for one Siebel application:
 - Get Siebel LDAP service related service account details for Siebel team
 - Configure customized Siebel LDAP Adapter in MILogin Worker ISIM
 - Create Siebel LDAP Service in MILogin Worker ISIM
 - Create Provisioning Policy for Siebel LDAP service in MILogin Worker ISIM
 - Configure Siebel LDAP service workflow in MILogin Worker ISIM
 - Conduct smoke testing.
 - Remove the existing and old Single Sign-On and Siebel integrations for these applications, as applicable.
-

DELIVERABLES:

Deliverables will not be considered complete until both DTMB and MDHHS Project Managers has formally accepted them. Deliverables for this project include:

- Weekly Status Report of Activities.
- Integrate MILogin for Workers/3rd party and Citizens solution, as applicable, with MMIS Cloud Enablement Phase 2 applications in the corresponding environments (see Cloud Enablement Integrations schedule on following pages)

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have formally accepted them.

ASSUMPTIONS:

- The State will assign a Project Lead to oversee the project, make management and prioritization decisions and work side-by-side with the Deloitte team. The State Project Lead will help Deloitte to schedule workshops and meetings identified during the course of the project with the State staff and project stake holders.
- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- The services will be performed in accordance with the Statement on Standards for Consulting Services issued by the American Institute of Certified Public Accountants (AICPA). We will provide our observations, advice, and recommendations. However, our services will not constitute an engagement to provide audit, compilation, review, or attestation services as described in the pronouncements on professional standards issued by the AICPA, and, therefore, we will not express an opinion or any other form of assurance with respect to the State's system of internal control over financial reporting or its compliance with laws, regulations, or other matters.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request, per section 1.403 of Contract once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) for Workers/3rd party users and Deloitte Level 1 Helpdesk for Citizens users will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin and MMIS Cloud Enablement application will be integrated for Single Sign-on.
- Any other new environments, not listed as part of this SOW, will be addressed through a separate SOW or change request.
- MDHHS and CNSI will be responsible for conducting the UAT and Performance Testing as applicable.
- Any delay from the agreed upon schedule will be addressed through a change request per section 1.403 of Contract.

- MFA for CHAMPS application will be provided using DUO solution.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Description	Per Unit Cost	Number of Units	Cost
A	Automation of Shared Secret Validation Integration			
	Integrating additional environments (per env.)	\$15,000.00	25	\$375,000.00
	Multi Factor Authentication	\$10,000.00	13 + 1/3	\$133,300.00
D	Complex Application Integration			
	Integration Cost (HTTP header) for 3 environments. Work effort of 9 weeks.	\$79,000.00	11 + 1/3	\$895,333.33
E	Highly-Customized Complex Application Integration			
	User Provisioning to one end point	\$110,000.00	1	\$110,000.00
Grant Total				\$1,513,633.33

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the CONTRACTOR.

MMIS Cloud Enablement Integrations Schedule

Task	Cost Categories / Milestone	App Readiness Date	Milestone Date	Payment Amount	Effort Estimate (Hrs.)	Fiscal Year
1.	MMIS Cloud Enablement Phase 2 - Initiation and Planning Completed	NA	2/16/2017	\$226,983.33	1009	FY17
2.	MMIS Cloud Enablement Phase 2- SSO for Sandbox Environment Completed	4/28/2017	5/17/2017	\$22,383.33	99	FY17
3.	MMIS Cloud Enablement Phase 2- SSO for Training Environment Completed	4/28/2017	5/17/2017	\$22,383.33	99	FY17
4.	MMIS Cloud Enablement Phase 2- SIEBEL Provisioning for Parallel Environment Completed	3/28/2017	5/31/2017	\$31,166.67	139	FY17
5.	MMIS Cloud Enablement Phase 2- SSO for Parallel Environment Completed	3/28/2017	5/31/2017	\$290,983.34	1293	FY17
6.	MMIS Cloud Enablement Phase 2- MFA for Parallel Environment Completed	3/28/2017	5/31/2017	\$18,000.00	80	FY17
7.	MMIS Cloud Enablement Phase 2- SSO for B2B Environment Completed	1/25/2017	3/27/2017	\$46,766.67	208	FY17
8.	MMIS Cloud Enablement Phase 2- MFA for B2B Environment Completed	1/25/2017	3/27/2017	\$2,833.33	13	FY17
9.	MMIS Cloud Enablement Phase 2- SSO for Performance Environment Completed	3/28/2017	8/18/2017	\$357,016.66	1587	FY17
10.	MMIS Cloud Enablement Phase 2- MFA for Performance Environment Completed	3/28/2017	8/18/2017	\$20,666.67	92	FY17
11.	MMIS Cloud Enablement Phase 2- SIEBEL Provisioning for Performance Environment Completed	3/28/2017	8/18/2017	\$31,166.67	139	FY 17
12.	MMIS Cloud Enablement Phase 2- SSO for DR Environment Completed	8/15/2017	10/19/2017	\$102,000.00	453	FY18
13.	MMIS Cloud Enablement Phase 2- MFA for DR Environment Completed	8/15/2017	10/19/2017	\$20,666.67	92	FY18
14.	MMIS Cloud Enablement Phase 2- SSO for Production Environment Completed	6/7/2017	11/30/2017	\$225,750.00	1010	FY18
15.	MMIS Cloud Enablement Phase 2- MFA for Production Environment Completed	6/7/2017	11/30/2017	\$63,700.00	320	FY18
16.	MMIS Cloud Enablement Phase 2- SIEBEL Provisioning for Production Environment Completed	6/7/2017	11/30/2017	\$31,166.66	139	FY18
Grand Total				\$1,513,633.33	6772 Hrs.	

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Business Relationship Manager is:

Andrew Mason
Chandler Building
300 Michigan Avenue
Lansing, MI 48909
MasonA5@michigan.gov
517-373-1350

Scott Flagg, State Administrative Manager
Phoenix Building, 2nd Floor
222 North Washington Avenue
Lansing, MI 48909
FlaggS@michigan.gov
(517) 898-6315

STATE RESPONSIBILITIES:

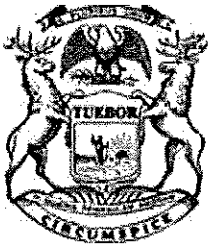
The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 6

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	312-486-4430
	vbansal@deloitte.com
	*****1517

STATE	Scott Flagg	DTMB-IT
	517-284-7117	
	flaggs@michigan.gov	
	Malu Natarajan	DTMB
	(517) 284-7030	
	natarajanm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS

DELIVERY TIMEFRAME

N/A

ALTERNATE PAYMENT OPTIONS

EXTENDED PURCHASING

☐ P-Card

☐ Direct Voucher (DV)

☐ Other

☐ Yes

☒ No

MINIMUM DELIVERY REQUIREMENTS

N/A

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		

DESCRIPTION

Effective 1/3/2017, the following two Statement of Work (SOW) documents are incorporated into this Contract.

1. C20161202-150502 - MDOT - MiLogin - MiBridge integration, SOW for \$49,000, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

2. C20161209-125028 - MDOS - MiLogin - MDOS STAR Referral System (STAR) and MDOS OSRS Request Management System (RMS) integration, SOW for \$10,000, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

This Contract amendment will utilize \$59,000.00 of existing funds. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.

Cost Table – Remaining Balance after Change Notice # 6

Table 1: Current Balance

Description	Balance after CN # 5
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$ 3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$ 1,106,958.24
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$784,577.51
Reserved Hours Bucket Table 10	\$ 8,975,617.08

Table 1: Balance after Change Notice # 6 (deducting \$10,000 from Table 7, Type A and \$49,000 from Table 7, Type C).

Description	Balance after CN # 6
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$ 3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$ 1,106,958.24
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$725,577.51
Reserved Hours Bucket Table 10	\$ 8,975,617.08

Table 7: Operational Services Costs for New Integrations (Balance after Change Notice # 6)

Type	Description	Per Unit Cost	Total Cost limit	Current remaining Balance
A	Automation of Shared Secret Validation Integration		\$750,000.00	\$98,666.00
	Integrating additional environments (per env.)	\$ 15,000.00		
	Multi Factor Authentication	\$ 10,000.00		
	UI Customization	\$ 10,000.00		
	Junctions (per junction)	\$ 5,000.00		
	Junction (new SSO)	\$ 5,000.00		
B	COTS Application Integration		\$0.00	

C	Standard Application Integration		\$2,057,022.39	\$185,501.45
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 49,000.00		
D	Complex Application Integration		\$ 3,927,731.09	\$130,679.89
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	\$ 79,000.00		
E	Highly-Customized Complex Application Integration		\$1,100,000.00	\$117,015.90
	User Provisioning to one end point	\$ 110,000.00		
F & G	Identity Federations		\$1,189,500.00	\$193,714.27
F	Identity Federation Integration: Provider	\$ 91,500.00		
G	Identity Federation Integration: Consumer	\$ 91,500.00		
	Grand Total		\$9,024,253.48	\$725,577.51



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **5**

to

Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	312-486-4430
	vbansal@deloitte.com
	*****1517

STATE	Program Manager	Scott Flagg	DTMB-IT
		517-284-7117	
		flaggs@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 12/19/2016, the following two Statement of Work (SOW) documents are incorporated into this Contract.				
1. C20160906-170909 - MDHHS - MILogin – Adult Services Authorized Payments (ASAP) integration, SOW for \$10,000, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
2. C20161103-150151 - MDHHS - MILogin - TED QA (Oracle Data Guard) Environment integration, SOW for \$5,000, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
This Contract amendment will utilize \$15,000.00 of existing funds. The remaining balance on the Contract is revised and attached. Please note the Program Manager is changed to Scott Flaggs. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.				



STATE OF MICHIGAN

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

LANSING

RICK SNYDER
GOVERNOR

DAVID B. BEHEN
DIRECTOR

December 09, 2016

Procurement, IT Division
Constitution Hall
525 West Allegan Street
PO Box 30026
Lansing MI, 48909

Procurement Management, IT Division

This letter is in regards to the pending request to add a Statement of Work document to Contract 071B3200143. The request was submitted via iTRAC C20160906-170909- Adult Svcs Authorized Payments (ASAP).

Work began for this project, prior to the execution of a DTMB Procurement approved Change Notice. The reason work needed to begin prior to DTMB Procurement approval is as follows:

Item	Explanation
C20160906-170909- Adult Svcs Authorized Payments (ASAP).	There were two sources of funding. One being the existing FY16 purchase order from the integration line item and one from unused HIT APD Activity 17 money. In order to meet the application release schedule, work needed to begin immediately. When the change request was approved to transfer the money from HIT APD Activity 17 to HIT APD Activity 19 (MICAM) the funding source was changed from the existing FY16 purchase order to the transferred funds source. In either case funds were available.

In the future, the following steps will be taken to ensure that any work not specifically described within the original Contract or subsequent change notices, will not begin prior to DTMB Procurement approval. This approval includes the execution of a DTMB Procurement approved Change Notice and associated Statement of Work.

1. This is not standard business practice. The MiLogin team has been made aware that any new work that has not been specifically described within the scope of the Contract cannot begin prior to the acceptance and inclusion of an associated Statement of Work to the Contract.

Thank you,

12/09/2016

Andrew Mason – DTMB Business Relationship Manager



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

Project Title: MILogin – Adult Services Authorized Payments (ASAP)	Period of Coverage: 9/5/16 – 9/16/2016
Requesting Department: DTMB/MDHHS (Michigan Department of Transportation)	Date: 8/16/2016
DTMB Project Manager: Andrew Mason	Phone: 517-373-1350
MDHHS Project Manager: James R. Bowen	Phone: (517) 335-1343

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche to integrate the MILogin for Workers/3rd party solution with the MDHHS ASAP web application in the Development (DEV) and Quality Assurance (QA) environments for SIGMA testing. As part of this project, the MDHHS's ASAP application will be integrated with MILogin for Workers/3rd party to provide secure and enhanced user experience to the SOM workers of these applications.

PROJECT OBJECTIVE:

The key goal of this project is to provide single sign-on (SSO) to the ASAP application in DEV and QA environments below via the MILogin solution.

SCOPE OF WORK:

The scope consists of:

- Provide SOM workers/3rd party with the ability to subscribe to an application using their MILogin account.
- Provide SOM MDHHS worker and 3rd party users with the ability to login into these applications (in DEV and QA environments) via MILogin for Workers and 3rd parties solution.

