



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
320 S. Walnut Street 2nd Floor Lansing, MI 48933
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **15**

to

Contract Number **MA200000001272**

| | |
|-------------------|-------------------------------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC |
| | 28081 Southfield Road |
| | Lathrup Village MI 48076-2816 |
| | Justin Shaulis |
| | 517-803-3217 |
| | j.shaulis@kunzleigh.com |
| | CV0036059 |

| | | | |
|--------------|-------------------------------|-----------------------|---------|
| STATE | Program Manager | Various | Various |
| | | | |
| | | | |
| | Contract Administrator | Sarah Platte | DTMB |
| | | 5172192406 | |
| | | PlatteS3@michigan.gov | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD Food Inspection & Enforcement System | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| July 21, 2020 | July 31, 2023 | 7 - 12 Months | July 31, 2025 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (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"/> | | |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$6,773,017.00 | \$1,404,078.00 | \$8,177,095.00 | | |

| DESCRIPTION |
|--|
| <p>Effective 1/28/2025, the parties add the attached Statement of Work for the purpose of upgrading the current application. This will be achieved by incorporating essential enhancements identified and prioritized by MDARD for key business areas that rely on its existing functionality. \$1,404,078.00 in funding will be used to support the work that will be completed.</p> <p>Additionally, the State is making an administrative adjustment to the Contract cover page value. On CN # 14, the Aggregate Contract Value was incorrectly listed as \$10,513,348.00. At the signing of this Change Notice, the correct Aggregate Contract Value is \$8,177,095.00. This correction ensures the SIGMA Not to Exceed value matches the Contract value.</p> <p>All other terms, conditions, specifications, and pricing remain the same. Per Contractor and Agency agreement, DTMB Procurement, and State Administrative Board approval on 10/24/2023.</p> |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |
| MDARD | Joe MacPhee | 906-284-0358 | macpheej@michigan.gov |
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |

STATEMENT OF WORK - IT CHANGE NOTICE

| | |
|--|-------------------------------|
| Project Title: FIRST (Food Inspection Regulatory System Technology) Enhancements | Period of Coverage: |
| Requesting Department: MDARD | Date: 1/9/2025 |
| MDARD Product Manager: Ken Settimo | Phone: 517-388-3510 |
| DTMB Project Manager: Laura Brancheau | Phone: 517-618-9646 |

Brief description of services to be provided:

BACKGROUND:

MA 200000001272, FIRST (Food Inspection Regulatory System Technology) is an established MDARD custom built software application used by the Bureau of Food Safety and Animal Health. The department would like to make changes to the existing application to support the ever-changing MDARD inspection ecosystem.

PROJECT OBJECTIVE:

The objective of this project is to upgrade the current application by incorporating essential enhancements identified and prioritized by MDARD for key business areas that rely on its existing functionality.

A capacity-based approach will enable deeper collaboration that allows the project team to focus on solving critical business problems that are not reflected in the existing set of Contract requirements, migration/conversion tasks, and integrations.

Team capacity (in hours) will be directed by the MDARD Agency Product Manager to focus effort toward discovering, developing, testing, training, and releasing solutions based on a prioritized backlog of enhancements.

SCOPE OF WORK:

To ensure maximum flexibility, this project will adopt a capacity-based resource model using the Agile Scrum development methodology. The State of Michigan and the Contractor will collaboratively determine the prioritization of work through ongoing project meetings. A prioritized list of system requirements has been provided and is ready for design. As a result, the Contractor will immediately start on application design and development, creating a backlog for the dedicated development team based on prioritization inputs from the State. A project kickoff and Sprint 0 is not required for this work; however, weekly project status meetings will be held to allow both the Contractor and the State of Michigan to assess progress and determine if adjustments to sprint timing, release timing, or resources are necessary to complete the proposed prioritized activities.

The following business areas have been identified and will be used to develop the content for each development sprint, pending MDARD Product Manager priority discretion.

STATEMENT OF WORK - IT CHANGE NOTICE

| Functional Area |
|--------------------------------|
| Complaint Enhancement |
| Dashboard Enhancement |
| Enforcement Enhancement |
| Entity Enhancement |
| Entity-Letter Enhancement |
| Inspection Enhancement |
| Lookup Enhancement |
| LPS-FIRST Enhancement |
| Purge Enhancement |
| Sample Enhancement |
| Task Enhancement |
| Bottled Water/Water Dispensary |

TASKS:

Technical support provided by DTMB is needed to assist with the following tasks:

- Software Change Management Processes
- Infrastructure and network provisioning, configuration, and maintenance

WORK PRODUCTS:

All existing project SUITE documentation will be updated to include appropriate references and information pertaining to the newly added application functionality, where applicable. These documents may include:

- SEM-0185 Sprint Review and Approval
- SEM-0185 Release Review and Approval
- SEM-0607 Test Closure Report
- SEM-0301 Maintenance Plan
- SEM-0302 Software Configuration Management Plan
- SEM-0401 Requirements Traceability Matrix
- SEM-0402 Requirements Specifications
- SEM-0501 Functional Design Document
- SEM-0603 Detailed Test Plan
- SEM-0604 System Design Document and Data Dictionary
- SEM-0702 Installation Plan and Release Notes
- SEM-0703 Training Plan

The Contractor will also develop and manage a bi-weekly status report that will provide updates on the status of the project. The Contractor will continue to work enhancements to the application using three distinct iterative groups of work defined below.

STATEMENT OF WORK - IT CHANGE NOTICE

1) Joint Application Design (JAD)

JADs will start on day 1 and will continue throughout the project. JADs will include functionality specifications from existing requirements using mockups and wireframe techniques. User Stories (US) will be created in Jira and moved into a backlog for backlog grooming to occur by the project team.

2) Backlog Grooming and Sprint Planning

The MDARD Product Manager will work to prioritize work as part of backlog grooming. This grooming will occur iteratively throughout the project. The project team will also perform sprint planning rituals at the beginning of each development sprint to kick-off the sprint and identify what items will be pulled into each sprint. Therefore, resources will dedicate effort monthly to the highest priority items prioritized by the MDARD Product Manager and will move those ranked items forward as part of a release package into production. There is no other promise of functionality outside of a sprint planning cycle.

3) Development/QA Testing, Sprint Demo, and User Acceptance Testing (UAT)

The Lead Developer will record progress in Jira. the Contractor development staff will perform unit testing of software before progressing it to the BA for functional and system integration testing. During this phase, the BA and/or QA Analyst will create user acceptance Test Cases (TCs) based upon defined acceptance criteria.

The Contractor project team will conduct Sprint demo meetings in which they demonstrate the new functionality developed during the Sprint. This provides an opportunity for business feedback. Feedback within the scope of the approved design, depending upon the associated work, can be acted upon before the end of the Sprint, at the beginning of the next Sprint, or added to the backlog to be addressed at a later date.

The MDARD Product Manager, working together with the Contractor and DTMB, will identify the appropriate production release dates based on resource availability, schedules, and or business needs.

PROJECT DELIVERABLES:

The standard tailored SUITE deliverables will be provided; however, the Contractor team will submit to the Agency Product Manager and DTMB Project Manager bi-weekly status reports, which include:

- The Contractor Team Member timesheets that indicate hours worked, including how many capacity hours remain.
- Other project metrics as defined in *Appendix A: Capacity-Based Project Metrics*
- All previously submitted project deliverables will be considered complete and all future project deliverables will be provided using the capacity of the supporting team members.

PROJECT CONTROL AND REPORTS:

No changes to this section

STATEMENT OF WORK - IT CHANGE NOTICE

SPECIFIC DEPARTMENT STANDARDS:

No changes to this section

PAYMENT SCHEDULE:

The State will pay the Contractor upon receipt of properly completed invoice(s) based on the schedule below. Payment will be considered timely if made by DTMB within 45 days after receipt of properly completed invoices.

DTMB will release payments to Contractor upon receipt of properly completed invoices and supporting documentation of the hours expended by the Contractor resources for the associated invoice. Invoices must be submitted to the billing address on the State issued delivery order no more often than monthly. All invoices must reflect actual work completed by invoice date and must be approved by the DTMB and Agency Program Manager prior to payment. Payments to the Contractor are made on a fixed price per invoice allocation and the State may use a hold back to account for any shortage of capacity hours as identified in the supporting documentation provided by the Contractor.

Quality controls will be put into place with tracking and monitoring of all defect/bugs after every sprint, as identified from the Sprint User Story Acceptance metrics and Sprint and Release Defect Density metric in the support documentation provided by the Contractor. These will be reviewed and discussed during the Executive Steering Committee (ESC) meetings. Adjustments will be made from decisions following the ESC meeting and team consent.

Upon completion of this Statement of Work, any hold backs will be released to the Contractor if the Contractor has met all commitments of capacity and source code delivery.

EXPENSES:

No changes to this section

PROJECT CONTACTS:

| | | | |
|--|--|---|---|
| The designated MDARD Product Manager: Ken Settimo Constitution Hall 525 W. Allegan St. Lansing, MI 48933 517-388-3510 settimok@michigan.gov | The designated DTMB EPMO Project Manager: Jill Cullen Atrium, Conn Hall 525 W. Allegan St. Lansing, MI 48933 248-212-8274 cullenj@michigan.gov | The designated DTMB Technical Owner: Shivkumar Singh Atrium, Conn Hall 525 W. Allegan St. Lansing, MI 48933 517-763-1858 singhs1@michigan.gov | The designated Contractor Project Manager: Tony Callan 2164 University Park Dr. Okemos, MI 48864 248-559-7910 a.callan@kunzleigh.com |
|--|--|---|---|

STATEMENT OF WORK - IT CHANGE NOTICE

MDARD RESPONSIBILITIES:

No changes to this section

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

No changes to this section

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

Work hours are not to exceed eight (8) hours a day, Monday through Friday (Standard Business Day), forty (40) hours a week. Normal working hours of 8:00am to 5:00pm are to be observed unless otherwise agreed to in writing. No overtime is permitted.

This delivery order is a release from Contract Number 171-200000001272. This delivery order, statement of work, and the terms and conditions of Contract Number 171-200000001272 constitute the entire agreement between the State and the Contractor.