TASKS:

Specific tasks include, but are not limited to:

- **MILogin Dev Environment**
 - Verify firewall rules for MILogin – ASAP DEV (for SIGMA) environment
 - Complete MILogin configuration for SSO (ISAM - IBM Security Access Manager)
 - Create the corresponding Access Control Lists (ACL), and Groups in ISAM
 - Implementation of relevant workflows and approvers for these applications
 - Develop and execute test cases related to MILogin and application integration functionality
- **MILogin QA Environment**
 - Verify firewall rules for MILogin – ASAP QA (for SIGMA) environment
 - Complete MILogin configuration for SSO (ISAM - IBM Security Access Manager)
 - Create the corresponding Access Control Lists (ACL), and Groups in ISAM
 - Implementation of relevant workflows and approvers for these applications

- Develop and execute test cases related to MILogin and application integration functionality

DELIVERABLES:

Deliverables will not be considered complete until both MDHHS and DTMB Project Managers have formally accepted them. Deliverables for this project include:

- Weekly Status Reports of Activities.
- Integration of MILogin for Workers and 3rd parties solution with the MDHHS ASAP application in DEV and QA environments

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB MILogin Project Manager and the DTMB Project Manager have formally accepted them. Specific acceptance requirements:

- Successful validation of SOM user login to these applications in ASAP DEV and QA environments using MILogin

OUT OF SCOPE FOR MILogin – Adult Services Authorized Payments (ASAP)

- State of Michigan (SOM) citizen users
- Identity proofing
- Multi-factor authentication
- User provisioning and de-provisioning to the ASAP application in scope
- Integration in Production environment

ASSUMPTIONS:

- The DTMB Project Manager and the Deloitte & Touche MILogin Project Manager will work on developing a work plan and identifying the required testing and delivery milestones.
- The DTMB Project Manager and the Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The SOM is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of SOM or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for workers/3rd party will be integrated with the applications listed application in DEV and QA environments.
- MILogin and ASAP application will be integrated for Single Sign-on (SSO) using the HTTP Header based integration.
- Integration in production environment is out of scope of this statement of work (SOW).

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

A	Automation of Shared Secret Validation Information	Unit Cost	Number	Total
	Junctions (per junction)	\$5,000	2	\$10,000

ASAP Application Integration

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the CONTRACTOR.

Task	Cost Categories / Milestone	Milestone Date	Effort Estimated Hours	Cost
1.	MILogin – ASAP Integration in DEV environment	9/5/2016	50	\$5,000
2.	MILogin – ASAP Integration in QA environment	9/12/2016	50	\$5,000
Grand Total				\$10,000.00

EXPENSES:

The SOM will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the SOM has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:
Scott Flagg

FlaggS@michigan.gov

The designated DTMB Project Manager is:
Andrew Mason
Client Service Director
Michigan Department of Technology Management and Budget (DTMB)
Agency Services – Department of Health and Human Services (MDHHS)
300 East Michigan Avenue, Chandler Building
Lansing, MI
Phone: 517-373-1350
Fax: 517-373-3720
MasonA5@michigan.gov

The designated MDHHS Project Manager is:
James R. Bowen
Capitol Commons Building
400 S. Pine Street, Lansing, MI 48910
Phone: 517-335-1343
E-mail: BowenJ2@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute the project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – TED QA (Oracle Data Guard) Environment	Period of Coverage: 12/14/16 – 1/31/2017
Requesting Department: DTMB/MDHHS (Michigan Department of Health and Human Services)	Date: 12/7/2016
DTMB Program Manager: Kim Crawford	Phone: 517-373-4530
MDHHS Program Manager: James Bowen	Phone: 517-335-1343
DTMB Buyer: Malu Natarajan	Phone: 517-284-7030

This is a Statement of Work (SOW) between the State of Michigan (State or SOM) and Deloitte & Touche (Deloitte or Contractor) is made a part of a Chagne Notice to Contract 071B3200143 for Enterprise Identity, Credential, and Access Management (MICAM) and subject to the terms and conditions thereof. The Parties agree as follows:

BACKGROUND:

The State has requested the Deloitte & Touche to integrate the MILogin for Workers/3rd party solution in the Quality Assurance (QA) environment with a new MDHHS TED web application on the development server . As part of this project, the MDHHS's TED QA application will be integrated with MILogin for Workers to provide secure and enhanced user experience to the SOM workers of these applications.

PROJECT OBJECTIVE:

The key goal of this project is to provide single sign-on (SSO) to the TED application in QA environment below via the MILogin solution.

SCOPE OF WORK:

The scope of this Project, includes, but is not limited to the following:

- Provide SOM workers with the ability to subscribe to an application using their MILogin account.
- Provide SOM MDHHS worker with the ability to login into these applications (in QA environment) via MILogin for Workers and 3rd parties solution.

TASKS:

Specific Tasks (Services and Deliverables) include, but are not limited to:

- **MILogin QA Environment**

- Verify firewall rules for MILogin QA environment to TED new QA environment (referred to as Oracle Data Guard environment)
- Complete MILogin configuration for SSO (ISAM - IBM Security Access Manager)
- Create the corresponding Access Control Lists (ACL), and Groups in ISAM
- Implementation of relevant workflows and approvers for these applications
- Complete MILogin configuration for user provisioning to TED new QA environment
- Develop and execute test cases related to MILogin and application integration functionality

DELIVERABLES:

Deliverables will not be considered complete until both MDHHS and DTMB Program Managers have formally accepted them. Deliverables for this project include:

- Weekly Status Reports of Activities.
- Integration of MILogin for Workers solution with the MDHHS TED application in the QA environment (referred to as Oracle Data Guard environment)

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB Program Manager has formally accepted them. Specific acceptance requirements:

- Successful validation of SOM user login to these applications in TED new QA environment using MILogin in QA environment

OUT OF SCOPE FOR MILogin – TED QA (Oracle Data Guard) Environment

- State of Michigan (SOM) citizen users and other States
- Identity proofing
- Multi-factor authentication

ASSUMPTIONS:

- The DTMB Program Manager and the Deloitte & Touche MILogin Program Sponsor will work on developing a work plan and identifying the required testing and delivery milestones.
- The DTMB Program Manager and the Deloitte & Touche Program Sponsor will meet on a weekly basis to review the progress and just the scope and timeline as required.
- The SOM is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of SOM or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.

- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for workers/3rd party will be integrated with the applications listed application in QA environment.
- MILogin and the TED QA application will be integrated for Single Sign-on (SSO) using the HTTP Header based integration.
- Integration in production environment is out of scope of this statement of work (SOW).

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Program Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the MDHHS Program Manager and DTMB Program Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

COST BREAKDOWN STRUCTURE

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

A	Automation of Shared Secret Validation Integration			
	Integrating additional environments (per env.)	\$ 15,000.00	1	\$ 15,000.00
	One time discount			\$ (15,000.00)
	Junctions (per junction)	\$ 5,000.00	1	\$ 5,000.00
	Total			\$ 5,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the Contractor.

MILOGIN – TED QA (ORACLE DATA GUARD) ENVIRONMENT

Task	Cost Categories / Milestone	Milestone Date	Effort Estimated Hours	Cost
1.	MILogin – TED Integration with new QA environment	X + 30 days	100	\$5,000
Grand Total				\$5,000.00

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, travel time, including hotel, mileage, meals, or parking. 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. No overtime will be permitted.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Andrey Verevko
VerevkoA@michigan.gov

The designated DTMB Program Manager is:

Kim Crawford
Medicaid Information System Application Development Section Manager
Michigan Department of Technology, Management, and Budget (DTMB)
Agency Services – Michigan Department of Health and Human Services (MDHHS)
300 East Michigan Avenue, Chandler Building
Lansing, MI
Phone: 517-373-4530
Fax: 517-373-3720
crawfordk5@michigan.gov

The designated MDHHS Program Manager is:

James Bowen
Capitol Commons Building
400 S. Pine Street, Lansing, MI 48910
517-335-1343
BowenJ2@michigan.gov

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan, unless otherwise determined by the Contractor and approved by the DTMB Program Manager.

WEB OR HYPERLINKS:

In the event Contractor is unable to access or view any of the web links (also known as hyperlinks) contained within this Agreement, Contractor must promptly notify the DTMB Program Manager. An inaccessible or non-working web link will not excuse the Contractor of its duties and obligations under this Agreement. Contractor is responsible for ensuring its personnel and/or subcontractors have reviewed all State and DTMB policies under this Agreement.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Program Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
 Department of Technology, Management, and Budget
 525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
 P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **4**

to

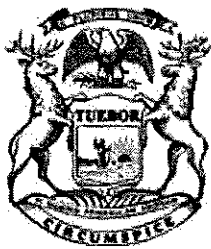
Contract Number **071B3200143**

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	312-486-4430
	vbansal@deloitte.com
	*****1517

STATE	Program Manager	Andrey Verevko	DTMB-IT
		517-284-7157	
		VerevkoA@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
ENTERPRISE IDENTITY				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
		N/A		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,266,173.49	\$0.00	\$43,266,173.49		
DESCRIPTION				
Effective 12/5/2016, the following three Statement of Work (SOW) documents are incorporated into this Contract.				
1.C20161114-1310000 - DTMB - MILogin – ArcGIS Federation Integration, SOW for \$91,500.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
2. C20160928-082520 - MDOT - MILogin - Traffic Data Mangement System (TDMS) federation integration , SOW for \$91,500, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
3. C20160826-085455 - MDHHS - MILogin - Michigan Cashiering and Receivable System (MiCARS) integration, SOW for \$10,000, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.				
This Contract amendment will utilize \$208,000.00 of existing funds. \$366,000.00 is reallocated from Table 10 - Reserved Hours to Table 7 - Operational Services Costs for New Integrations, Type F&G Identity Federations. The remaining balance on the				

Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number 3

to

Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	312-486-4430
	vbansal@deloitte.com
	*****1517

STATE	Andrey Verevko	DTMB-IT
	(517) 284-7157	
	VerevkoA@michigan.gov	
	Malu Natarajan	DTMB
	(517) 284-7030	
	natarajanm@michigan.gov	

CONTRACT SUMMARY

ENTERPRISE IDENTITY			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018

PAYMENT TERMS		DELIVERY TIMEFRAME	
		N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-Card	<input type="checkbox"/> Direct Voucher (DV)	<input type="checkbox"/> Other	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

MINIMUM DELIVERY REQUIREMENTS

--

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		September 12, 2018
CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE		
\$43,221,173.49	\$0.00	\$43,221,173.49		

DESCRIPTION

Effective 11/22/2016, the attached Statement of Work (SOW) for MILogin – AIDS Drug Assistance Program (ADAP) is incorporated into this Contract. SOW is for \$118,000.00, utilizing existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations. The remaining balance on the Contract is revised and attached. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.

Cost Table – Remaining Balance after Change Notice # 3

Table 1: Initial Contract Amount

Description	Initial Balance
Experian Identity Proofing	\$ 360,000.00
Initiation and Planning	\$ 420,363.21
Phase 1	\$ 2,403,903.00
Maintenance & Support Table 3	\$ 6,937,770.84
Recurring Hosting Bucket Table 4	\$ 3,798,518.00
Annual Operation Services Table 5	\$ 2,577,360.00
Migration Bucket Table 6	\$ 7,081,504.96
Integration Bucket Table 7	\$ 9,024,253.48
Reserved Hours Bucket Table 10	\$ 10,617,500.00

Table 1: Balance after Change Notice # 3 – deducting \$118,000 from Table 7 -Operational Services Costs for New Integrations.

Description	Balance after CN # 3
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$ 3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$ 1,106,958.24
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$ 626,577.51
Reserved Hours Bucket Table 10	\$ 9,341,617.08

Table 7: Operational Services Costs for New Integrations (Balance after Change Notice # 3)

Note: \$98,000.00 deducted from Type C and \$20,000.00 deducted from Type A. See Cost Breakdown Structure in SOW for more details.

Type	Description	Per Unit Cost	Total Cost limit	Current remaining Balance
A	Automation of Shared Secret Validation Integration		\$750,000.00	\$133,666.00
	Integrating additional environments (per env.)	\$ 15,000.00		
	Multi Factor Authentication	\$ 10,000.00		
	UI Customization	\$ 10,000.00		
	Junctions (per junction)	\$ 5,000.00		
	Junction (new SSO)	\$ 5,000.00		

B	COTS Application Integration		\$0.00	
C	Standard Application Integration		\$2,057,022.39	\$234,501.45
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 49,000.00		
D	Complex Application Integration		\$ 3,927,731.09	\$130,679.89
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	\$ 79,000.00		
E	Highly-Customized Complex Application Integration		\$1,100,000.00	\$117,015.90
	User Provisioning to one end point	\$ 110,000.00		
F & G	Identity Federations		\$1,189,500.00	\$10,714.27
F	Identity Federation Integration: Provider	\$ 91,500.00		
G	Identity Federation Integration: Consumer	\$ 91,500.00		
	Grand Total		\$9,024,253.48	\$626,577.51



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

Project Title: MILogin – AIDS Drug Assistance Program (ADAP)	Period of Coverage: 11/1/16 – 3/31/2017
Requesting Department: DTMB MDHHS	Date: 11/1/2016
DTMB Business Relationship Manager: Kim Koppsch-Woods	Phone: 517-241-3314
DTMB MDHHS Project Manager: Curtis Todd	Phone: 517-335-0143

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche to integrate the MILogin for Workers/3rd party and MILogin for citizens' solutions with the Michigan Department of Health and Human Services (MDHHS) ADAP web application in the corresponding environments. As part of this project, the MDHHS's ADAP application will be integrated with MILogin for workers, 3rd party, and citizens to provide secure and enhanced user experience to SOM worker, 3rd party, and citizen users of the ADAP application.

PROJECT OBJECTIVE:

The key goal of this project is to provide single sign-on (SSO) to the ADAP application via the MILogin solution.

SCOPE OF WORK:

The scope consists of:

- Provide SOM worker, 3rd party, and citizen users with the ability to subscribe to the ADAP application using their MILogin account.
- Provide SOM worker, 3rd party, and citizen users with the ability to login to the ADAP application via MILogin for workers/3rd party and MILogin for citizens solutions.
- Provide Multifactor authentication (MFA) for 3rd party and citizen users accessing the ADAP application over internet.

TASKS:

Specific tasks include, but are not limited to:

- **Application Integration Design**
 - Develop & Document MILogin for workers/3rd party and MILogin for citizens and ADAP application integration design
- **Development environment**
 - Verify firewall rules for MILogin - ADAP application in DEV environment
 - Complete MILogin configuration for SSO (ISAM - IBM Security Access Manager)
 - Create the corresponding Access Control Lists (ACL), and Groups in ISAM
 - Implementation of relevant workflows and approvers for the ADAP application
 - Implement MFA for 3rd party and citizen users
 - Develop and Execute Test cases related to MILogin and ADAP application integration functionality

- **Quality Assurance (QA) environment**

- Verify firewall rules for MILogin - ADAP application in QA environment
- Complete MILogin configuration for SSO (ISAM - IBM Security Access Manager)
- Create the corresponding Access Control Lists (ACL), and Groups in ISAM
- Implementation of relevant workflows and approvers for the ADAP application
- Implement MFA for 3rd party and citizen users
- Conduct User Acceptance Testing (UAT) related to MILogin and ADAP application integration functionality

- **Production (PROD) environment**

- Verify firewall rules for MILogin - ADAP application in PROD environment
- Complete MILogin configuration for SSO (ISAM - IBM Security Access Manager)
- Create the corresponding Access Control Lists (ACL), and Groups in ISAM
- Implementation of relevant workflows and approvers for the ADAP application
- Implement MFA for 3rd party and citizen users
- Conduct smoke testing related to MILogin and ADAP application integration functionality

DELIVERABLES:

Deliverables will not be considered complete until the DTMB Business Relationship Manager and DTMB MDHHS Project Manager have formally accepted them. Deliverables for this project include:

- Weekly Status Report of Activities.
- Integrate MILogin for Workers/ 3rd party with ADAP application in Development environment
- Integrate MILogin for citizens with ADAP application in Development environment
- Integrate MILogin for Workers/ 3rd party with ADAP application in QA environment
- Integrate MILogin for citizens with ADAP application in QA environment
- Integrate MILogin for Workers/ 3rd party with ADAP application in PROD environment
- Integrate MILogin for citizens with ADAP application in PROD environment

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until the DTMB Business Relationship Manager and DTMB MDHHS Project Manager have formally accepted them.

OUT OF SCOPE FOR MILogin – MDHHS ADAP Application Integration

- Identity proofing
- User provisioning and de-provisioning to the ADAP application

ASSUMPTIONS:

- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis

will be made which will most likely require a change request once the impact and feasibility analysis is complete.

- State Client Service Center (CSC) will be responsible for providing help desk services for any worker and 3rd party user account-related operations with respect to MILogin.
- MILogin for workers/3rd party and MILogin for citizens will be integrated with ADAP application in QA, and PROD environments.
- MILogin and ADAP application will be integrated for Single Sign-on (SSO) using the HTTP Header based integration.
- For planning purposes, we have considered six weeks of effort for this integration. Any extension or delay in schedule will be addressed through a change request.
- ADAP application will be responsible for fine-grained authorization.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

C	Standard Application Integration	Unit Cost	Number	Total
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 49,000.00	2	\$ 98,000.00
A	Automation of Shared Secret Validation Integration			
	Multi Factor Authentication	\$ 10,000.00	2	\$ 20,000.00
				\$ 118,000.00

The milestone dates are estimates and will need to be revised based on the time spent on approval at this SOW and issuance of a Purchase Order so that work can be started by the CONTRACTOR.

ADAP Application Integration

Task	Cost Categories / Milestone	Milestone Date	Cost	Effort Estimated Hours
1.	Requirements & Design	X + 20 days	\$30,000.00	50
2.	Development environment for workers and 3 rd party	X + 20 days	\$20,000.00	125
3.	Development environment for citizens	X + 20 days	\$20,000.00	125
4.	QA environment and UAT testing completion for workers and 3 rd party	X + 40 days	\$12,000.00	75
5.	QA environment and UAT testing completion for citizens	X + 40 days	\$12,000.00	75
6.	PROD environment for workers and 3 rd party	X + 60 days	\$12,000.00	75
7.	PROD environment for workers and 3 rd party	X + 60 days	\$12,000.00	75
Grand Total			\$118,000.00	600

X: Project purchase order issue date

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Sponsor is:

Andrey Verevko

VerevkoA@michigan.gov

The designated DTMB Business Relationship Manager is:

Kim Koppsch-Woods

kerkstrad@michigan.gov

517-241-3314

The designated DTMB MDHHS Project Manager is:

Curtis Todd

124 W. Allegan St.

Lansing, MI 48933

todd3@michigan.gov

517-335-3211

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables. DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



CONTRACT CHANGE NOTICE

Change Notice Number 2
to
Contract Number 071B3200143

CONTRACTOR	DELOITTE & TOUCHE LLP
	200 Renaissance Center, Suite 3900
	Detroit, MI 48243-1895
	Vikas Bansal
	(312) 486-4430
	Vbansal@deloitte.com
	*****1517

STATE	Program Manager	Andrey Verevko	DTMB
		(517) 284-7157	
		VerevkoA@michigan.gov	
	Contract Administrator	Malu Natarajan	DTMB
		(517) 284-7030	
		natarajanm@michigan.gov	

CONTRACT SUMMARY				
DESCRIPTION: Enterprise Identity				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
September 13, 2013	September 12, 2018	5 - 1 Year	September 12, 2018	
PAYMENT TERMS		DELIVERY TIMEFRAME		
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS				
N/A				
DESCRIPTION OF CHANGE NOTICE				
OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
<input type="checkbox"/>		<input type="checkbox"/>		
CURRENT VALUE		VALUE OF CHANGE NOTICE		ESTIMATED AGGREGATE CONTRACT VALUE
\$43,221,173.49		\$ 45,000.00		\$43,266,173.49
<p>DESCRIPTION: Effective 9/30/2016, the attached changes are made to section 1.103 Environment, 1.104.6 Operational Services, Appendix B - Table 4 Recurring Hosting Cost and Appendix C – Integration Types and the following five Statement of Work (SOW) documents are incorporated into this Contract.</p> <p>SOW 1: MILogin integration for Salesforce - MDOS Salesforce web application integrated with MILogin for Workers/3rd party and MILogin for Citizens solutions to provide secure and enhanced user experience to Salesforce application's workers, 3rd party, and citizen users. SOW for \$95,000.00, \$45,000.00 to be added to the Contract and \$50,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.</p> <p>SOW 2: MDHHS - MILogin integration to MI Dental Registry (MiDR) - MDHHS's MiDR application will be integrated with MILogin for Workers/3rd party solution to provide secure and enhanced user experience to MiDR application's 3rd party users. SOW for \$91,500.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.</p> <p>SOW 3: MDHHS - MILogin integration to MMIS Cloud Enablement Application - MMIS Cloud Enabled CNSI applications will be integrated with MILogin for Workers and Citizens solution, as applicable, to provide secure and enhanced user experience to MMIS Cloud Enablement application's users. SOW for \$821,000.00, existing Contract</p>				

funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

SOW 4: DHHS - MILogin integration to MITEAM Fidelity - the MDHHS's MiTEAM Fidelity application will be integrated with MILogin for workers and 3rd party to provide secure and enhanced user experience to the SOM workers and 3rd party users of the MiTEAM Fidelity application. SOW for 49,000.00, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

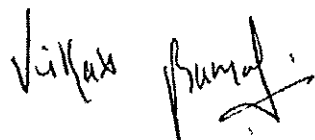
SOW 5: MDOT - MILogin – Transportation Asset Management System (TAMS) Federation - MDOT TAMS application will be integrated with MILogin for Workers/3rd party solution to provide secure and enhanced user experience to TAMS application's workers and 3rd party users. SOW for \$91,500, existing Contract funds from Table 7 of the original Contract for Operational Services Costs for New Integrations.

This Contract amendment will utilize \$1,103,000.00 of existing funds and add funding to the Contract increasing the value by \$45,000.00. The remaining balance is attached. Please note the Contract Administrator has been changed to Malu Natarajan. All other terms, conditions, specifications, and pricing remain the same per Contractor and Agency agreement, and DTMB approval.

FOR THE CONTRACTOR:

DELOITTE & TOUCHE LLP

Company Name



Authorized Agent Signature

Vik Bansal

Authorized Agent (Print or Type)

Date 11/18/2016

FOR THE STATE:



Signature

William Pemble, IT Division Director

Name & Title

DTMB Procurement

Agency

Date

- Two MILogin instances are added to Section 1.103 Environment: Solution Platforms in Article 1, Statement of Work.

The final architecture consists of two (2) independent MILogin instances as follows:

- MILogin for workers and 3rd party with three user interfaces:
 - One interface for Workers
 - Second interface for 3rd Party users
 - Third interface for Michigan Treasury Online (MTO)
- MILogin for citizens with two user interfaces:
 - One interface for State of Michigan Citizens
 - Another interface for State of Illinois Provider Enrollment (IL PE) Users

Each instance has four (4) environments, namely, Sandbox, Development, QA/Staging, and Production.

- Solution hosting by the Contractor is canceled and removed from Section 1.104.6 Operational Services, Article 1 - Statement of Work as the State hosts the MILogin solution. Deloitte & Touche will continue to be responsible for day-to-day operations of the MILogin solution and will provide operational services.
- Table 4: Recurring Hosting Cost, Appendix B - Cost Table is cancelled as it is no longer applicable.
- Table 7: Operational Services Costs for New Integrations, Appendix B - Cost Table is revised as follows

Type	Description	Per Unit Cost	Total Cost limit	Current remaining Balance
A	Automation of Shared Secret Validation Integration		\$750,000.00	\$153,666.00
	Integrating additional environments (per env.)	\$ 15,000.00		
	Multi Factor Authentication	\$ 10,000.00		
	UI Customization	\$ 10,000.00		
	Junctions (per application per environment)	\$ 5,000.00		
	Junction (new SSO)	\$ 5,000.00		
B	COTS Application Integration		\$0.00	
C	Standard Application Integration		\$2,057,022.39	\$332,501.45
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 6 weeks.	\$ 49,000.00		
D	Complex Application Integration		\$ 3,927,731.09	\$130,679.89
	Integration Cost (HTTP header) for 3 environments including Prod. Work effort of 9 weeks.	\$ 79,000.00		
E	Highly-Customized Complex Application Integration		\$1,100,000.00	\$117,015.90
	User Provisioning to one end point	\$ 110,000.00		

F & G	Identity Federations		\$1,189,500.00	\$10,714.27
F	Identity Federation Integration: Provider	\$ 91,500.00		
G	Identity Federation Integration: Consumer	\$ 91,500.00		
	Grand Total		\$9,024,253.48	\$744,577.51

- **Appendix C - Integration Types** is revised as follows.