PROJECT PLAN:

The following team composition detailed within table 1 below will be utilized for this capacity-based effort. The use of full-time equivalent (FTE) represents 153 hours on average per month for a total of 1,836 total capacity hours per year. It is the Contractor's desire to continue using the existing development project warranty resources to transition into this work. This benefits both the Contractor and the State as business specific knowledge is maintained from prior development work.

STATEMENT OF WORK - IT CHANGE NOTICE

Table 1: The Contractor Team and Hours Allocation

| Role | Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 | Month 7 | Month 8 | Month 9 | Month 10 | Month 11 | Month 12 | Total Hours |
|-----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|-------------|
| Program Manager (PgM) | 5.0 | 12.0 | 12.0 | 12.0 | 12.0 | 12.0 | 12.0 | 12.0 | 12.0 | 12.0 | 12.0 | 12.0 | 137.0 |
| Project Manager (PM) | 38.0 | 77.0 | 77.0 | 77.0 | 77.0 | 77.0 | 77.0 | 77.0 | 77.0 | 77.0 | 77.0 | 77.0 | 885.0 |
| Business Analyst Lead | 62.0 | 122.0 | 122.0 | 122.0 | 122.0 | 122.0 | 122.0 | 122.0 | 122.0 | 122.0 | 122.0 | 122.0 | 1404.0 |
| Technical Lead | 77.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 1760.0 |
| Developer | 77.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 1760.0 |
| Developer | 77.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 153.0 | 1760.0 |
| QA Test Lead | 23.5 | 46.0 | 46.0 | 46.0 | 46.0 | 46.0 | 46.0 | 46.0 | 46.0 | 46.0 | 46.0 | 46.0 | 529.5 |

STATEMENT OF WORK - IT CHANGE NOTICE

Invoices will be generated at the first of each month for resources utilized in the prior month. Table 2 below is a schedule of invoices that will be used for this project.

Table 2: Schedule of Invoices

| Event | Start | Finish | Invoice Date | Cost |
|-----------------------|-----------|------------|--------------|-----------------------|
| Feb-25 | 2/17/2025 | 2/28/2025 | 3/1/2025 | \$61,200.00 |
| Mar-25 | 3/1/2025 | 3/31/2025 | 4/1/2025 | \$122,080.00 |
| Apr-25 | 4/1/2025 | 4/30/2025 | 5/1/2025 | \$122,080.00 |
| May-25 | 5/1/2025 | 5/31/2025 | 6/1/2025 | \$122,080.00 |
| Jun-25 | 6/1/2025 | 6/30/2025 | 7/1/2025 | \$122,080.00 |
| Jul-25 | 7/1/2025 | 7/31/2025 | 8/1/2025 | \$122,080.00 |
| Aug-25 | 8/1/2025 | 8/31/2025 | 9/1/2025 | \$122,080.00 |
| Sep-25 | 9/1/2025 | 9/30/2025 | 10/1/2025 | \$122,080.00 |
| Oct-25 | 10/1/2025 | 10/31/2025 | 11/1/2025 | \$122,080.00 |
| Nov-25 | 11/1/2025 | 11/30/2025 | 12/1/2025 | \$122,080.00 |
| Dec-25 | 12/1/2025 | 12/31/2025 | 1/1/2026 | \$122,080.00 |
| Jan-26 | 1/1/2026 | 1/31/2026 | 2/1/2026 | \$122,080.00 |
| Contract Total | | | | \$1,404,080.00 |

STATEMENT OF WORK - IT CHANGE NOTICE

An update to the existing contract rate card is shown in the table below. This new rate card updates *Schedule C pricing* from the original contract listed in *Table 6: Rate Card for Future Enhancements*

The labor rates in Table 3 below will apply to this change notice and future services purchased during the life of the contract.

Table 3: Updated Rate Card

| Staffing Category | Hourly Rate (\$) |
|---------------------------------------|------------------|
| Agile Team Lead | \$180.00 |
| Business Analyst | \$150.00 |
| Business Analyst Lead | \$180.00 |
| Consultant | \$225.00 |
| Contract Administrator | \$175.00 |
| Data Architect | \$180.00 |
| Data Migration / Conversion Lead | \$180.00 |
| Database Administrator/Developer | \$155.00 |
| Developer/Programmer | \$150.00 |
| Functional Lead | \$180.00 |
| GIS Specialist | \$200.00 |
| Help Desk Technician | \$100.00 |
| Integration / Interface Lead | \$180.00 |
| Network Engineer | \$175.00 |
| Organizational Change Management | \$225.00 |
| Organizational Change Management Lead | \$300.00 |
| Production Support Engineer | \$180.00 |
| Program Manager | \$250.00 |
| Project Director / Partner | \$400.00 |

STATEMENT OF WORK - IT CHANGE NOTICE

| Staffing Category | Hourly Rate (\$) |
|-------------------------|------------------|
| Project Manager | \$200.00 |
| QA Test Lead | \$180.00 |
| QA Tester | \$135.00 |
| Scrum Master | \$180.00 |
| Security Officer / Lead | \$200.00 |
| Service Manager | \$180.00 |
| Solution Architect | \$225.00 |
| Sr. Consultant | \$300.00 |
| Subject Matter Expert | \$200.00 |
| Technical Architect | \$180.00 |
| Technical Lead | \$180.00 |
| Technical Writer | \$125.00 |
| Trainer | \$130.00 |
| Training Lead | \$180.00 |
| UI/UX Specialist | \$200.00 |

WARRANTY:

A warranty period will not be provided for this capacity-based model. Instead, the team will continue to address production bugs (defects) and other production operational issues as defined in the existing MDARD Multi-System Maintenance and Support contract.

STATEMENT OF WORK - IT CHANGE NOTICE

Appendix A: Capacity-Based Project Metrics

This chart identifies the project metrics being recorded, published, and disseminated as part of this Contract change.

| Metric | Description | Target Audience | Frequency | Responsible Parties |
|--|--|--|-------------------------------|----------------------------|
| Sprint Velocity | Number of story points completed. – Team’s productivity measure. Used for future planning. Changes in trends can identify potential issues - established by the team performance over the first 3 sprints | Project Leadership Project Executives | Bi-Weekly (After each sprint) | Contractor Project Manager |
| Sprint User Story Acceptance | (Number of User Stories Accepted divided by the Number of User Stories Completed) – Quality measurement identifying the percentage of the original scope that passed inspection/was accepted - Target is 95% after the 3rd sprint, may be adjusted based on team performance | Project Leadership Project Executives | Bi-Weekly (After each sprint) | Contractor Project Manager |
| Sprint to Sprint Velocity Variation | (Count of Actual Story Points minus Count of Planned Story Points) divided by the Count of Planned Story Points)– Efficiency measurement used to identify potential issues if trend change in the team velocity - established by the team performance over the first 3 sprints | Project Leadership Project Executives | Bi-Weekly (After each sprint) | Contractor Project Manager |
| Sprint and Release Defect Density | ((number of Defects found divided by Size (actual in Story Points)) – Quality measure to determine if the development efforts are providing quality code – Target of zero – 10% | Project Leadership Project Executives | Bi-Weekly (After each sprint) | Contractor Project Manager |
| Release Productivity | (Sum total of Story Points Delivered in an Iteration divided by Actual Effort Spent) –Watch trend for future projections of annual support costs and program estimations - established by the team performance over the first 3 sprints | Project Leadership Project Executives | Variable (After each release) | Contractor Project Manager |



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 **MA200000001272**

| | |
|-------------------|-------------------------------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC |
| | 28081 Southfield Road |
| | Lathrup Village MI 48076-2816 |
| | Justin Shaulis |
| | 517-803-3217 |
| | j.shaulis@kunzleigh.com |
| | CV0036059 |

| | | | |
|--------------|-------------------------------|-----------------------|---------|
| STATE | Program Manager | Various | Various |
| | | | |
| | | | |
| | Contract Administrator | Sarah Platte | DTMB |
| | | 517-219-2406 | |
| | | plattes3@michigan.gov | |

| CONTRACT SUMMARY | | | | | | |
|--|-------------------------|------------------------------------|---|-------------------|--|--|
| MDARD Food Inspection & Enforcement System | | | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | | | |
| August 1, 2020 | July 31, 2023 | 7 - 12 Months | July 31, 2024 | | | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | | | |
| | | | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | | | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> Direct Voucher (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"/> | 12 Months | <input type="checkbox"/> | | July 31, 2025 | | |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | | | |
| \$9,727,339.00 | \$786,009.00 | \$10,513,348.00 | | | | |

| DESCRIPTION |
|---|
| <p>Effective 6/21/2024, the parties add the attached Statement of Work for the purpose of adding requirements, changing the schedule. The State is adding \$599,999.00 in funding to support the changes in the Statement of Work.</p> <p>The State also exercises one of the six remaining option years. The new Contract expiration date will be 7/31/2025.</p> <p>Additionally, in order to correct an administrative error from CN 11, \$186,010.00 is being added to the Contract to correct the Aggregate Contract Value. The total value of this change notice is \$786,009.00.</p> <p>All other terms, conditions, specifications, and pricing remain the same. Per Contractor and Agency agreement, DTMB Procurement, and State Administrative Board approval on 10/24/2023.</p> |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|-------|-------------------------|
| DTMB | Laura Brancheau | | BrancheauL@michigan.gov |
| MDARD | Joe MacPhee | | macpheej@michigan.gov |

STATEMENT OF WORK - IT CHANGE NOTICE

| | |
|--|-------------------------------|
| Project Title: Dairy Online Regulatory Inspection System (DORIS) | Period of Coverage: |
| Requesting Department: MDARD | Date: 5/16/2024 |
| Agency Project Manager: Joe MacPhee | Phone: 906-284-0358 |
| DTMB Project Manager: Jill Cullen | Phone: 248-212-8274 |

SUMMARY:

This Statement of Work (SOW) is a Change Notice to Contract No.200000001272 (Contract) between the State of Michigan (State or SOM) and KL&A (“Contractor” or “Vendor”) under the terms of the Implementation Services Agreement (Contract # 200000001272) (“Agreement” or “Contract”). The Parties agree as follows:

Based on information gathered during Sprint 0, adjustments need to be made to the original project scope, schedule, and budget. A summary of these changes is below with detailed requirements listed in Appendix A attached to this document.