Type A—Automation of Shared Secret Validation Integration

- i. Main features typically require:
 - a. Multi Factor Authentication when accessing an application
 - b. Usually requires custom screen development
 - c. May require web services calls
 - d. Validate the shared secret ; If valid, allow access
 - e. Usually requires some custom coding (Java in current system)
 - f. May require integration of additional environments.
 - g. Creation of Junctions between MILogin and applications
- ii. Typical work takes 140-180 hours

Type B—COTS Application Integration

Not applicable

Type C—Standard Application Integration

- iii. Main features typically require:
 - a. In-house (or contractor) developed Application
 - b. Mainly requires configuration work
 - c. Work with development team; training, assistance, etc., with integration
- iv. Typical work takes 50-150 hours

Type D—Complex Application Integration

- i. Main features typically require:
 - a. Multiple application vendors or products involved
 - b. Possibly multiple applications involved
 - c. Application may have multiple methods for authentication
 - d. May involve EAI (External Authentication Interface)
 - e. Custom coding, development, or screens may be required
 - f. API development
 - g. LDAP integration
 - h. Java or equivalent development
 - i. Multiple Authentication methods
 - j. Non-typical Authentication models
- ii. Typical work is difficult to estimate; likely 200-600 hours

Type E—Highly-Customized Complex Application Integration

- i. Main features typically may require:
 - a. Custom interface development (login page, password change page, forgot password page, etc.)
 - b. LDAP integration (provisioning)
 - c. DBMS integration (provisioning)
 - d. Shell account creation to one destination point
- ii. Web service calls for handling above UI pages

Type F—Identity Federation Integration: Provider

- i. Standards-based federation as an Identity Provider
- ii. Estimate: Typical work takes 400-500 hours

Type G—Identity Federation Integration: Consumer

- i. Standards-based federation as an Identity Consumer
 - a. Typically more difficult than an ID Provider integration
- ii. Estimate: Typical work takes 400-500 hours

Cost Table – Remaining Balance

Table 1: Initial Contract Amount

Description	Initial Balance
Experian Identity Proofing	\$ 360,000.00
Initiation and Planning	\$ 420,363.21
Phase 1	\$ 2,403,903.00
Maintenance & Support Table 3	\$ 6,937,770.84
Recurring Hosting Bucket Table 4	\$ 3,798,518.00
Annual Operation Services Table 5	\$ 2,577,360.00
Migration Bucket Table 6	\$ 7,081,504.96
Integration Bucket Table 7	\$ 9,024,253.48
Reserved Hours Bucket Table 10	\$ 10,617,500.00

Table 1: Balance after Change Notice # 2 – SOW's utilizing existing Contract funds from Table 7 - Operational Services Costs for New Integrations.

Description	Balance after CN # 2
Experian Identity Proofing	\$0.00
Initiation and Planning	\$0.00
Phase 1	\$0.00
Maintenance & Support Table 3	\$ 3,229,433.48
Recurring Hosting Bucket Table 4	\$0.00
Annual Operation Services Table 5	\$ 1,106,958.24
Migration Bucket Table 6	\$0.00
Integration Bucket Table 7	\$ 744,577.51
Reserved Hours Bucket Table 10	\$ 9,341,617.08



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

Project Title: MILogin – Salesforce Federation	Period of Coverage: 6/20/2016-8/26/2016
Requesting Department: Michigan Department of State (MDOS)	Date: 6/17/2016
DTMB Project Sponsor: Andrey Verevko	Phone: 517-284-7157
DTMB MDOS Business Relationship Manager: Tanis Lerash	Phone: 517-636-4028
MDOS Agency Project Manager: Vera Grishkina	Phone: 517-636-4351
DTMB-AS-MDOS Project Manager: Todd Elsenheimer	Phone: 517-636-0253

- Encrypt SAML assertion and sign the SAML token using IBM Tivoli Federated Identity Manager (TFIM).
- Define user identity mapping and configure customize identity mapping rules as needed.
- Configure Identity Provider and/or Service Provider initiated Federation.
- **Quality Assurance (QA) environment**
 - ***Integrate MILogin with the Salesforce application.***
 - Verify firewall rules, if any, for MILogin - Salesforce application in QA environment.
 - Create the corresponding Access Control Lists (ACL) and Groups in ISAM.
 - Implement relevant workflows and approvers for the Salesforce application.
 - Develop and execute Test cases related to MILogin and Salesforce application integration functionality.
 - Set up the federation profile of the Salesforce application (also known as Partner profile).
 - Exchange the metadata with the application.
 - Configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token.
 - Define user identity mapping and configure customize identity mapping rules as needed.
 - Configure Identity Provider and/or Service Provider initiated Federation.
 - Conduct User Acceptance Testing (UAT) for MILogin and Salesforce application integration.
- **Production (PROD) environment**
 - ***Verify firewall rules, if any, for MILogin - Salesforce application in PROD environment.***
 - Create the corresponding Access Control Lists (ACL) and Groups in ISAM.
 - Implement relevant workflows and approvers for the Salesforce application.
 - Develop and execute Test cases related to MILogin and Salesforce application integration functionality.
 - Set up the federation profile of the Salesforce application (also known as Partner profile).
 - Exchange the metadata with the application.
 - Configure the method of passing the SAML assertion to the application.
 - Encrypt SAML assertion and sign the SAML token.
 - Define user identity mapping and configure customize identity mapping rules as needed.
 - Configure Identity Provider and/or Service Provider initiated Federation.
 - Conduct smoke testing related to MILogin and Salesforce application integration functionality.

DELIVERABLES:

Deliverables will not be considered complete until both MDOS and DTMB Project Managers have formally accepted them. Deliverables for this project include:

- Weekly Status Report of Activities.
- Integrate MILogin solution with Salesforce application in Development environment
- Integrate MILogin solution with Salesforce application in QA environment
- Integrate MILogin solution with Salesforce application in PROD environment

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Type of Integration	Unit Price	Number of Integrations	Cost
F	Identity Federation	\$ 91,500.00	2	\$ 183,000.00
	Negotiated one-time discount			\$ (88,000.00)
	Grand Total			\$ 95,000.00

Salesforce Application Integration- Project Schedule

Task	Cost Categories / Milestone	Milestone Date	Effort Estimated Hours	Fiscal Year
1.	MILogin for workers/3 rd party – Salesforce integration in Development environment	07/15/2016	190	FY16
2.	MILogin for citizens – Salesforce integration in Development environment	07/15/2016	190	FY16
3.	MILogin for workers/3 rd party – Salesforce integration in QA environment	08/03/2016	140	FY16
4.	MILogin for citizens – Salesforce integration in QA environment	08/03/2016	140	FY16
5.	MILogin for workers/3 rd party – Salesforce integration in Production environment	08/18/2016	130	FY16

permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – Michigan’s Dental Registry (MiDR) Federation	Period of Coverage: 2/29/2016-9/30/2016
Requesting Department: Oral Health Division, MDHHS (OHD)	Date: 2/12/2016
DTMB Business Relationship Manager: Kim Koppsch-Woods	Phone: 517-241-3314
OHD Project Manager: Imen Alem	Phone: 734-302-4769

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche to integrate the MILogin for Workers solution with the Oral Health Division, MDHHS (OHD)’s Michigan’s Dental Registry (MiDR) web application in the corresponding environments. As part of this project, the OHD’s MiDR application will be integrated with MILogin for Workers/3rd party solution to provide secure and enhanced user experience to MiDR application’s 3rd party users.

PROJECT OBJECTIVE:

The key goal of this project is to provide identity federation service (federation) to MiDR application via MILogin solution to provide an enhanced user experience to MiDR application’s 3rd party users.

SCOPE OF WORK:

The scope consists of:

- Setup the federation MILogin for workers/3rd Party solution and MiDR application.
- Provide 3rd party users with the ability to subscribe to MiDR application using their MILogin account.

- Develop and execute Test cases related to MILogin and MiDR application integration functionality.
- Set up the federation profile of the MiDR application (also known as Partner profile).
- Exchange the metadata with the application.
- Configure the method of passing the SAML assertion to the application.
- Encrypt SAML assertion and sign the SAML token.
- Define user identity mapping and configure customize identity mapping rules as needed.
- Configure Identity Provider and/or Service Provider initiated Federation.
- Conduct smoke testing related to MILogin and MiDR application integration functionality.

DELIVERABLES:

Deliverables will not be considered complete until both OHD and DTMB Project Managers has formally accepted them. Deliverables for this project include:

- Weekly Status Report of Activities.
- Integrate MILogin for Workers/ 3" party solution with MiDR application in Development environment
- Integrate MILogin for Workers/ 3" party solution with MiDR application in QA environment
- Integrate MILogin for Workers/ 3" party solution with MiDR application in PROD environment

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and OHD Project Manager have formally accepted them.

OUT OF SCOPE FOR MILogin for workers – OHD MiDR Application Integration

- State of Michigan (SOM) citizen and Worker users
- Identity proofing
- Multi-factor authentication
- User provisioning and de-provisioning to the MiDR application

ASSUMPTIONS:

- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

Type	Type of Integration	Unit Price	Number of Integrations	Cost
F	Federation	\$ 91,500.00	2	\$ 183,000.00
	One Time Discount			\$ (91,500.00)
	Grand Total			\$ 91,500.00

MiDR Application Integration-Project Schedule

Task	Cost Categories / Milestone	Milestone Date	Effort Estimate (hrs.)	Fiscal Year
1.	Integrating MiDR in Development environment	07/14/2016	180 hrs.	FY16
2.	Integrating MiDR in QA environment and UAT testing completion	08/26/2016	120 hrs.	FY16
3.	Integrating MiDR in PROD environment	09/29/2016	100 hrs.	FY16

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Business Relationship Manager is:

Kim Koppsch-Woods

Chandler Building

300 Michigan Avenue

Lansing, MI 48909

Koppsch-WoodsK@michigan.gov

517-241-3314

The designated OHD Project Manager is:

Imen Alem

3520 Green Ct, Suite 300



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

Project Title: MILogin – Medicaid Management Information Systems (MMIS) Cloud Enablement Application Integrations	Period of Coverage: 06/01/2016-9/30/2016
Requesting Department: Michigan Department of Health and Human Services (MDHHS)	Date: 05/31/2016
DTMB Business Relationship Manager: Andrew Mason	Phone: 517-373-1350
MDHHS Project Manager: Tina Scott	Phone: 517-241-5650

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested Deloitte & Touche to integrate the MILogin for Workers solution with the MMIS Cloud Enablement for CNSI applications. As part of this project, the MMIS Cloud Enablement applications will be integrated with MILogin for Workers and Citizens solution, as applicable, to provide secure and enhanced user experience to MMIS Cloud Enablement application's users.

PROJECT OBJECTIVE:

The key goal of this project is to provide MMIS Cloud Enablement for CNSI applications currently integrated with the MILogin solution.

SCOPE OF WORK:

MMIS Cloud Enablement for CNSI applications currently integrated with the MILogin solution.

Based on the information provided by CNSI, a total of nine (9) MILogin integrated applications are affected by this initiative. Thus, this statement of work includes the effort for:

- Nine (9) new "Single sign-on (SSO) only" integrations in three (3) MILogin environments

- Multi-factor authentication
- User provisioning and de-provisioning for MMIS Cloud Enablement applications except for Siebel applications
- State of Illinois applications other than IMPACT ILPE
- Applications as listed in the below table

Sr. No.	Impacted Application	Future Application Environment integrated with MILogin	Future MILogin-Application Environment Mapping
11	myHealthButton	0	Not in-scope
12	CHAMPS International Classification of Diseases (ICD)-10	0	Not in-scope
13	CHAMPS B2B Screen	0	Not in-scope
14	CHAMPS CMCP	0	Not in-scope
15	CSHCS eMEDS (Workers)	0	Not in-scope
16	CSHCS eMEDS (Citizens)	0	Not in-scope
17	Electronic Health Record Medicaid Incentive Payment Program (eMIPP)	0	Not in-scope

TASKS:

Specific tasks include, but are not limited to:

- **CNSI System Test environment**
 - **Integrate MILogin solution with the MMIS Cloud Enablement applications**
 - Verify firewall rules, if any, for MILogin - MMIS Cloud Enablement applications.
 - Integrate MILogin with MMIS Cloud Enablement applications.
 - Provisioning for one (1) Siebel application:
 - Get Siebel LDAP service related service account details for Siebel team
 - Configure customized Siebel LDAP Adapter in MILogin Worker ISIM
 - Create Siebel LDAP Service in MILogin Worker ISIM
 - Create Provisioning Policy for Siebel LDAP service in MILogin Worker ISIM
 - Configure Siebel LDAP service workflow in MILogin Worker ISIM

- Production and other remaining environments integration will be addressed through a separate SOW or change request.
- CNSI will be responsible for conducting the UAT Testing.
- Any delay from the agreed upon schedule will be addressed through a change request.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to OHD and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

Cost Breakdown Structure

The price was computed using Table 7: Operational Services Costs for New Integrations as follows:

C20160610-151147		DHHS	\$821,000.00	8/08/2016
Type	Type of Integration	Unit Price	Number of Integrations	Cost
D	Complex Application Integration	\$ 79,000.00	9	\$ 711,000.00
E	User Provisioning	\$ 110,000.00	1	\$ 110,000.00
Grand Total				\$ 821,000.00

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.