- Scope Impact
 - 26 new requirements (add)
 - 29 original requirements with changes
 - 21 no impact (approved)
 - 5 increases (add)
 - 2 decreases (removal)
- Schedule Impact
 - Addition of 5 new development sprints
 - Addition of 1 new Product Increment (PI7)
 - Additional time for MDARD UAT
- Cost Impact
 - Addition of \$599,999 added to project budget.

PROJECT OBJECTIVE:

The Michigan Department of Agriculture and Rural Development (MDARD) Dairy Inspection and Enforcement system (DORIS) will be a robust, responsive Dairy inspection and enforcement system for MDARD granted licenses. The system will allow State of Michigan users to schedule, perform, and follow up on dairy inspection activities quickly and efficiently. Enforcement activities and correspondence functionality will be included within the solution.

DORIS is expected to replace the existing MDARD Bureau of Food Safety and Animal Health legacy systems currently in use for Dairy Inspections. Those include the Michigan Dairy Inspection Systems (MiDIS) and the MDA Dairy Milk Quality System. DORIS will be implemented as a modern and supportable web application based on Angular, Microsoft .NET Core and MS-SQL Server, residing on the State of Michigan’s Next Generation Digital

STATEMENT OF WORK - IT CHANGE NOTICE

Infrastructure (NGDI). The system is e-Michigan compliant and responsive to screen size, allowing end users the flexibility of accessing the new system with State of Michigan approved devices.

The solution will integrate with MiLogin to allow users secured access to the system. Through this secure integration, the solution will match the MiLogin token to an MDARD System administrator-maintained user account. The solution will also use embedded role and group-based security, which allows for easy maintenance of complex security structures.

DORIS will be used to manage dairy inspections efficiently for new license applications, licensed facilities, unlicensed facilities, and additional entities. Since license inspection and management processes can differ depending upon license type, the system will leverage configurable rules with workgroups to route tasks to the appropriate users. It will also provide a configurable dashboard so every user can see the current tasks and will leverage process automation where possible.

KL&A will leverage the already developed, tested, and deployed functionality from the existing MDARD FIRST production system to reduce overall cost to MDARD. This reusability will be realized in major areas of development throughout the project. Figures 1 and 2 below represent details of the FIRST system that will be reusable for DORIS development.

SCOPE OF WORK:

New development work or changes to original development work for the Dairy application as defined by the requirements outlined in **Appendix A** below.

The scope of work for this project has been identified, and correlated work products have been grouped into product increments outlined below. The table shows the grouping based on functional area and identified components to efficiently design and develop the custom system.

Figure 1. Updated Mapping of Product Increments

| Product Increment | Functional Area |
|---------------------|--|
| Product Increment 1 | Entity-Unlicensed Entity Lookup Types-Codes Maintenance |
| Product Increment 2 | Entity * Inspection * Lookup Types-Codes * Sample Templates Assignments Maintenance |

STATEMENT OF WORK - IT CHANGE NOTICE

| Product Increment | Functional Area |
|---------------------|--|
| Product Increment 3 | Inspection Entity * Lookup Types-Codes * Reports Maintenance |
| Product Increment 4 | Enforcement Entity * Milk Quality * Reports Inspection * Samples * Maintenance * Letter |
| Product Increment 5 | Reports Entity * Enforcement Milk Quality * Inspection Samples |
| Product Increment 6 | Licensing System * Fees-Fines * Entity-Licensed Search * Enforcement Workflow Audit - Internal Maintenance * Inspection * Entity * Organization * License Types |
| Product Increment 7 | Search * Dashboard * Assignments * Reports * Audit – Internal * Purge * Operations * Data Migration * |

** Represents change from discovery*

STATEMENT OF WORK - IT CHANGE NOTICE

OUT OF SCOPE:

Any requirement or work requested that is not contained in this statement of work or associated contract will be considered out of scope for this engagement. Pricing for out-of-scope work requests is available upon request.

PROJECT APPROACH:

No changes to the contract as it relates to this section.

TASKS:

No changes to the contract as it relates to this section.

DELIVERABLES:

No changes to the contract as it relates to this section.

ACCEPTANCE CRITERIA:

No changes to the contract as it relates to this section.

PROJECT CONTROL AND REPORTS:

No changes to the contract as it relates to this section.

SPECIFIC DEPARTMENT STANDARDS:

No changes to the contract as it relates to this section.

PAYMENT SCHEDULE:

No changes to the contract as it relates to this section.

EXPENSES:

No changes to the contract as it relates to this section.

PROJECT CONTACTS:

| | | | |
|---|--|---|---|
| The designated MDARD Project Manager: Joe MacPhee Conn Hall 264 Timber Lane Marquette, MI 49855 906-284-0358 macpheej@michigan.gov | The designated DTMB EPMO Project Manager: Jill Cullen Atrium, Conn Hall 525 W. Allegan St. Lansing, MI 48933 248-212-8274 cullenj@michigan.gov | The designated DTMB Technical Owner: Shivkumar Singh Atrium, Conn Hall 525 W. Allegan St. Lansing, MI 48933 517-763-1858 singhs1@michigan.gov | The designated KL&A Project Manager: Tony Callan KL&A 2164 University Park Dr. Okemos, MI 48864 810-207-1007 a.callan@kunzleigh.com |
|---|--|---|---|

AGENCY RESPONSIBILITIES:

No changes to the contract as it relates to this section.

STATEMENT OF WORK - IT CHANGE NOTICE

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

No changes to the contract as it relates to this section.

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 overtime will be permitted.

This purchase order is a release from Contract Number 200000001272 . This purchase order, statement of work, and the terms and conditions of Contract Number 200000001272 constitute the entire agreement between the State and the Contractor.

STATEMENT OF WORK - IT CHANGE NOTICE

PROJECT PLAN and PAYMENT SCHEDULE:

The overall timeline for implementation would increase to approximately 22 months, followed by 30 calendar days of warranty. Major milestones and approximate task durations are identified in Figure 6 below.

Figure 2. Updated Project Plan & Payment Schedule

| Event | New Start | Baseline 1 Start | New Finish | Baseline 1 Finish | New Invoice Date | Baseline 1 Invoice Date | New Amount | Baseline 1 Amount |
|--|-----------|------------------|------------|-------------------|------------------|-------------------------|---------------------------|--------------------|
| Sprint 0/Kickoff | No Change | 10/9/2023 | No Change | 12/11/2023 | No Change | 1/1/2024 | \$373,565.00 No Change | \$373,565.00 |
| Product Increment 1 | No Change | 12/12/2023 | No Change | 1/30/2024 | No Change | 2/1/2024 | \$435,826.00 No Change | \$435,826.00 |
| Product Increment 2 | 2/14/2024 | 1/31/2024 | 4/23/2024 | 4/9/2024 | No Change | 5/1/2024 | \$435,826.00 No Change | \$435,826.00 |
| Product Increment 3 | 4/24/2024 | 4/10/2024 | 7/5/2024 | 6/20/2024 | 7/6/2024 | 7/1/2024 | \$468,799.40 | \$435,826.00 |
| Product Increment 4 | 7/8/2024 | 6/21/2024 | 9/16/2024 | 8/30/2024 | 10/1/2024 | 9/1/2024 | \$468,799.40 | \$435,826.00 |
| Product Increment 5 | 9/17/2024 | 9/3/2024 | 11/27/2024 | 11/13/2024 | No Change | 12/1/2024 | \$468,799.40 | \$435,826.00 |
| Product Increment 6 | 12/2/2024 | 11/14/2024 | 2/19/2025 | 1/7/2025 | 3/1/2025 | 2/1/2025 | \$468,799.40 | \$435,826.00 |
| Product Increment 7 & Bug Remediation | 2/20/2025 | N/A | 5/2/2025 | N/A | 5/3/2025 | N/A | \$468,105.40 | \$0.00 |
| Release UAT | 5/5/2025 | 2/20/2025 | 6/23/2025 | 4/2/2025 | 7/1/2025 | 5/1/2025 | \$373,565.00 No Change | \$373,565.00 |
| Go-Live | 6/24/2025 | 4/3/2025 | 7/8/2025 | 4/17/2025 | 8/1/2025 | 5/1/2025 | \$373,565.00 No Change | \$373,565.00 |
| | | | | | | | \$4,335,650.00 | \$3,735,651 |

WARRANTY:

No changes to the contract as it relates to this section.

MILESTONES AND DELIVERABLES:

No changes to the contract as it relates to this section.

DATA MIGRATION:

No changes to the contract as it relates to this section.

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Appendix A

1. Overview

These requested changes are to develop the Dairy application and implementation.

The specifics of each requirement are listed in section 2, along with the corresponding information captured and approved by MDARD staff. The column definitions for the requirements are defined below.

| Column | Description |
|-----------------|---|
| Req ID | The ID documented within the project system of record |
| Functional Area | The functional area that the requested requirement pertains to |
| Change Type | The type of change in requirement identified <ul style="list-style-type: none"> - New: New requirement added into scope of project - No Impact: Change in original requirement with no impact to scope, timing, or cost - Increase: Original requirement with added scope, timing, and cost - Decrease: Original requirement with removed scope, timing, and cost |
| Req Title | A short title that summarizes the requirement |
| Req Description | A short description of the necessary business, functional, or technical requirement |
| Comments | Additional comments that help better define this requirement and/or the implementation of the requirement |

2. Requirements

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|------------------------|--|--|
| DRSREQ-253 | Maintenance | New | Maintain License Types | The system will allow an authorized user to maintain license type characteristics such as available inspection types with their applicable | <p>The License Types maintenance screen allows a user to set up characteristics about the licenses as it applies to DORIS, but does not allow a user to add/remove/inactivate since license types are controlled by LPS.</p> <p>The maintenance of these types should accommodate for:</p> |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|------------------------|---|---|
| | | | | cadence or applicable regulations. | <p>* Unlicensed (as a type)</p> <p>* Can Milk Trucks</p> <p>** This is a variation of the DTT license type but with certain data characteristics that comes from LPS.</p> <p>** They may have a different set of regulations, or cadence than the DTT overarching license type</p> <p>Allow a user to indicate for each type:</p> <p>* Applicable Inspection Types and their characteristics</p> <p>** For those Inspection Types that have a frequency of inspection, allow the user to indicate the inspection cadence of each inspection type</p> <p>** If the scoring method is used for the license type, allow the user to indicate, at the inspection type level, if the scoring method should be used</p> <p>* Regulations that can be cited when inspecting an entity that holds this license type</p> <p>** User must associate regulations that are specific to the license type</p> <p>** User must associate regulations that apply to all license types</p> |
| DRSREQ-254 | Entity | New | Water/Coolant Sampling | The system will allow a user to track the sampling of Water and Coolant records on an entity. | <p>Not all Water/Coolant records are sampled, currently only Water and Glycol (Coolant). Whether or not sampling takes place is defined at the water and coolant type level (under maintenance).</p> <p>Also defined on for the water and coolant type is the cadence of</p> |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|-------------------------------------|--|---|
| | | | | | <p>sampling, specific to the license type of the entity, as well as the reaction to the results. More specifically, if a results does not meet the standard defined for the type, then resampling has to take place.</p> <p>This requirement covers viewing the samples taken on each water/coolant record of an entity, adding new samples, and recording the sample results. The UI for samples will contain the Sample Detail and Results on one page. For each sample, the results can be manually added.</p> <p>The importing of sample details and related results is a separate requirement.</p> |
| DRSREQ-256 | Entity | New | Upload Water/Coolant Samples | The system will allow a user to upload Sample detail and results to an entity's Water/Coolant detail record from a spreadsheet. | <p>The spreadsheet will be formatted based on the specifications provided by Dairy to the Lab.</p> <p>The upload process will populate the Sample Attributes, for example, the date of the sample, Analysis Requested, sample collection time and conditions, and the sample analysis results.</p> |
| DRSREQ-257 | Inspection | New | Water/Coolant Samples Due Reminder | The system will display a reminder on an inspection to notify the inspector of Water/Coolant samples that are coming due for the entity. | |
| DRSREQ-258 | Dashboard | New | Dashboard Cadence Due Job List Card | The system will allow a user to subscribe to a reminder job list card on their dashboard | The cadence setup dictates what items are listed on this job list card. Initially will include some sampling events, but also non-routine equipment tests such as salt tests. |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|------------------------------|--|---|
| | | | | that includes a list of all upcoming events based on a defined cadence. | <p>* Samples</p> <p>** There are samples that are taken at a cadence kept by the system: Water, Coolant, Vitamin A, Vitamin D. An illegal result on one of this samples accelerates the frequency of sampling, usually to within 30 days.</p> <p>** This dashboard card lists when the samples are due for the different Water/Coolant records, or for Products where Vitamin A/D sampling take place.</p> <p>** Once a sample is taken, the card shows the next sample due date for the corresponding record.</p> <p>* Salt Tests</p> <p>** Equipment Salt-Tests are taken also at a cadence</p> <p>** The next Salt Test will be listed on this card based on the set up of its cadence</p> <p>** Once the test is completed, the card shows the next salt-test due date for the corresponding record</p> |
| DRSREQ-259 | Maintenance | New | Maintain Water/Coolant Types | The system will allow an authorized user to maintain Water and Coolant types and associate them to sample templates to establish analysis standards and define the applicable water/coolant sampling cadences. | <p>Water and Coolant types are standalone records defined under maintenance. There may be types defined for tracking waste, but the main purpose for these records, once associated to an entity, is to track their sampling history.</p> <p>Each type is associated to the applicable license types to establish applicable</p> <p>* Sample analysis standards</p> <p>* Sampling cadences</p> |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|---|--|--|
| DRSREQ-260 | Maintenance | New | Maintain Certified Industry Field Representatives | The system will allow an authorized user to maintain Certified Industry Field Representatives received from LPS and see the list of inspections they have been a part of within DORIS. | <p>Certified Industry Field Representative are licenses given to people in LPS (DFR-). These license applications do not need approval in DORIS or are inspected. The representatives must participate in the inspection process with DORIS in order to receive their certification.</p> <p>The system must provide a way to see the inspections a representative has been a part of. The requirement to add the selection to inspection is separate, but this requirement covers listing the inspections for each representative.</p> |
| DRSREQ-261 | Inspection | New | Indicate Certified Industry Field Representative on Inspections | The system will allow an authorized user to indicate a Certified Industry Field Representative on an inspection. | The selection and addition of the representative on an inspection is allowed during any status of the inspection prior to its completion. Inspection is locked for editing once submitted. |
| DRSREQ-262 | Purge | New | Purge Certified Industry Field Representative Records | The system will purge Certified Industry Field Representative records that have been inactive longer than the retention period for this record type. | <p>Add a purge retention period on the configurable rules, specific to the representative record type. When status changes are received from LPS for this license type, the system must record the status date change to be used in the purge process.</p> <p>Since the representatives could be associated on inspections, existing inspection records that have not been purged stop the purging of otherwise eligible representative records.</p> |
| DRSREQ-264 | Purge | New | Purge Milk Quality Raw Files | The system will purge Milk Quality Raw files that have aged out based on the | This rule is specific to the Milk Quality sample raw files stored on the file server. Add a purge retention period on the configurable rules, specific to these files. The date the file was created will be |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|----------------------------|--|---|
| | | | | indicated retention period for these files type. | used to determine if a file is older than the retention period for these files. |
| DRSREQ-265 | Purge | New | Purge Milk Quality Samples | The system will purge the samples and corresponding results used on the Milk Quality feature that are older than the indicated retention period. | <p>The Milk Quality samples and corresponding results that are part of the Milk Quality feature will be purged based on their separate retention period rules and the date the sample record was created. Allow for separate configurable rules for Producers and Plants.</p> <p>Samples that are not part of the Milk Quality process such as Water, Coolant, Vitamin A, Vitamin D, will be purged when the entity is purged following the entity purge rules.</p> |
| DRSREQ-267 | Entity | New | DMT Licensed Entities | The system will allow enforcement actions and enable drawer components for entities licensed as Dairy Milk Transportation Companies (DMT-). | <p>These entities are not inspected as indicated by a separate requirement. However under some circumstances, enforcement actions may be taken on these entities as well as assessing enforcement fines. This enforcement will require the selection of a citation with the corresponding observations, assessed independently of an inspection.</p> <p>Enable the drawer features as in any other entity including letters.</p> |
| DRSREQ-268 | Organization | New | DMT Related Licenses | The system will display a list of entities that hold Dairy Tanker Truck (DTT-) or Hauler/Sampler (DHS-) licenses that are under this Milk Transportation Company (DMT-). | <p>This list leverages current associations identified in LPS, not the historical due to any transfers of licenses between Milk Transportation Companies.</p> <p>In addition, list the DMT (License Number and Entity Name) as a hyperlink on the Entity Detail screen of its related licenses in DORIS.</p> |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|--|--|--|
| DRSREQ-269 | Operations | New | Merge Application with Existing License Tool | The system will allow an authorized user of the operations feature to merge existing licensed entities or copy details based on established rules. | <p>The tool will allow:</p> <p># Merging of two entities that hold the same license type</p> <p>## Allow for just two license types:</p> <p>### The merging of two Tanker Truck licensed entities</p> <p>### The merging of two Hauler/Samplers licensed entities</p> <p>## Allow for the selection of the entity to be merged and the one to be kept</p> <p>## Capture a record of what the merged entity used to be</p> <p># The copy of water and coolant records and related sampling history</p> <p>## Allow only between:</p> <p>### Licensed Farm entities (between both producer license types)</p> <p>### Licensed Plant entities (between both plant license types)</p> <p>## This is a copy of information; the original entity does not lose it history.</p> <p>## Copy should only be allowed from farm to farm, or plant to plant, but never between plant and farm (or vice versa).</p> |
| DRSREQ-270 | Maintenance | New | Maintain Townships | The system will allow a user to maintain townships and indicate each township's county. | In order to keep consistent values on the townships and allow for possible search by township, the system will allow the maintenance of townships. These townships are associated to counties. |
| DRSREQ-271 | Entity | New | Seasonal Out of Business Cadences | When an entity is within an active seasonal out of business period then stop all | Stopped cadences when applicable include inspection cadences, second warning letter cadence, equipment test cadence. Requirement DRSREQ-76 restarting inspection with another initial inspection once the entity is back in business |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|-------------------------|---|---|
| | | | | cadences except for Water/Coolant Sampling. | Water and Coolant sampling continue with the same cadence regardless of if the entity is within an active period or not. |
| DRSREQ-272 | Entity | New | Out of Business History | The system will display the historical periods when an entity has been seasonal out of business or excluded out of business. | <p>These out of business periods are not related to the entity license status that comes from LPS. The date ranges can come from three different areas of DORIS:</p> <p># Entity was set/reset as Seasonal Out of Business by an authorized user via the Actions on the entity details.</p> <p># Milk Quality feature placed an entity in Summary Suspension due to illegal sample counts, and then reset with the appropriate clearing count (future functionality of Milk Quality feature)</p> <p># The entity is manually set on Summary Suspension and later Reinstated while inspected (future functionality of Inspections feature)</p> |
| DRSREQ-273 | Inspection | New | Record Exclusion Dates | The system will record dates for when an inspector indicates a Summary Suspension and then Reinstatement of an entity on an inspection. | The entity is manually set on Summary Suspension and later Reinstated while inspected. Other requirements cover the setting of this exclusion via the Milk Quality module. The system must identify the difference between the summary suspension triggered from Milk Quality or manually selected by the inspector on the inspection. |
| DRSREQ-274 | Maintenance | New | Maintain Cadences | The system will allow an authorized user to maintain cadence values. | These cadences will be composed of a value representing a number of days or months for example, and the related unit of measurement. The defined cadences will be associated later to indicate the frequency of inspections, equipment test, or sampling of Products/Water/Coolant |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|--------------------------------|--|--|
| DRSREQ-275 | Samples | New | Product Sampling | The system will allow a user to track the sampling of Product records on an entity. | <p>Defined for each product type is the cadence of sampling, specific to the license type of the entity, as well as the reaction to the results.</p> <p>This requirement covers viewing the samples taken on each product record of an entity, adding new samples, and recording the sample results. The UI for samples will contain the Sample Detail and Results on one page. For each sample, the results can be manually added and also be recorded via the leveraged sampling APIs as well.</p> |
| DRSREQ-276 | Samples | New | Sample Analysis Reaction Types | The system will allow a user to choose from a set of predefined reaction types and provide related parameters, for when a sample analysis result does not meet the defined standard. | <p>The reaction types describe the possible functionality paths a sample result can trigger when the result does not meet the standard set up for a specific analysis. Separate requirements describe the relationship between analysis and products or water/coolant records, as well as definition of the Standards.</p> <p>The possible reaction types and their additional parameters are:</p> <p># Illegal Count Tracking (Designed for Milk Quality Analysis except for Drug Residue on Plant Products) ## Selection of Warning Letter Template ## Configuration for 1 Standard # Sample Cadence Tracking (Designed for Water/Coolant sampling and Vitamin A/D) ## Selection of Cadence ## Providing Resample value ## Configuration for 1 or more Standards</p> |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|----------------------------------|---|---|
| | | | | | # Positive Drug Residue Tracking (Designed for Producers Positive Drug module) ## Configuration for 1 Standard # Notify Workgroup (Designed for Plant Product Positive Drug Residue, Phosphatase, and Pathogens) ## Selection of workgroup(s) to notify ## Configuration for 1 Standard # Information Only (Designed for Analytes such as Fat %) ## Selection of one or more analytes. |
| DRSREQ-277 | Milk Quality | New | Milk Quality Invalid Count | The system will reject the sample results from a file when the inhibitor result is different than not found, or when one of the tracked sample analysis types is missing. | The system should mark rejected the sample results file when: # The inhibitor result is missing or has a result different than not found. # The tracked sample analysis types are not all reported - Sample analysis types tracked this way are temperature, bacteria, somatic cell. |
| DRSREQ-278 | Maintenance | New | Maintain Product Sample Analysis | The system will allow an authorized user to setup for each product one or more sample analysis with the corresponding reaction types, parameters, and applicable standards. | Each Analysis is the combination of a Reaction Type (with related parameters) plus one or more standards. The standards are specific to a license type and an analyte (what is being evaluated). The standard provides acceptable result values. |
| DRSREQ-279 | Maintenance | New | Maintain Analyte Standards | The system will allow an authorized user to maintain analyte standards for different license types. | Each Standard includes the analyte and a combination of the acceptable values per license type. The units used on the values must match the units returned from the lab in the sample results. |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|--|--|--|
| DRSREQ-280 | Samples | New | Maintain Water/Coolant Sample Analysis | The system will allow an authorized user to setup for each water/coolant type sample analysis with the corresponding reaction types, parameters, and applicable standards for each of the associated license types. | Each Analysis is the combination of a Reaction Type (with related parameters) plus one or more standards. The standards are specific to a license type and an analyte (what is being evaluated). The standard provides acceptable result values. |
| DRSREQ-281 | Samples | New | Enable Attachments on Samples | The system will allow attachments to be added to sampling events on an entity. | Sampling events encompass all routine samples for Water, Coolant, and Products done outside an inspection. This feature will have the attachments enable and accessible in the drawer. |
| DRSREQ-282 | Samples | New | Violative Condition Resample | When the Sample Cadence Tracking reaction type is used for a Water/Coolant or Product, the system will reset the sampling cadence to the resample value when a violative condition is found from the sample results. | When the Sample Cadence Tracking reaction type has been selected, the user will be able to provide the cadence and the resample time. This will allow the system to reset the cadence, when the standard is not met, from the normal cadence to the resample period, usually 30 days. This requirement covers resampling needed on water samples when positive Coliform or E-Coli came on the sample results of the regular cadence sample. This feature also may apply to Vitamin A/D testing. |
| DRSREQ-283 | Letter | New | Letter Rescinded Status | The system will allow a Rescinded status to be set on a letter currently in Draft status to indicate that it should not be delivered. | The Rescinded status will be set from within a bulk letter mailing tool, to indicate that a letter should not be delivered but still considered "done". This implies that the user interface will lock down all workflow buttons in areas of the application that display letters, as though the letter has been delivered. The UI |