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

Project Title: MILogin – MiTEAM Fidelity Integration	Period of Coverage: 7/11/16 – 10/1/2016
Requesting Department: MDHHS	Date: 5/16/2016
DTMB Business Relationship Manager: Duane Kerkstra	Phone: 517-331-5354
MDHHS Project Manager: Sanju Sasidharan	Phone: 303-547-8299

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche to integrate the MILogin for Workers solution with the Michigan Department of Health and Human Services (MDHHS) MiTEAM Fidelity web application in the corresponding environments. As part of this project, the MDHHS's MiTEAM Fidelity application will be integrated with MILogin for workers and 3rd party to provide secure and enhanced user experience to the SOM workers and 3rd party users of the MiTEAM Fidelity application.

PROJECT OBJECTIVE:

The key goal of this project is to provide single sign-on (SSO) to the MiTEAM Fidelity application via MILogin solution.

- Integrate MILogin for Workers/ 3rd party solution with MiTEAM Fidelity application in PROD environment

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDHHS Project Manager have formally accepted them.

OUT OF SCOPE FOR MILogin for workers – MDHHS MiTEAM Fidelity Application Integration

- State of Michigan (SOM) citizen users
- Identity proofing
- Multi-factor authentication
- User provisioning and de-provisioning to the MiTEAM Fidelity application

ASSUMPTIONS:

- State Project Manager and Deloitte & Touche Project Manager will work on developing a work plan and identify the required testing and delivery milestones.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- The State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA), Infrastructure Service Request (ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.
- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations with respect to MILogin.
- MILogin for workers/3rd party will be integrated with MiTEAM Fidelity application in DEV, QA, and PROD environments.
- MILogin and MiTEAM Fidelity application will be integrated for Single Sign-on (SSO) using the HTTP Header based integration.
- For planning purposes, we have considered six weeks of effort for this integration. Any extension or delay in schedule will be addressed through a change request.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDHHS and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

Total		235 hours	
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EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Business Relationship Manager is:

Duane Kerkstra

kerkstrad@michigan.gov

517-331-5354

The designated MDHHS Project Manager is:

Sanju Sasidharan

Romney Bldg.

111 S. Capitol Ave

Lansing, MI 48933

SasidharanS@michigan.gov

303-547-8299

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDHHS will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at 222 N Washington Square in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing. No hours over 40 hrs. /week will be



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

Project Title: MILogin – Transportation Asset Management System (TAMS) Federation	Period of Coverage: 10/3/2016-1/13/2017
Requesting Department: DTMB/MDOT (Michigan Department of Transportation)	Date: 9/1/2016
DTMB MDOT Business Relationship Manager: Tanis Lerash	Phone: (517) 241-4141
DTMB MDOT Project Manager: James Lenahan	Phone: (517) 373-7639

This is a Statement of Work (SOW) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

BACKGROUND:

The State has requested the Deloitte & Touche to integrate the MILogin for Workers and 3rd party solution with the MDOT TAMS web application in the corresponding environments. As part of this project, the MDOT TAMS application will be integrated with MILogin for Workers/3rd party solution to provide secure and enhanced user experience to TAMS application's workers and 3rd party users.

PROJECT OBJECTIVE:

The key goal of this project is to provide identity federation service (federation) to TAMS application via MILogin solution to provide an enhanced user experience to TAMS application's workers and 3rd party users.

SCOPE OF WORK:

The scope consists of **Identity federation in two environments:**

- Setup the federation MILogin for workers/3rd Party solution and TAMS application.
- Provide workers and 3rd party users with the ability to subscribe to TAMS application using their MILogin account.
- Provide workers and 3rd party users with the ability to login to TAMS application via MILogin solution.

TASKS:

Specific tasks include, but are not limited to:

- **Application Integration Design**
 - Develop and document MILogin and TAMS application integration design.
- **Quality Assurance (QA) environment**
 - *Integrate MILogin with the TAMS application.*
 - Verify firewall rules, if any, for MILogin - TAMS application in QA environment.
 - Create the corresponding Access Control Lists (ACL) and Groups in ISAM.
 - Implement relevant workflows and approvers for the TAMS application.
 - Develop and execute Test cases related to MILogin and TAMS application integration functionality.
 - Set up the federation profile of the TAMS application (also known as Partner profile).

(ISR), and DTMB-90 for firewall rules, etc. Any delay in not meeting the dates identified in the work plan will result in the additional schedule and potential cost impact.

- Applications teams will be responsible for changes on the respective applications, required to integrate with the MILogin solution.
- MDOT TAMS application is capable of consuming SAML token.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software, may affect the project timing and estimated cost.
- The existing MILogin UI currently deployed in Production will be used for the planned migrations. If additional data elements are needed, which require schema changes in the core MILogin solution; an impact analysis will be made which will most likely require a change request once the impact and feasibility analysis is complete.
- State Client Service Center (CSC) will be responsible for providing help desk services for any user account-related operations for workers and 3rd party users with respect to MILogin.
- MILogin will be integrated with TAMS application in QA and PROD environments.
- MILogin and TAMS application will be integrated for Single Sign-on using Identity Federation based integration.
- MDOT TAMS application will be responsible for fine-grained authorization to manage user's access based on roles/privileges.
- MDOT TAMS team will be responsible for account creation and access assignment for users in the TAMS application.
- MDOT TAMS team is responsible for all customizations and configuration changes required on the TAMS application to facilitate the integration with the MILogin solution.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDOT and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards - None

PAYMENT SCHEDULE:

Firm Fixed price - payment made upon receipt and acceptance of all deliverables per the acceptance criteria and receipt of properly completed invoices that shall be submitted to the billing address on the State issued purchase order. All invoices should reflect actual work completed by payment date and must be approved by the Agency Project Manager and DTMB Project Manager before payment. Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

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

CHANGE NOTICE NO. 1
to
CONTRACT NO. 071B3200143
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Deloitte & Touche LLP 200 Renaissance Center, Suite 3900 Detroit, MI 48243-1895	Vikas Bansal	VBansal@deloitte.com
	TELEPHONE	CONTRACTOR #, MAIL CODE

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DTMB	Carmen Redwine	517-241-2925	Redwinec1@michigan.gov
BUYER	DTMB	David Hatch	517-284-7044	hatchd@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: Enterprise Identity			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 13, 2013	September 12, 2018	5, one year	September 12, 2018
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>		
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$0.00		\$43,221,173.49		
Effective September 15, 2014 this Contract is amended per the attached Statement of Works and the Authorized Change Requests #203 and #289 to utilize \$1,272,006.00 of previously approved funding from Table 4: Recurring Hosting Costs (page 7 of attached tables) to Table 2: Works and Deliverables Cost/Payment Schedule (pages 3-6 of attached tables). The items on Table 2 listed as “Pending New PO” were added to the table and the value adds up to \$1,272,006.00. Updated cost tables reflecting the changes are attached (Tables 1, 2, and 4). All changes to the costs tables are italicized and in red. This change does not represent an increase. This change represents a shifting of funds from one funding area to the other. Please note the buyer has been changed to David Hatch. All other terms, conditions, specifications and pricing remain unchanged. Per vendor and agency agreement and DTMB Procurement approval.				

FOR THE CONTRACTOR:

Deloitte & Touche LLP

Firm Name

Authorized Agent Signature

Authorized Agent (Print or Type)

Date

FOR THE STATE:

Signature

Sharon Walenga-Maynard, Sourcing
Director

Name/Title

DTMB Procurement
Enter Name of Agency

Date

Table 1: Total 5 Years Cost *Summary Table*

No.	Cost Categories	Cost (\$)	Comments
Appendix A	Breakdown of Hardware and Related Software Cost (Total of Table 1 and 2 in Appendix A)		State will provide cost from existing State contracts.
Table 2	Work and Deliverables Cost	\$9,905,771.17 \$11,177,777.17	<p>For BAFO purposes, we have considered a cost reduction of \$143,795. This is a reduction in IBM IAM software licensing cost, and Experian Identity Proofing cost.</p> <p>The estimated cost associated with the inclusion of following software licenses and new requirements is \$382,620 which is an investment by Deloitte & Touche LLP. These additional products and services which Deloitte & Touche LLP is providing to the State reflects no additional cost to the State of Michigan.</p> <ul style="list-style-type: none"> • IBM Tivoli Key Lifecycle Manager (TKLM) and IBM Tivoli Directory Server software • Deploying one (1) instance of TKLM for certificate management • Integrating the eight (8) Active Directory (AD) forests. <p>Note: Removed software licensing cost for IBM and Experian Identity proofing from table. The State will directly procure IBM IAM software from IBM.</p> <p><i>Note: See Table 2 for changes incorporated under Change Notice #1 that increased this amount by \$1,272,006.00..</i></p>
Table 2b	Work and Deliverables Cost/Payment Schedule for Risk-Based Authentication Option		<p>The cost associated with implementing risk based authentication (RBA) for five (5) applications is estimated to be \$350,000.</p> <p><u>This cost is not added</u> to the overall cost for the Table 1 (Total 5 Years cost) and is considered as already included in the overall pricing for BAFO.</p>
Table 2c	Work and Deliverables / Captcha Option		<p>The cost associated with implementing CAPTCHA for one (1) use case is estimated to be \$25,000.</p> <p><u>This cost is not added</u> to the overall cost for the Table 1 (Total 5 Years cost) and is considered as already included in the overall pricing for BAFO.</p>
Table 3	Recurring Post-Implementation Costs for Maintenance and Support	\$ 6,937,770.84	
Table 4	Recurring Hosting Costs	\$ 3,798,518.00	For BAFO purposes, we have

		\$ 2,526,513.00	included a cost reduction of \$197,280 on the recurring hosting cost, submitted as part of the RFP response. <i>Note: See Table 4 notes for changes under Change Notice #1 that decreased this amount by \$1,272,006.00..</i>
Table 5	Recurring Operational Services Costs for day to day operations	\$ 2,577,360.00	For BAFO purposes, we have included a cost reduction of \$201,054 on the Help desk cost, submitted as part of the RFP response.
Table 7	Operational Services Costs for New Integrations	\$ 9,024,253.48	Considered maximum two hundred (200) new applications to be integrated with MICAM solution (as specified in MICAM Appendix C Migration and Integration Types) from month 19 – 60 of the project.
Table 8, Row I	Experian Identity Proofing	\$360,000.00	
Table 9	Training and Documentation Cost	-	
Table 10	Reserved Bank of Hours for Future Projects Cost	\$ 10,617,500	We understand it will be at the State of Michigan's direction that these costs will be incurred. We understand this may represent \$0 as it is all optional.
	Total 5 Years Cost	\$ 43,221,173.49	<p>For BAFO purposes, the total savings to the State is \$1,299,749.00. It is categorized as:</p> <ul style="list-style-type: none"> • \$542,129.48 cost reduction on the cost submitted as part of the RFP response This cost reduction is depicted in the overall cost for the Table 1 (Total 5 Years cost). • \$757,619.52 cost for new products and services that we will offer to the State of Michigan at no additional cost. This cost is not added to the overall cost for the Table 1 (Total 5 Years cost) and is considered as already included in the overall pricing for BAFO. <p>Note: 1. Updated Table 2 to drop the cost associated with procurement of IBM IAM and Experian Identity proofing software 2. Added Table 8 to reflect software cost for Experian Identity proofing.</p>