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|------------|--------------------|-------------|-------------------------------------|--|--|
| | | | | | will display the new Rescinded status in any place that letter status is already explicitly displayed. |
| DRSREQ-284 | License Types | New | React to License Type Change in LPS | The system will recognize when LPS changed the license type of an existing entity. | <p>LPS does not have a License Type Adjustment workflow process that requires approval or denial from the inspection system to be completed. Due to the small amount, these changes are handled by the CLU updating the license type directly.</p> <p>When this happens DORIS needs to recognize that there was a license type change and:</p> <ul style="list-style-type: none"> * Generate a notification to the assigned inspector * Notify the director or supervisor as well (recipient of additional notification TBD during JAD) * Reset the cadences of inspection/testing/sampling |
| DRSREQ-23 | Lookup Types-Codes | No Impact | Load Dairy Regulations | Populate the Regulations Lookup table with Dairy program's applicable regulations. | This requirement covers the work to load Dairy regulations into the database. This requirement is also used to enable the Regulations Feature in DORIS. Separate requirements are used to indicate the new fields specific to DORIS and to remove those not longer needed. |
| DRSREQ-36 | FIRST System | No Impact | Leverage Security Functionality | The system will use existing Security functionality as defined in FIRST. | <p>There are different workgroups:</p> <ul style="list-style-type: none"> * Omit: Processing Seniors, Plan Review Seniors, Labeling Seniors, Enforcement Seniors ** Dairy does not utilize Enforcement Seniors, the Supervisor takes over those functions. * Add Pasteurization Specialists |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|-----------|-----------------|-------------|-----------------------------------|---|--|
| | | | | | Also the Users Assignments tab will look different (separate requirement) Security includes management of Users, Groups, and Workgroups, and the assigning of Roles to Groups. |
| DRSREQ-49 | FIRST System | No Impact | Leverage Seizure Functionality | The system will use the existing Seizure functionality as defined in FIRST, without the ability to Defer seizures or later associate them to other inspections. | The seizures will be created at the inspection level associated to a cited violation. All violations are eligible for use on a seizure, DORIS will not use the seizure eligible indicator of the regulation. However, disabled the options to defer and associate, and remove the defer disposition from views. Since there is no concept of violations corrected and uncorrected, remove the restriction from the submit requirements card as well. This includes displaying the seizure information on an entity. Because the seizure is originated from one and only one inspection, remove the list of inspections tab from the Seizure component. |
| DRSREQ-66 | Search | No Impact | Search for Tasks | The system will allow users to search for and view Tasks by a variety of criteria. | Use same Search Fields and Results fields as FIRST, accounting for the different options for DORIS Workgroups. |
| DRSREQ-70 | Dashboard | No Impact | Leverage Existing Dashboard Cards | The system will allow users to add/remove the following cards to the Dashboard: # Recent Activity # Enforcement Requests | Dairy will have to set the documents they want listed under the Frequently Used Documents. Enforcement Requests may need to be adjusted to account for Supervisors performing the work of Enforcement Seniors (workgroup not part of DORIS). Complaints inferring of supervisor functionality may have to be adjusted to the new assignment process of Dairy. |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|-----------|--------------------|-------------|----------------------------------|--|---|
| | | | | # Complaints # Frequently Used Documents | |
| DRSREQ-83 | Dashboard | No Impact | Dashboard Reminder Job List Card | The system will allow a user to subscribe to a reminder job list card on their dashboard that includes a list of upcoming inspections. | Leverages the Schedule Inspections List dashboard card but with some different columns, and with additional filters. However, list all the inspections, more like the produce farms, not just those assigned to an inspector. Possible include in the list the Pasteurization Specialist in addition to the Inspector. The inspection list can be exported. However, this list should exclude unassigned inspections for Trunks and Hauler/Samplers license types which will be listed on a separate dashboard card. Assigned inspections for those license types are included on this list. |
| DRSREQ-88 | Lookup Types-Codes | No Impact | Maintain Products | The system will allow a user to maintain Products. | Instead of having Commodities to associate with Entities or Inspections, DORIS will need the functionality to associate Products to certain Entities. For Example, plants may have: whole milk, 2% milk, cheese, yogurt. Farms may have: fluid goat milk, fluid cow milk, milk for cheese, etc. These products are sampled at certain cadence, with some of the products (low fat content) requiring additional Vitamin A/D sampling. |
| DRSREQ-90 | Sample Templates | No Impact | Maintain Sample Templates | The system will allow a user to maintain Sample Templates for specific Products that can be used to | These sample templates are created for a particular product or water/coolant to control the Analysis that apply to the product or water/coolant type (at the license type level). It also allows for the collection of default values for required fields of the sample. |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|--------------------|-------------|---|---|--|
| | | | | create samples. Allow the creation of Sample Templates for Sample Controls as well. | <p>The template will also include what attributes to display based when used (reduced sampling screen or full leveraged version)</p> <p>The controls may be indicated on the Type of Control (Water Temperature Control, Raw Temperature Control, Pasteurized Temperature Control). We need to fit Dairy into the LIMS interface and clarification of some of these details will be done during JADs.</p> |
| DRSREQ-91 | FIRST System | No Impact | Load Sample Lookup codes | Replace the FIRST Sample Lookup values with those applicable to Dairy. | Replace lookup codes specific to Samples with the values applicable to Dairy. |
| DRSREQ-97 | Entity | No Impact | Maintain Entity Water/Coolant | The system will allow a user to track an entity's water, waste, membrane filtration, digestors, or recirculating water systems. | Alter the current water and coolant (formerly waste) feature to allow for the selection of more robustly defined types by providing the ability to manage Water and Coolant types. The managing of the types is a separate requirement. Adding locations (lat/long) is also tracked as separate requirement. |
| DRSREQ-126 | Inspection | No Impact | Indicate Scoring Method Applicable | The system will allow a user to indicate if the scoring method must be used for inspections conducted on entities based on the entity license type. | The scoring method of calculating the inspections score based on the debits associated with cited violations, only apply to some license types. Initially only applies to entities holding Grade A Farms or Grade A Plants License Types. The License Type/Inspection maintenance (set up) will allow a user to indicate if the scoring method is used, but only applicable to those regulations that are assigned to a Regulation Scoring Category. |
| DRSREQ-127 | Lookup Types-Codes | No Impact | Setup Scoring Category Point Deductions | The system will allow a user to identify the point deduction characteristics that apply to a | Points are assigned by National Milk committee so do not change very often. If the points are updated, they will apply immediately to any inspection not yet submitted. A category of |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|--------------------|-------------|----------------------|--|--|
| | | | | specific Scoring Category: 1) Fixed or variable deductions2) Maximum deductions per category3) Acceptable point deductions for variable deductions | violations has max points that can be assessed on an inspection all together. When the assessed points exceed the maximum for the category, no partial points are debited, that violation is assigned zero points. Some categories have fixed deductions, others allow the inspector to change the value between a limited number of options. |
| DRSREQ-132 | Lookup Types-Codes | No Impact | Maintain Territories | The system will allow a user to maintain territories defined as a county or as the combination of county and township. | On Dairy, the state of Michigan is divided into Regions. Each Region is formed of smaller sections that can either be a full county or sections of a county. Those sections are identified by the township. Do not display Program Area as a field. |
| DRSREQ-133 | Lookup Types-Codes | No Impact | Maintain Regions | The system will allow a user to maintain Regions and indicate the territories that are a part of a particular region. | On Dairy, the state of Michigan is divided into Regions. Each Region is formed of smaller sections that can either be a full county or sections of a county. Those sections are identified by the township. The territories could be defined as a full county, or as a section of a county by combining county and township. Do not display the Program Area field. The Region is displayed on the entity details calculated based on the entity's physical address. Process needs to account for the territory to be just the county or a combination with the township when trying to find a match. |
| DRSREQ-136 | Assignments | No Impact | User Assignments | The system will allow a user to maintain user assignments. | The assignments are comprised of a combination of territories with each of the Dairy license types, including unlicensed. The territories could be defined as a full county, or as a section of a county by combining county and township. |

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| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|-----------------------|--|--|
| | | | | | <p>Leverage the User assignments functionality, as defined in FIRST, but using territories instead of districts and eliminating the program. This requirement also includes replacing the Food license types with the Dairy License types.</p> <p>User assignments will be used to assign inspectors only. Supervisors will be designated at the Region Level (separate requirement).</p> |
| DRSREQ-137 | Assignments | No Impact | Inspector Assignments | The system will leverage functionality of FIRST to assign Inspectors to an entity when it is created based on the entity's physical address's territory and the user's workgroup membership and given assignments. | <p>The assignment functionality covers auto-assigning of a newly created entity, bolding and bubbling up on inspection selection lists (entity assignment, inspector on inspection). Leverage the entity auto-assignment functionality as defined in FIRST, but using territories instead of districts. The territories could be defined as a full county, or as a section of a county by combining county and township.</p> <p>This impacts the auto-assignment of an entity, the bolding/bubbling on the entity assigned feature, the bolding/bubbling on selecting an inspector on an inspection, the bolding on inspector selections.</p> <p>The following entities should be left unassigned:</p> <ul style="list-style-type: none"> * Tanker Truck (DTT-) ** Can Milk Truck - Same License Type but identified as a Can Milk Truck in LPS * Hauler/Sampler (DHS-) |

STATEMENT OF WORK - IT CHANGE NOTICE

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|------------------------|--|--|
| | | | | | This can be accomplish by the administrator leaving those license types unassigned to an inspector on the User Assignments. |
| DRSREQ-138 | Assignments | No Impact | Supervisor Assignments | The system will infer the Supervisor of an entity based on the entity's physical address's territory and the Supervisor assigned to that Region. | <p>The Supervisor assignments for DORIS take place at the Region level. A territory is defined as a combination of County and Township. Those territories are associated with a Region. Use the entity's physical address to identify the entity's territory and then the association between territories and regions to infer the Supervisor.</p> <p>This replaces the FIRST inferring process using User Assignments but only for the Supervisor role. What to do when the Supervisor cannot be inferred continues to be leveraged functionality from FIRST.</p> |
| DRSREQ-141 | Milk Quality | No Impact | Maintain Milk Quality | The system will allow a user to maintain Milk Quality count records received for Dairy Farms (Producers) and Dairy Plants. | <p>For Dairy Farms</p> <ul style="list-style-type: none"> * The records can be created and edited by a user, or created by the processing of input files. Do not allow the deletion of records, but include a status to indicate rescinded, inactive, active. * This is a new feature for administrative use that will allow a user to view, add, edit, remove milk quality counts records. * Most of those records are loaded from a fix width file but The system will allow for manual entry and editing. Milk quality sample counts are provided by permit number, BTU and State Lab, Pickup Date and include results for: Temperature (F), |

STATEMENT OF WORK - IT CHANGE NOTICE

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|--|---|--|
| | | | | | <p>Bacteria (CLNY x 1000), Somatic Cell (x1000), and Inhibitor (not part of the count calculations, but must be not found for the count to be official).</p> <p>For Dairy Plants.</p> <p>* The Samples are generated within DORIS and the results are recorded at the product level where the sample took place. All of this sample results are considered official counts</p> <p>General</p> <p>* Allow authorized users to record a justification for rescinded or inactivated records.</p> <p>* The ability to correct human errors will be part of the functionality.</p> |
| DRSREQ-152 | Milk Quality | No Impact | Subsequent Milk Quality Warning Letter | The system will generate a subsequent warning letter for an entity that has a Milk Quality Status of Warning Letter when receiving a late legal clearing count. | <p>A legal clearing count is considered late if it is received 22 or more days from when the previous warning letter is issued, and the cycle begins again. This is accounted at the sample type level. The subsequent letter is issued due to the lack of receiving a legal clearing count. This rule applies to both Producers and Plants.</p> <p>If the entity goes into Seasonal Out of Business, stop delivery of subsequent warning letters during the out of business period. However, resume the counting and delivery once out of the period. This is stated on a related requirement for</p> |

STATEMENT OF WORK - IT CHANGE NOTICE

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|--|---|--|
| | | | | | [https://kunzleigh.atlassian.net/browse/DRSREQ-271][https://kunzleigh.atlassian.net/browse/DRSREQ-271 smart-link]. |
| DRSREQ-185 | Reports | No Impact | View Somatic Cell Count Investigative Report | The system will allow a user to view the DY-344 Somatic Cell Count Investigative Report for a Routine inspection when Warning Notice has been selected as an option on an inspection conducted on entities holding a producer license type. | The DY-344 Somatic Cell Count Investigative Report is enabled on routine inspections but only viewable when checking the High Counts or Warning Notice options. Should be available for entities holding either a Dairy Grade A Producer license type or a Dairy Manufacturing Producer license type. This is a separate report. This requirement covers adding the additional fields reported to the inspection screen (see report sample). |
| DRSREQ-195 | Reports | No Impact | Evaluation Only on Unlicensed Entities | The system will allow a user to conduct an Evaluation inspection on unlicensed entities identified as Evaluation Only and view the corresponding Inspection Report. | The Evaluation Inspection is available for unlicensed entities that have been identified as Evaluation Only. Other unlicensed entities follow the set up on the License Type maintenance for available inspections (Advisory and Ad-hoc). The report viewable for these Evaluation Inspections is the DY-356H Hauler Sampler Inspection. |
| DRSREQ-22 | FIRST System | Increase | Alter Configurable Rules | Update the configurable rules functionality as defined in FIRST to remove the Program. | Remove the program. |
| DRSREQ-144 | Milk Quality | Increase | Milk Quality Official Counts | The system will be able to accept regular Milk Quality Counts for an entity from the parsed Milk Quality files | Accept one sample reading no less than 20 days apart per entity, referred as official count. When there is more than one sample counts received for the same accepted date. The system will average the counts to create the official count. Sample counts can also be accepted at a different cadence when expecting |

STATEMENT OF WORK - IT CHANGE NOTICE

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|--------------------------------|--|---|
| | | | | processed. Accepted counts are Official Counts. | clearing counts from previous illegal counts received. The auto-enforcement request generation does not depend on an algorithm, but on citing regulations that have been identified as triggering violations. There are clearing counts that are accepted at a different frequency but may come via the same input file (separate requirement). Identified these records as system-generated and set them as active. |
| DRSREQ-196 | Inspection | Increase | Leverage Samples Functionality | The system will leverage existing Sample functionality as defined in FIRST, removing the Comminuted related fields and adding Product Code Date on the General Sample screen and the Inspector Report on Sample. | <p>Leverage the functionality to create samples by providing the general information, sample details, and results, as well as marking samples ready for analysis and identifying results as violative. Keeping the current sample structure allows the system to interact with LIMS via the existing APIs. There are different requirements for the new functionality to create from Sample Template, additional reporting, and reporting not needed. There may be a need to alter the UI to default some fields or to change the required designation. The Sample Analysis Requested and Sample Analysis (both lookup codes) are different for DORIS (separate requirement as well). Include the Chain of Custody reports (both) as is.</p> <p>However, DORIS will not require a Sampling Inspection in order to conduct a Sampling Event. Sampling will be available for:</p> <ul style="list-style-type: none"> * Water and Coolant records to keep track of water and coolant samples * Product records to feed results into the enhanced Milk Quality feature that applies to Plants as well as Producers. |