Table 2: Work and Deliverables Cost/Payment Schedule

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost	Holdback (10% of Amount)	Payment Amount (Less 10% Holdback)	Original PO or Change Request
	Initiation and Planning			\$	\$	\$	
1.1	Project Planning	04/28/2014	FY14	\$ 151,909.80	\$ 15,190.98	\$ 136,718.82	Original PO # 084N3205312
1.2	General Timeline	04/28/2014	FY14	\$ 37,977.45	\$ 3,797.75	\$ 34,179.70	Original PO # 084N3205312
1.3	Confirm Infrastructure	05/07/2014	FY14	\$ 230,475.96	\$ 23,047.60	\$ 207,428.36	Original PO # 084N3205312
Initiation and Planning Total				\$ 420,363.21	\$ 42,036.33	\$ 378,326.88	
	Phase 1 MICAM			\$	\$	\$	
1.	Requirements Definition	03/25/2014	FY14	\$ 240,390.30	\$ 24,039.03	\$ 216,351.27	Original PO # 084N3205312
2.	<i>Requirements Definition (MiPage, myHealthButton, and Member Portal)</i>	<i>05/07/2014</i>	<i>FY14</i>	<i>\$117,000.00</i>	<i>\$11,700.00</i>	<i>\$105,300.00</i>	<i>Original PO # 084N3205312</i>
3.	Functional Design	05/27/2014	FY14	\$ 240,390.30	\$ 24,039.03	\$ 216,351.27	Original PO # 084N3205312
4.	<i>Functional Design (MiPage, myHealthButton, and Member Portal)</i>	<i>06/26/2014</i>	<i>FY14</i>	<i>\$117,000.00</i>	<i>\$11,700.00</i>	<i>\$105,300.00</i>	<i>Pending New PO</i>
5.	Construction and Testing Plan	06/06/2014	FY14	\$ 240,390.30	\$ 24,039.03	\$ 216,351.27	Original PO # 084N3205312
6.	Environment Installation and Plan						Original PO # 084N3205312
7.	Sandbox Environment	12/12/2014	FY15	\$144,234.18	\$14,423.42	\$129,810.76	Original PO # 084N3205312
8.	Development Environment	05/22/2014	FY14	\$144,234.18	\$14,423.42	\$129,810.76	Original PO # 084N3205312
9.	Staging Environment	07/14/2014	FY14	\$192,312.24	\$19,231.22	\$173,081.02	Original PO # 084N3205312
10.	<i>System Testing – foundation part 1*</i>	<i>07/03/2014</i>	<i>FY14</i>	<i>\$120,195.15</i> <i>\$ 3,195.15</i>	<i>\$12,019.52</i> <i>\$ 319.52</i>	<i>\$108,175.63</i> <i>\$ 2,875.63</i>	<i>Original PO # 084N3205312</i>
11.	<i>System Testing – foundation part 2*</i>	<i>07/03/2014</i>	<i>FY14</i>	<i>\$120,195.15</i> <i>\$117,000.00</i>	<i>\$12,019.52</i> <i>\$11,700.00</i>	<i>\$108,175.63</i> <i>\$105,300.00</i>	<i>Pending New PO</i>
12.	<i>myHealthButton User Acceptance Testing</i>	<i>08/21/2014</i>	<i>FY14</i>	<i>\$39,000.00</i>	<i>\$3,900.00</i>	<i>\$35,100.00</i>	<i>Pending New PO</i>
13.	<i>myHealthButton Production Testing</i>	<i>10/17/2014</i>	<i>FY15</i>	<i>\$39,000.00</i>	<i>\$3,900.00</i>	<i>\$35,100.00</i>	<i>Pending New PO</i>
14.	<i>myHealthButton Production Cutover</i>	<i>10/30/2014</i>	<i>FY15</i>	<i>\$39,000.00</i>	<i>\$3,900.00</i>	<i>\$35,100.00</i>	<i>Pending New PO</i>
15.	<i>myHealthButton Post Implementation Evaluation Report</i>	<i>02/09/2015</i>	<i>FY15</i>	<i>\$39,000.00</i>	<i>\$3,900.00</i>	<i>\$35,100.00</i>	<i>Pending New PO</i>
16.	<i>Member Portal User Acceptance Testing**</i>	08/21/2014	FY14	\$216,351.27	\$21,635.13	\$194,716.14	Original PO # 084N3205312
17.	<i>Member Portal Production Testing**</i>	10/17/2014	FY15	\$86,540.51	\$8,654.05	\$77,886.46	Original PO # 084N3205312

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost	Holdback (10% of Amount)	Payment Amount (Less 10% Holdback)	Original PO or Change Request
18.	Member Portal Production Cutover**	10/30/2014	FY15	\$129,810.76	\$12,981.08	\$116,829.69	Original PO # 084N3205312
19.	Member Portal Post Implementation Evaluation Report**	02/09/2015	FY15	\$120,195.15	\$12,019.52	\$108,175.63	Original PO # 084N3205312
20.	MiPage User Acceptance Testing***	08/21/2014	FY14	\$216,351.27	\$21,635.13	\$194,716.14	Original PO # 084N3205312
21.	MiPage Production Testing***	10/17/2014	FY15	\$86,540.51	\$8,654.05	\$77,886.46	Original PO # 084N3205312
22.	MiPage Production Cutover***	10/30/2014	FY15	\$129,810.76	\$12,981.08	\$116,829.69	Original PO # 084N3205312
23.	MiPage Post Implementation Evaluation Report***	02/09/2015	FY15	\$96,156.12	\$9,615.61	\$86,540.51	Original PO # 084N3205312
Phase 1 Total				\$2,403,903.00 \$2,793,903.00	\$240,390.31 \$279,390.32	\$2,163,512.69 \$2,514,512.68	
	Phase 1 Extension			\$	\$	\$	
24.	Status Report for Week 1 of Extension	9/5/2014	FY14	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
25.	Status Report for Week 2 of Extension	9/12/2014	FY14	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
26.	Status Report for Week 3 of Extension	9/19/2014	FY14	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
27.	Status Report for Week 4 of Extension	9/26/2014	FY14	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
28.	Status Report for Week 5 of Extension	10/3/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
29.	Status Report for Week 6 of Extension	10/10/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
30.	Status Report for Week 7 of Extension	10/17/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
31.	Status Report for Week 8 of Extension	10/24/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
32.	Status Report for Week 9 of Extension	10/31/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
33.	Status Report for Week 10 of Extension	11/7/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
34.	Status Report for Week 11 of Extension	11/14/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
35.	Status Report for Week 12 of Extension	11/21/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
36.	Status Report for Week 13 of Extension	11/28/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO
37.	Status Report for Week 14 of	12/5/2014	FY15	\$51,429.00	\$5,142.9	\$46,286.1	Pending New PO

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost	Holdback (10% of Amount)	Payment Amount (Less 10% Holdback)	Original PO or Change Request
	<i>Extension</i>						
Phase 1 Extension				\$720,006.00	\$72,000.60	\$648,005.40	
	Phase 1 - MICAM for Workers – QA and PROD Build and Configuration			\$	\$	\$	
38.	Status Report for Month 1 of MICAM for Workers Build and Configuration	11/14/2014	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
39.	Status Report for Week 2 of MICAM for Workers Build and Configuration	11/21/2014	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
40.	Status Report for Week 3 of MICAM for Workers Build and Configuration	11/28/2014	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
41.	Status Report for Week 4 of MICAM for Workers Build and Configuration	12/05/2014	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
42.	Status Report for Week 5 of MICAM for Workers Build and Configuration	12/12/2014	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
43.	Status Report for Week 6 of MICAM for Workers Build and Configuration	12/19/2014	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
44.	Status Report for Week 7 of MICAM for Workers Build and Configuration	01/02/2015	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
45.	Status Report for Week 8 of MICAM for Workers Build and Configuration	01/09/2015	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
46.	Status Report for Week 9 of MICAM for Workers Build and Configuration	01/16/2015	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
47.	Status Report for Week 10 of MICAM for Workers Build and Configuration	01/23/2015	FY15	\$16,200.00	\$1,620.00	\$14,580.00	Pending New PO
MICAM for Workers – QA and PROD Build and Configuration				\$162,000.00	\$16,200.00	\$145,800.00	
	Phase 2 Migrations of Existing SSO Applications			\$	\$	\$	
	Migrations in Table 6			\$ 7,081,504.96 ³	\$ 708,150.50 ⁴	\$ 6,373,354.46	
Phase 2 Migrations of Existing SSO Applications Total							
Initiation and Planning Total Cost						\$ 420,363.21	

Task	Cost Categories / Milestone	Milestone Date	Fiscal Year	Cost	Holdback (10% of Amount)	Payment Amount (Less 10% Holdback)	Original PO or Change Request
Phase 1 Total Cost						\$2,403,903.00 \$2,793,903.00	
Phase 1 Extension Total Cost						\$720,006.00	
Phase 1 MICAM for Workers Total Cost						\$162,000.00	
Phase 2 Total Cost						\$7,081,504.96	
GRAND TOTAL						\$9,905,771.17 \$11,177,777.17	
Payment on Final Acceptance							
Initiation and Planning Holdback						\$ 42,036.33	
Phase 1 Holdback						\$ 240,390.32 \$ 279,390.30	
Phase 1 Extension Holdback						\$72,000.60	
Phase 1 MICAM for Workers Holdback						\$16,200.00	
Phase 2 Holdback						\$ 708,150.50	

1. The Holdback amount for Initiation and Planning will be paid to Contractor, in accordance with Section 1.602, on the State's acceptance of all deliverables in the Initiation and Planning phase.
2. The Holdback amount for Phase 1 will be paid to Contractor, in accordance with Section 1.602, on the State's acceptance of all Deliverables in Phase 1.
3. The State will approve payments per application release/bundle migrated to MICAM, less the Holdback amount.
4. The Holdback amount for Phase 2 will be paid to Contractor, in accordance with Section 1.602, on acceptance of all Deliverables in Phase 2.

**: System Testing was split into two rows so the cumulative from these two rows adds up to the original amount. It was split to place a portion on the current PO and a portion on the new PO.*

*** : BUYIN related deliverable and payment milestones have been re-factored to be used Member Portal*

****: MiHIN related deliverable and payment milestones have been re-factored to be used MiPage*

Table 4: Recurring Hosting Cost

No.	Cost Categories	Annual Rate	Years	Cost (\$)	Comments
A.	Hosting rate (Beginning after Phase 2. This table includes optional years; depending upon the GO-Live date)				1. Considers Hosting Services for externally facing MICAM solution for the initial contract term, i.e., 5 years and one time environment setup cost. 2. <i>This contract did not utilize Deloitte's hosting services it utilized the State's hosting services. The \$3,798,518.00 is currently unused in this allocation.</i> 3. <i>Under Change Notice #1 on September 15, 2014 DCH is transferring \$1,110,006.00 of funding from Table 4 and utilizing it on Table 2 of the contract for additional services on Phase 1 and adding Phase 1 Extension. DCH is also transferring \$162,000.00 of funding from Table 4 and utilizing it on Table 2 for Phase 1 MICAM for Workers. The total amount utilized from Table 4 is \$1,272,006.00.</i>
	Total Recurring Cost	One time cost= \$ 50,198 Yearly cost = \$ 749,664.00	5	\$ 3,798,518.00 \$ 2,526,513.00	



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

Project Title: MICAM Project Support Phase 1 CCN	Period of Coverage: 06/26/14 – 02/09/2015
Requesting Department: Michigan Department of Community Health (MDCH)	Date: 09/04/14
DTMB Project Manager: Andrey Verevko	Phone: 517-241-1360
DCH Project Manager: Tina Scott	Phone: 517-241-5650

Brief Description of Services to be provided:

Permissible per approved change request CHG-2014-000203:Contract Change Notice (CCN) and Purchase Order (PO) to include MiPage, myHealthButton (myHB) and myHealth Portal(myHP) applications to the Phase 1 of the Michigan Identity, Credential, and Access Management (MICAM) project and to extend the Deloitte and MICAM team. PO time frame: 06/26/14 – 02/09/2015.

BACKGROUND:

The State of Michigan (SOM, State), through the Department of Technology, Management & Budget (DTMB), and the Department of Community Health (DCH) has issued this Contract to provide Michigan with an Enterprise solution for Identity, Credential and Access Management; Michigan Identity, Credential, and Access Management (MICAM.)

The MICAM solution will enable user identity authentication, establishment, management and federation for identified user types within the solutions below. The MICAM solution will support access management of State of Michigan systems and services. The MICAM solution will also provide centralized administration and synchronization of user identities to enable user provisioning and de-provisioning of identity and access for state systems.

The project goal is to implement the MICAM solution architecture which offers a Single Sign-On (SSO) solution and identity federation capabilities (IDFED) for managing identities for web-based applications and other applications that can be exposed over the web. This MICAM solution will be the standard for the State of Michigan and may be leveraged for new applications.

Phase 1 consists of:

- o Implementation of architecture for the MICAM solution.
- o Integrate MiPage application with the MICAM solution for Citizens (Self-Registration and Account Creation).
- o Integrate myHealthButton and myHealthPortal applications that will be citizen facing with the MiPage application and the MICAM solution.
 - myHealthButton is a mobile application which provides information to Michigan Medicaid beneficiaries.
 - myHealthPortal is a web portal solution for Michigan Medicaid beneficiaries.

PROJECT OBJECTIVE:

To integrate the Michigan Identity, Credential, and Access Management (MICAM.) with two applications, namely, MiPage, myHealthButton (myHB) and myHealth Portal(myHP) as the two pilots to be conducted in Phase 1 of the MICAM project.

SCOPE OF WORK:

Provide integration points between the MICAM system and the myHealthButton (myHB) and myHealthPortal (myHP) .

TASKS:

Specific tasks include, but are not limited to:

- Analysing integration requirements
- Designing integration points
- Deploying Infrastructure to support the POC
- Integration Testing
- Acceptance Testing
- Reporting

DELIVERABLES:

Deliverables will not be considered complete until both DCH and DTMB Project Managers has formally accepted them. Deliverables for this project include:

- Integrated functionality (round trip) between MICAM and myHealthButton (myHB)
- Integrated functionality (round-trip) between MICAM and myHealth Portal(myHP)
- Weekly Status Report of Activities.
- Post Implementation Evaluation Reports

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDCH Project Manager have formally accepted them.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDCH and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Hours:** Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.
- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.
- **Funds:** Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in additon to DTMB standards.

None

PAYMENT SCHEDULE:

Payment will be made on a time and materials basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining Agency Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State

has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Manager is:

Andrey Verevko
Client Service Director
Michigan Department of Technology Management and Budget (DTMB)
Agency Services – Department of Community Health (DCH)
300 East Michigan Avenue, Chandler Building
Lansing, MI
Phone: 517-241-1360
Fax: 517-373-3720
VerevkoA@michigan.gov

The designated MDCH Project Manager is:

Tina Scott
Capitol Commons Building
400 S. Pine Street, Lansing, MI 48910
Phone: 517-241-5650
E-mail: ScottT1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDCH will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at the Chandler Plaza, 300 East Michigan Ave. in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing.

No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

**State of Michigan
MDCH Data Hub Program
Change Request**

A. General Information

Project ID/Acronym:	MDCH Data Hub Program – MICAM Project	Date:	4/10/2014
Controlling Agency:	MDCH & DTMB	Modification Date:	4/22/2104
Prepared by:	Deloitte	Control Number (from Control Log):	CHG-2014-000203

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved with this system/project or who will become involved during its lifecycle.

Change Control

Revision Date	Author	Section(s)	Summary
4/10/2014	Deloitte & Touche LLP	All	Initial Draft
4/22/2014	Deloitte & Touche LLP	B – Requestor Information; Business Impact	Updated per Initial Change Request Review meeting.

B. Requestor Information

Proposed Change Description and References

This is a Change Request (CR) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

The State of Michigan ("State") has requested Deloitte & Touche LLP ("Deloitte & Touche") to include MiPage, myHealthButton (myHB) and Member Portal (MP) applications to the Phase 1 of the MICAM Project. In addition, the State has requested Deloitte & Touche to extend the Deloitte & Touche MICAM team to assist with deployment of the MICAM system in Production and Sandbox environments as per the revised schedule, discussed between the State and Deloitte & Touche leadership in the meeting held between 3:00 – 3:30 pm ET on 4/4/2014. This CR is written in response to the State's request and defines the scope of work to be executed.

Impact of Not Implementing Proposed Change

Business Impact:

- Inability to realize DTMB and DCH vision of rolling out the MICAM with the State's Citizen facing Mobile (i.e., MiPage and myHB) and Web (i.e. MP) applications in Phase 1.
- Inability to realize DTMB and DCH vision of secure and simplified user experience to State provided services / applications.

Technical Impact:

- Security functionality in terms of authentication and authorization will continue to be carried out at individual applications and not centralized into the MICAM solution.
- Enhanced citizen user experience through Single Sign-on (SSO) for the In-scope applications cannot be realized.

Alternatives

None

C. Initial Review Results of the Change Request

Initial Review Date: 4/11/2014

Assigned to: Carmen Redwine, Vik Bansal, and Joe Old

☒ Approve for Impact Analysis

☐ Reject

☐ Defer Until:

Reason:

D. Initial Impact Analysis

Baselines Affected

- **Cost:** The scope of the services described in this CR will be provided on a "Fixed Fee" (FF) services. We have estimated professional services fees of **\$1,110,006.00**. The cost associated with each of these services is specified below:
 - Application Integration: \$ 390,000.00
 - MICAM Phase 1 Extension: \$720,006.00

Note: The cost for myHealthButton and MiPage integrations is adjusted against the original MIHIN and BUYIN integrations.

This price is separate and distinct from the original Deliverable and Milestone price list. The CR status will be tracked via weekly status reports, reviewed with the State Project Manager for scope, schedule, resources, and forecast. The professional services fees will be invoiced to State based on the revised cost breakdown structure specified in Appendix B of this CR.

- **Configuration**
 - Execution of this CR will add new services and configurations into the proposed phase 1 MICAM solution
 - The in-scope applications may require configuration changes on the application side to facilitate the integration with MICAM

Configuration Items Affected

- MICAM for Citizens
- MICAM for Workers

Cost/Schedule Impact Analysis Required?

☒ Yes

☐ No

Impact on Cost

\$1,110,006.00

Impact on Schedule

Services will commence upon approval of change request and continue till the implementation of MICAM Phase 1.

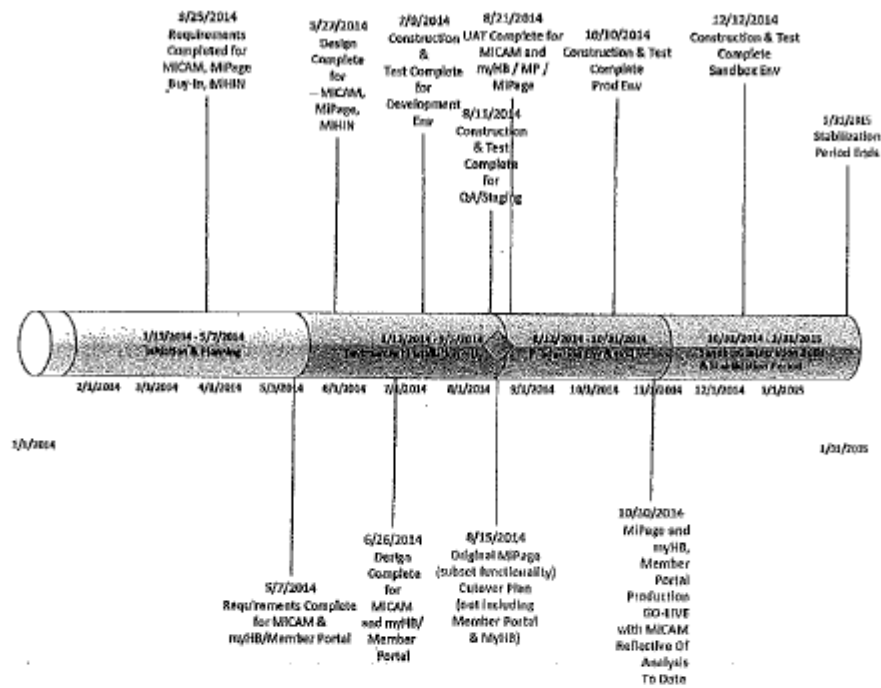


Figure 1: MICAM Phase 1 timelines

Impact on Resources

Deloitte & Touche will extend the existing team and onboard additional resource to assist with the deployment and application integration activities identified in the scope of this CR.

Final Review Results

Review Date:

Classification:



High



Medium



Low

E. Impact Analysis Results

Specific Requirements Definition

- Build and Configure Production and Sandbox environments are per the revised timelines
- Integrate MICAM with following application for Single Sign-on (SSO) functionality

- myHealthButton
- Member Portal
- Implement Identity Proofing for MICAM for Citizens Only
- For MICAM Integration with MiPage, the following short term requirements are considered in scope of this CR.
 - Provide MiPage user (who already has MICAM login) with the ability to access multiple secure mobile web applications while only logging in once.
 - Provide MiPage user with the ability to register for an account via the web.
 - Provide MiPage user (who already has MICAM login) with the ability to access multiple secure mobile web and downloadable applications while only logging in once.

Final Recommendation

Approve Change Request.

F. Approval Information

Governance Body: Include all accountable/impacted key project stakeholders.

Approval Signatures

Name	Signature	Date
Cynthia Green Edwards	<i>Cynthia Green Edwards</i>	4-24-14
Karen Parker	<i>Karen Parker</i>	4-24-14
Linda Pung	<i>Linda Pung</i>	4-24-14
Andrea Veivers	<i>Andrea Veivers</i>	4-24-14
Carmen Redburn	<i>Carmen Redburn</i>	4-24-14
Kim Stephen	<i>Kim Stephen</i>	4-25-14

Appendices:

Appendix A: Assumptions

The assumptions and State responsibilities listed in the original MICAM (SOW) are applicable to this Change Request as well. Additionally, it is assumed that:

- The CR status will be tracked via weekly status reports.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA) and Infrastructure Service Request (ISR) etc.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software may affect the project timing and estimated cost.
- State staff will be responsible for executing User Acceptance Testing (UAT) for the MICAM system and with the integrated applications.
- The Sandbox environment will be identical in hardware topology as Development and Integration Environments.
- For MICAM integration with MiPage, the following long term requirements are not considered in scope of this CR.
 - Provide MiPage user (who already has MICAM login) with the ability to login to MiPage.
 - Provide MiPage user with the ability to register for a MiPage account.
 - Provide MiPage user with the ability to subscribe to an application using my MICAM account. Applications might have differing requirements of identity assurance.
- User provisioning in myHealthButton and Member Portal Applications will be handled by the Application Itself.
- myHealthButton will be used by Citizens Only and Member Portal will be accessible by Citizens and Workers.
- Device Identification is not in scope of this Change Request.
- Multi Factor Authentication (MFA) is not in scope of this Change Request.
- IBM Security Access Manager for Web (ISAM) integration with the applications in scope of this CR will be limited to Web-based applications only. Desktop/thick clients are not considered in-scope for this CR.
- ISAM integration with applications for SSO will be limited to coarse grained authorization only. Target applications will be responsible for fine grained authorization.
- State will make the in-scope applications available in Development, QA/Staging, and Production environments for integration. Any delays in availability of applications or required access will impact the integration schedule and will be addressed through a Change Request.
- The Application team is responsible for customizations and configuration changes required for the in-scope target applications/systems to facilitate the integration with MICAM.

- The session timeout functions such as inactivity, logout for in-scope applications will be configured as per the approved MICAM foundational requirements.



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

Project Title: MICAM Phase 1 - MICAM for Workers Build and Configuration CCN	Period of Coverage: 06/26/14 – 02/09/2015
Requesting Department: Michigan Department of Community Health (MDCH)	Date: 07/03/14
DTMB Project Manager: Carmen Redwine	Phone: 517-241-2925
DCH Project Manager: Tina Scott	Phone: 517-241-5650

Brief Description of Services to be provided:

Permissible per approved change request CHG-2014-000289: AOC to PO from ITRAC C20140604-091046 to revise the payment milestone/deliverable dates for Michigan Identity, Credential, and Access Management (MICAM) for Workers Build and Configuration (Quality Assurance and Production Environments) to after the MICAM for Citizens go-live date of 10/30/2014 in Phase 1 of the Michigan Identity, Credential, and Access Management (MICAM) project. PO time frame: 06/26/14 – 02/09/2015.

BACKGROUND:

The State of Michigan (SOM, State), through the Department of Technology, Management & Budget (DTMB), and the Department of Community Health (DCH) has issued this Contract to provide Michigan with an Enterprise solution for Identity, Credential and Access Management; Michigan Identity, Credential, and Access Management (MICAM.)

The MICAM solution will enable user identity authentication, establishment, management and federation for identified user types within the solutions below. The MICAM solution will support access management of State of Michigan systems and services. The MICAM solution will also provide centralized administration and synchronization of user identities to enable user provisioning and de-provisioning of identity and access for state systems.

The project goal is to implement the MICAM solution architecture which offers a Single Sign-On (SSO) solution and identity federation capabilities (IDFED) for managing identities for web-based applications and other applications that can be exposed over the web. This MICAM solution will be the standard for the State of Michigan and may be leveraged for new applications.

PROJECT OBJECTIVE:

In order to meet the MICAM for Citizens go-live date of 10/30/2014 we need to move the MICAM for Workers Build and Configuration (Quality Assurance and Production Environments) to after the MICAM for Citizens go-live date of 10/30/2014 in Phase 1 of the Michigan Identity, Credential, and Access Management (MICAM) project.

SCOPE OF WORK:

Permissible per approved change request CHG-2014-000289, move MICAM for Workers Build and Configuration (Quality Assurance and Production Environments) to after the MICAM for Citizens go-live date of 10/30/2014 in Phase 1 of the Michigan Identity, Credential, and Access Management (MICAM) project. Reduce the stabilization period from 12 to 4 weeks. Reduce the Sandbox Environment Build from 19 servers (Full Configuration) to 8 servers (Barebones Configuration).