STATEMENT OF WORK - IT CHANGE NOTICE

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|--------------------------------------|--|---|
| | | | | | ** A product could have more than one associated sample template because of Vitamin A/D testing on low fat fluid milk products. |
| DRSREQ-197 | Inspection | Increase | Leverage Sampling Inspection Type | The system will allow a user to conduct a sampling inspection to include samples on that inspection. | Samples in DORIS could be taken from different places outside an inspection, such as for Water and Coolant in the Water and Coolant area, and for Products in the Products area (separate requirements). This requirement is about enabling the Sampling Inspection functionality of FIRST for when FDD needs to collect environmental samples while conducting an investigation. |
| DRSREQ-199 | Inspection | Increase | Create Samples from Sample Templates | The system will allow a user to select one or more Sample Templates to create a sample for each of the selected templates. | <p>Creating Samples from Templates may happen automatically when the system is creating a sample from a file for a sample not initiated within DORIS as in the case of Water/Glycol sampling. However, the system should allow a user to manually create a sample for Water/Glycol using the related templates.</p> <p>The other way to use these templates is during a sampling event for products (e.g., chocolate milk, 2% milk). The product maintenance screen will allow the association between a product and one or more sample templates.</p> <p>To create a sample for one or more products, allow the user to select the eligible products to be sampled for the list of products associated with the Entity and the corresponding sample template (if more than one for a product). Create sample records for each selected product with at least one Detail based on the template setup. If the product does not have a sample template, allow for the manual creation of the sample (meaning a user</p> |

STATEMENT OF WORK - IT CHANGE NOTICE

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|-----------------|-------------|---------------------------------------|---|---|
| | | | | | <p>populates all required fields).</p> <p>Creating the samples from templates allows a user to create multiple samples with the correct analysis requests that apply to each selected product. Notice that not all products are sampled at the same time as some may not be in production at the time of the sampling event.</p> <p>The template includes the necessary information to create the Sample populating sections of the General information and adding one or more Sample Details. For selection also will be active products that are marked for sample only and that have a template created.</p> <p>To be determine during JAD is how to create the Sample Control - as one Sample with multiple details, or as multiple Samples. Examples of Controls are Pasteurization Temperature Control, Water Temperature Control, Raw Temperature Control.</p> |
| DRSREQ-208 | Inspection | Remove | Create Initial on Unlicensed Entities | The system will allow a user to create an initial inspection on an unlicensed entity. | There cannot be more than one initial inspections. Due to the purging process, it is possible than an Initial inspection is no longer available for an entity; therefore consider that if a Routine inspection was conducted on the entity, an initial Inspection cannot be created either. FIRST does not allow initials and routines created on unlicensed facilities. However, DORIS allows initials, and routines for unlicensed facilities, specifically plant samplers. There is a cadence also established for conducting the next routine on these unlicensed entities. |

STATEMENT OF WORK - IT CHANGE NOTICE

| Req ID | Functional Area | Change Type | Req Title | Req Description | Comments |
|------------|------------------|-------------|------------------------------------|---|--|
| DRSREQ-222 | Licensing System | Remove | Notify DORIS of Deficient Renewals | The Licensing system will create workflow items to serve as a notification to DORIS regarding Deficient Dairy License Application Renewals. | This is the part of the requirement to let DORIS know that the license renewal is Deficient. Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |



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 **13**
to
Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | | | |
| | Justin Shaulis | | Contract Administrator | Sarah Platte | DTMB |
| | 517-803-3217 | | | 517-219-2406 | |
| | j.shaulis@kunzleigh.com | | | plattes3@michigan.gov | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|---|-------------------------|------------------------------------|--------------------------------|---|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2024 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card | | <input type="checkbox"/> PRC | <input type="checkbox"/> Other | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2024 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$5,987,008.00 | \$0.00 | \$5,987,008.00 | | |
| DESCRIPTION | | | | |
| Effective 4/5/2024, the parties add the attached document to make an amendment to the definition and language surrounding "Background Technology" for the KL&A Core software accelerator. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor and Agency agreement, DTMB Procurement, and State Administrative Board approval on 10/24/2023. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |
| MDARD | Joe MacPhee | 906-284-0358 | macpheej@michigan.gov |
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |

Amendment to the IT Professional Services Contract Terms for Contract No. 171-200000001272

The definition of Background Technology **will be replaced in its entirety with the following:**

"Background Technology" means all software, data, know-how, ideas, methodologies, specifications, and other technology in which Contractor owns such Intellectual Property Rights as are necessary for Contractor to grant the rights and licenses set forth in Section 15.1, and for the State (including its licensees, successors and assigns) to exercise such rights and licenses, without violating any right of any Third Party or any law or incurring any payment obligation to any Third Party. Background Technology must be identified as Background Technology in the Statement of Work.

Amendment to Schedule A, Statement of Work for Contract No. 171-200000001272

The following language will be added to Section 8, Software, in Schedule A, the Statement of Work:

Background Technology: KL&A Core software accelerator is hereby identified by Contractor as Background Technology as defined in the Contract Terms.



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 **12**
to
Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | | | |
| | Justin Shaulis | | Contract Administrator | Sarah Platte | DTMB |
| | 517-803-3217 | | | 517-219-2406 | |
| | j.shaulis@kunzleigh.com | | | plattes3@michigan.gov | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|---|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2024 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2024 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$5,987,008.00 | \$0.00 | \$5,987,008.00 | | |
| DESCRIPTION | | | | |
| Effective 11/21/2023, the parties add the attached Statement of Work to adjust the project schedule, as the original start date for the Dairy Inspection and Enforcement System (DORIS) project was delayed. This is a zero dollar change notice. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement Services, and the State Administrative Board on 10/24/2023. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |
| MDARD | Joe MacPhee | 906-284-0358 | macpheej@michigan.gov |

STATEMENT OF WORK - IT CHANGE NOTICE

| | |
|--|-------------------------------|
| Project Title: Dairy Online Regulatory Inspection System (DORIS) | Period of Coverage: |
| Requesting Department: MDARD | Date: 10/17/2023 |
| Agency Project Manager: Joe MacPhee | Phone: 906-284-0358 |
| DTMB Project Manager: Jill Cullen | Phone: 248-212-8274 |

Brief description of services to be provided:

BACKGROUND:

The project kickoff originally planned and baselined for the DORIS project was delayed. Thus, the project invoice schedule needs to be updated.

The original project kickoff was planned for September 11, 2023. The actual project kickoff occurred on October 9, 2023.

PROJECT OBJECTIVE:

No changes to this section

SCOPE OF WORK:

No changes to this section

TASKS:

No changes to this section

DELIVERABLES:

No changes to this section

PROJECT CONTROL AND REPORTS:

No changes to this section

SPECIFIC DEPARTMENT STANDARDS:

No changes to this section

STATEMENT OF WORK - IT CHANGE NOTICE

PAYMENT SCHEDULE:

| Event | Start | Finish | Invoice Date | Amount |
|---------------------------------------|------------|------------|--------------|--------------------|
| Sprint 0/Kickoff | 10/9/2023 | 12/11/2023 | 1/1/2024 | \$373,565 |
| Product Increment 1 | 12/12/2023 | 1/30/2024 | 2/1/2024 | \$435,826 |
| Product Increment 2 | 1/31/2024 | 4/9/2024 | 5/1/2024 | \$435,826 |
| Product Increment 3 | 4/10/2024 | 6/20/2024 | 7/1/2024 | \$435,826 |
| Product Increment 4 | 6/21/2024 | 8/30/2024 | 9/1/2024 | \$435,826 |
| Product Increment 5 | 9/3/2024 | 11/13/2024 | 12/1/2024 | \$435,826 |
| Product Increment 6 & Bug Remediation | 11/14/2024 | 1/7/2025 | 2/1/2025 | \$435,826 |
| Release UAT | 2/20/2025 | 4/2/2025 | 5/1/2025 | \$373,565 |
| Go-Live | 4/3/2025 | 4/17/2025 | 5/1/2025 | \$373,565 |
| | | | | \$3,735,651 |

EXPENSES:

No changes to this section

PROJECT CONTACTS:

No changes to this section

AGENCY RESPONSIBILITIES:

No changes to this section

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

No changes to this section

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

No changes to this section

This purchase order is a release from Contract Number 200000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 200000001272 constitute the entire agreement between the State and the Contractor.



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 **11**
to
Contract Number **200000001272**

| | |
|-------------------|--------------------------------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC |
| | 28081 Southfield Road |
| | Lathrup Village, MI 48076-2816 |
| | Justin Shaulis |
| | 517-803-3217 |
| | j.shaulis@kunzleigh.com |
| | CV0036059 |

| | | | |
|--------------|-------------------------------|-----------------------|-------|
| STATE | Program Manager | Various | MDARD |
| | | | |
| | | | |
| | Contract Administrator | Sarah Platte | DTMB |
| | | 517-219-2406 | |
| | | plattes3@michigan.gov | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2024 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2024 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$5,800,998.00 | \$186,010.00 | \$5,987,008.00 | | |
| DESCRIPTION | | | | |
| Effective 10/26/2023, the State adds \$186,010.00 to the Contract. This funding is being added to correct administrative errors from Change Notice 5 and Change Notice 6. | | | | |
| Additionally, a retroactive Ad Board request for approval on \$356,357.00 in funds is being made to rectify the mistake of not seeking Ad Board approval on Change Notice 5. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement Services, and the State Administrative Board on 10/24/2023. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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 **10**
to
Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | Contract Administrator | Sarah Platte | DTMB |
| | Justin Shaulis | | | 517-219-2406 | |
| | 517-803-3217 | | | plattes3@michigan.gov | |
| | j.shaulis@kunzleigh.com | | | | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|--|------------------------------|------------------------------------|---|-----------------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2024 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card | <input type="checkbox"/> PRC | <input type="checkbox"/> Other | <input checked="" type="checkbox"/> Yes | <input 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"/> | | July 31, 2024 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$2,065,347.00 | \$3,735,651.00 | \$5,800,998.00 | | |
| DESCRIPTION | | | | |
| Effective 9/16/2023, the parties add the attached statement of Work for the purpose of implementing the Dairy Inspection and Enforcement System (DORIS) to the Food Inspection & Enforcement System. This will replace the legacy systems and allow users to quickly and efficiently schedule, perform, and follow up on dairy inspection activities. The State also adds \$3,735,651.00 to the Contract to cover the costs of the implementation. | | | | |
| Additionally, the State formally updates the Contract, in writing, that we will be exercising an option year. This is to correct the mistake of not noting it in Change Notice 9. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement, and State Administrative Board approval on 8/22/2023. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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

| | |
|--|-------------------------------|
| Project Title: Dairy Online Regulatory Inspection System (DORIS) | Period of Coverage: |
| Requesting Department: MDARD | Date: 7/27/2023 |
| Agency Project Manager: Joe MacPhee | Phone: 906-284-0358 |
| DTMB Project Manager: Jill Cullen | Phone: 248-212-8274 |

EXECUTIVE SUMMARY:

The Michigan Department of Agriculture and Rural Development (MDARD) Dairy Inspection and Enforcement system (DORIS), will be a robust, responsive Dairy inspection and enforcement system for MDARD granted licenses. The system will allow State of Michigan users to quickly and efficiently schedule, perform, and follow up on dairy inspection activities. Enforcement activities and correspondence functionality will be included within the solution.