TASKS:

Specific tasks include, but are not limited to:

- Deploying MICAM for Workers Quality Assurance/Staging Environment
- Deploying MICAM for Workers Production Environment
- Deploying MICAM for Workers and Citizens in the Sandbox Environment
- Integration / User Acceptance Testing

DELIVERABLES:

Deliverables will not be considered complete until both DCH and DTMB Project Managers have formally accepted them. Deliverables for this project include:

- Weekly Status Report of Activities

ACCEPTANCE CRITERIA:

Deliverables will not be considered complete until DTMB and MDCH Project Manager have formally accepted them.

PROJECT CONTROL AND REPORTS:

A weekly progress report must be submitted to MDCH and DTMB Project Managers throughout the life of this project. This report may be submitted with the billing invoice. Each weekly progress report must contain the following at minimum:

- **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
- **Challenges:** Describe any issues that may result in changes to the statement of work, deviations from the project budget, or delays in the established time line.

SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards.

None

PAYMENT SCHEDULE:

Payment will be made on a time and materials basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoices which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Contracts area will coordinate obtaining Agency Project Manager and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency Project Manager and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

EXPENSES:

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc., unless the State has agreed in advance and in writing to reimburse Contractor for such expenses at the State's current travel reimbursement rates.

PROJECT CONTACTS:

The designated DTMB Project Manager is:

Carmen Redwine
Client Service Director
Michigan Department of Technology Management and Budget (DTMB)
Agency Services – Department of Community Health (DCH)
300 East Michigan Avenue, Chandler Building
Lansing, MI
Phone: 517-241-2925
Fax: 517-373-3720

The designated MDCH Project Manager is:

Tina Scott
Capitol Commons Building
400 S. Pine Street, Lansing, MI 48910
Phone: 517-241-5650
E-mail: ScottT1@michigan.gov

STATE RESPONSIBILITIES:

The project manager will receive direction from DTMB and will be self-managed to execute project deliverables.

DTMB and MDCH will be reviewing and approving the project manager's deliverables.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at the Chandler Plaza, 300 East Michigan Ave. in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing.

No hours over 40 hrs. /week will be permitted without prior written approval of both Project Managers. Any hours over 40 hrs. /week are paid at straight time, no premium pay will be authorized.

**State of Michigan
MDCH Data Hub Program
Change Request**

A. General Information

Project ID/Acronym:	MDCH Data Hub Program – MICAM Project	Date:	6/18/2014
Controlling Agency:	MDCH & DTMB	Modification Date:	6/30/2014
Prepared by:	Deloitte & Touche LLP	Control Number (from Control Log):	CHG-2014-000289

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved with this system/project or who will become involved during its lifecycle.

Change Control

Revision Date	Author	Section(s)	Summary
6/09/2014	Deloitte & Touche LLP	All	Initial Draft
6/18/2014	Deloitte & Touche LLP	All	Updated to reflect reduction due to reduced infrastructure for Sandbox infrastructure and change in stabilization period.
6/27/2014	Debbie Miros	Appendix A - Assumptions	Changed assumption to: A total of 8 servers will be configured for the MICAM Sandbox environment.
6/27/2014	Debbie Miros	Section E – Impact Analysis Results Benefits	Updated benefits to reflect estimated State hosting savings due to the reduced infrastructure for Sandbox infrastructure.
6/30/2014	Debbie Miros	Section E – Impact Analysis Results Benefits	Updated to include only 10 months in FY2015 for hosting savings.

B. Requestor Information

Proposed Change Description and References

This is a Change Request (CR) to the Enterprise Identity, Credential, and Access Management (MICAM) Contract Number 071B3200143 dated September 13, 2013, subject to the terms and conditions thereof.

The State has requested the Deloitte & Touche to implement the MICAM for Workers solution in Production and Quality Assurance (QA) environments after the initial rollout of MICAM for Citizens with MiPage, myHealthButton, and myHealthPortal applications on 10/30/2014. The MICAM for Workers will still be deployed in phase 1 as per the revised schedule, discussed between the State and Deloitte & Touche leadership in the meeting held between 4:00 – 5:00 pm ET on 06/06/2014 and subsequently on 06/17/2014.

Additionally, the State has requested Deloitte & Touche to reduce the phase 1 stabilization period to be 4 weeks instead of initially planned 12 weeks. There is limited risk by reducing the stabilization period as the MICAM team will still be available and building the Sandbox environment. The State has also agreed to reduction in infrastructure from 19 servers to 8 servers to be used for the Sandbox environment build. This will enable an overall savings of 3 weeks of Sandbox environment build. There is no risk to MICAM functionality as the Sandbox environment purpose is limited to patch verification.

This CR is written in response to the State's request and defines the scope of work to be executed.

Impact of Not Implementing Proposed Change

Business Impact:

- Delay in ability to realize DTMB and DCH vision of rolling out the MICAM with the State's Citizen facing Mobile (i.e., MiPage and myHB) and Web (i.e. MP) applications in Phase 1.
- Inability to realize DTMB and DCH vision of secure and simplified user experience to State provided services / applications.

Technical Impact:

- Security functionality in terms of authentication and authorization will continue to be carried out at individual applications and not centralized into the MICAM solution.
- Enhanced citizen user experience through Single Sign-on (SSO) for the in-scope applications cannot be realized.

Alternatives

- Do not revise the deployment schedule for MICAM for Workers and extend the MICAM team by five (5) weeks for the MICAM for Citizens and Workers rollout on 12/5/2014.

The cost impact of proceeding with this option is also same (i.e. \$ 162,000.00) as for the recommended approach of deploying the MICAM for workers after the initial roll out.

C. Initial Review Results of the Change Request

Initial Review Date: 06/09/2014

Assigned to: Debbie Miros, Vik Bansal, and Joe Old

- ☒ Approve for Impact Analysis
☐ Reject
☐ Defer Until:
Reason:

D. Initial Impact Analysis

Baselines Affected

- **Deloitte Cost:** The scope of the services described in this CR will be provided on a "Fixed Fee" (FF) services. We have estimated professional services fees of **\$162,000.00**. This price is separate and distinct from the original Deliverable and Milestone price list. The CR status will be tracked via weekly status reports, reviewed with the State Project Manager for scope, schedule, resources, and forecast. The professional services fees will be invoiced to State based on the revised cost breakdown structure specified in Appendix B of this CR.
- **Configuration**
 - Execution of this CR will add new services and configurations into the proposed phase 1 MICAM solution

Configuration Items Affected

- MICAM for Workers for QA and Production
- Sandbox Environment – Due to reduction in infrastructure

Cost/Schedule Impact Analysis Required?

☒ Yes

☐ No

Impact on Cost

Deloitte Cost: \$162,000.00

Impact on Schedule

Specified below are the key points with respect to impact on schedule:

- No impact to planned rollout of 10/30/2014 for the MICAM for Citizens with MiPage, myHealthButton, and myHealthPortal applications.
- MICAM for Workers deployment in QA and Production environments will commence on 11/7/2014 and will be rolled out at a later date, i.e., 1/23/2015. This date may be further revised based on priorities set by DTMB or DCH.
- Stabilization period for Phase 1 will be 4 weeks instead of originally planned 12 weeks. The stabilization period will start with rollout of MICAM for Citizens in production on 10/30 and will conclude on 12/3/2014.

Note: The revised schedule for MICAM for Workers takes into consideration deployment of environments by extending additional team or adding additional resources and the State holidays for November, December, and January.

The graphic below depicts the revised schedule as proposed for this CR.

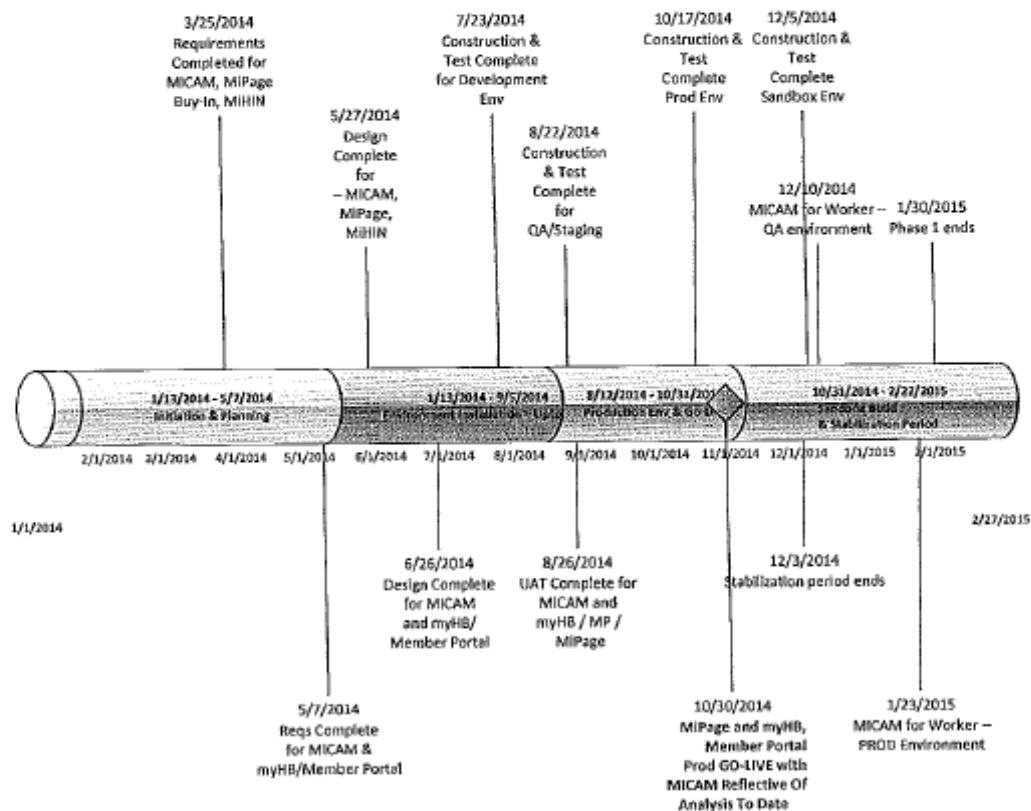


Figure 1: MICAM Phase 1 – High Level Timeline

Impact on Resources

Deloitte & Touche will either extend the existing team and or onboard additional resources for a period of 10 weeks to assist with the deployment activities identified in the scope of this CR.

Final Review Results

Review Date:

Classification: ☒ High ☐ Medium ☐ Low

E. Impact Analysis Results

Specific Requirements Definition

- Build and configure MICAM for Workers as per the revised timelines QA and Production environments
- Test the configuration of the MICAM for Workers in the QA and Production environments
- Provide the stabilization support as per the revised timelines
- The State will reduce infrastructure to be used for the Sandbox environment build

Benefits

- State Hosting Cost Savings:

The table below shows the estimated savings:

	FY2015	FY2016	FY2017	FY2018	5 YEAR TOTAL	Number of Servers
Original Sandbox	\$481,124.00 (10 months)	\$606,216.24	\$636,527.05	\$668,353.40	\$ 2,488,445.50	19
Barebones Sandbox	\$182,176.00 (10 months)	\$229,541.76	\$241,018.85	\$253,069.79	\$ 942,241.60	8
Savings	\$298,948.00 (10 months)	\$376,674.48 (12 months)	\$395,508.20 (12 months)	\$415,283.61 (12 months)	\$ 1,486,414.29	

Final Recommendation

- Recommendation is to approve the change request.

F. Approval Information

Governance Body: Include all accountable/impacted key project stakeholders.

Approval Signatures

Name	Signature	Date
Cynthia Green Edwards	See Email Approval	06/30/14
Karen Parker	See Email Approval	06/30/14
Tina Scott	See Email Approval	06/30/14
Linda Pung	See Email Approval	06/30/14
Andrey Verevko	See Email Approval	06/30/14
Joe Old	See Email Approval	07/01/14

Appendices:

Appendix A: Assumptions

The assumptions and State responsibilities listed in the original MICAM (SOW) are applicable to this Change Request as well. Additionally, it is assumed that:

- The CR status will be tracked via weekly status reports.
- State Project Manager and Deloitte & Touche Project Manager will meet on a weekly basis to review the progress and adjust the scope and timeline as required.
- State is responsible for completing required documentation for satisfying internal processes such as requests for - Enterprise Architecture Solution Assessment (EASA) for Sandbox and Infrastructure Service Request (ISR) etc.
- State is responsible to complete IMAC Process – Before App Load, i.e., server availability, server permission, operational, and application firewall rules in MICAM for worker QA and PROD environments and MICAM for Citizens and Workers in the Sandbox environment before 10/30/2014. Any delay in not meeting these dates will result in additional schedule and potential cost impact.
- A total of 8 servers will be configured for the MICAM Sandbox environment.
- State will be responsible for UAT testing for MICAM for Workers as per the revised timelines.
- Delays or unavailability of State or Application team resources, access to various support teams, hardware or software may affect the project timing and estimated cost.