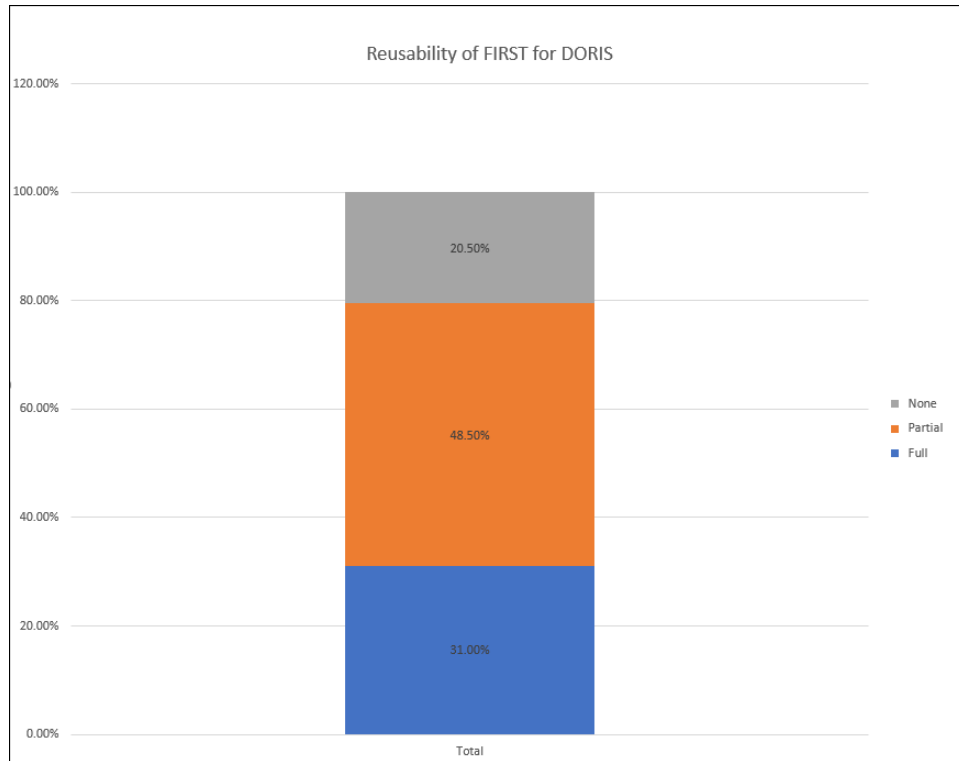
DORIS is expected to replace the existing MDARD FDD legacy systems currently in use for Dairy Inspections. Those include the Michigan Dairy Inspection Systems (MiDIS) and the MDA Dairy Milk Quality System. DORIS will be implemented as a modern and supportable web application based on Angular, Microsoft .NET Core and MS-SQL Server, residing on the State of Michigan's Next Generation Digital Infrastructure (NGDI). The system is e-Michigan compliant and responsive to screen size, allowing end users the flexibility of accessing the new system with State of Michigan approved devices.

The solution will integrate with MiLogin to allow users secured access to the system. Through this secure integration, the solution will match the MiLogin token to an MDARD System administrator-maintained user account. The solution will also use embedded role and group-based security, which allows for easy maintenance of complex security structures.

DORIS will be used to manage dairy inspections efficiently for new license applications, licensed facilities, unlicensed facilities, and additional entities. Since license inspection and management processes can differ depending upon license type, the system will leverage configurable rules with workgroups to route tasks to the appropriate users. It will also provide a configurable dashboard so every user can see the current tasks and will leverage process automation where possible.

KL&A will leverage the already developed, tested, and deployed functionality from the existing MDARD FIRST production system to reduce overall cost to MDARD. This reusability will be realized in major areas of development throughout the project. Figures 1 and 2 below represent details of the FIRST system that will be reusable for DORIS development.

Figure 1. Reusability of FIRST for DORIS Breakdown



Areas of reuse that provide significant savings:

- Reuse of the Complaints module, Enforcement module, Samples module, Offline functionality, and Lab integration
- Reuse of Entity concepts, but Entity types are unique for Dairy
- Partial reuse of the user interface (UI) for maintenance screens
- Partial reuse of the Dashboard (the platform and several cards will be completely reused)

While there is significant savings associated with reuse, there are also unique areas that increase project complexity and cost:

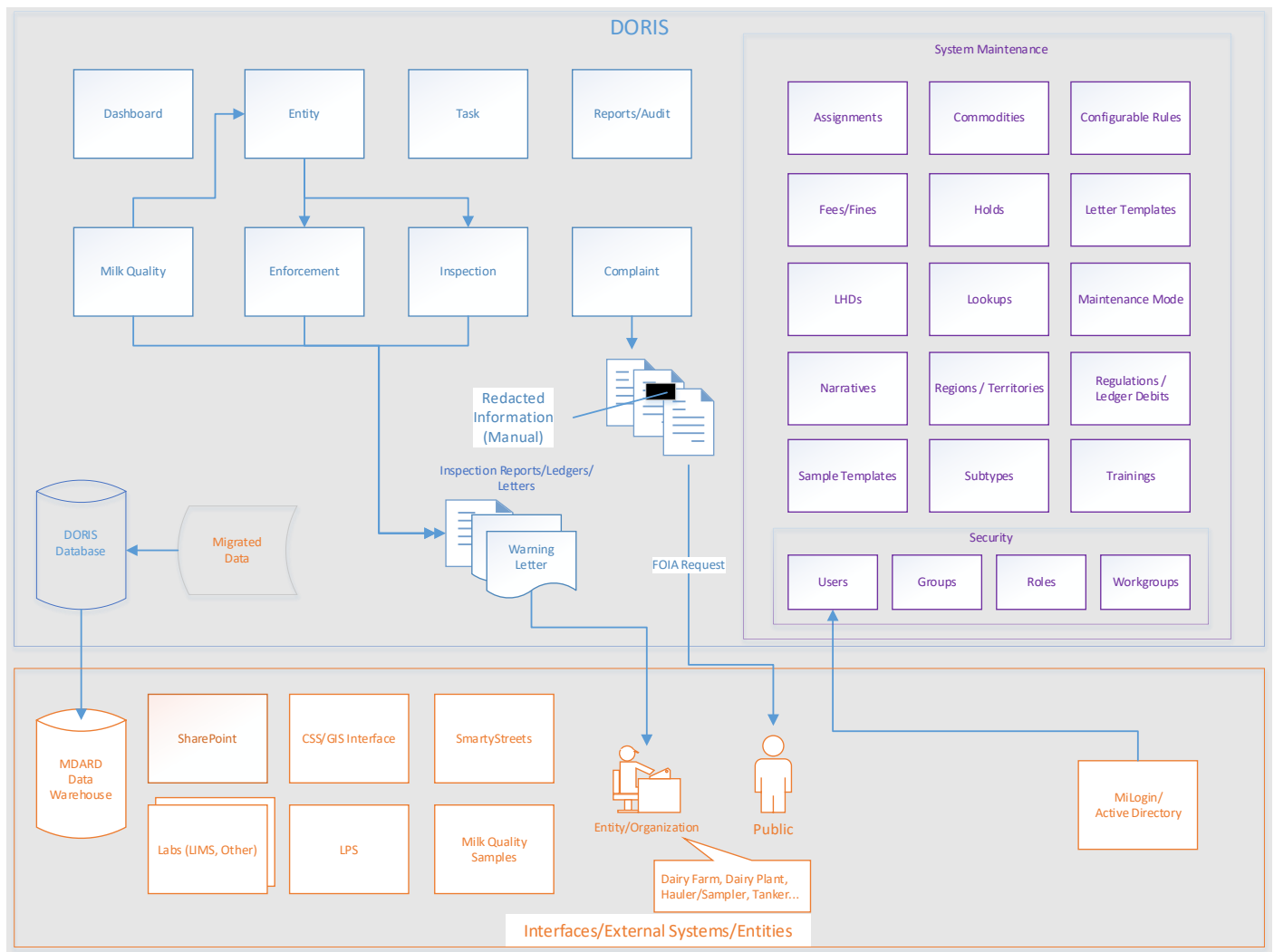
- Features with full reusability still have cost associated to incorporate into a new application, perform internal quality assurance testing, and manage each feature as part of the overall UAT cycle
- New feature development from unique and complex Dairy requirements
 - FDA mandated report outputs
 - Several maintenance screens such as product maintenance, equipment testing procedures, and sample templates
 - Milk Quality
 - Significant and complex new dashboard card providing inspectors new features to view and manage schedules
 - Significant Inspection changes (look and feel, scheduling, data collection, triggering of enforcement, multiple inspections at once, and unassigned inspections)

- Dairy Ledgers and inspection scoring calculations based on regulations
- Data migration is unique and specific to each business area and requires multiple migrations from several legacy systems
- New document storage technology requested by DTMB
- Fundamental features that Dairy has requested to be removed

PROJECT OBJECTIVE:

Using Agile Scrum, KL&A will design, develop, implement, and maintain a custom-developed Dairy Online Regulatory Inspection System (DORIS) using a fit-gap analysis from the existing FDD Food Inspection Regulatory System Technology (FIRST).

Figure 2. High-Level Functional Flow (to-be)



SCOPE OF WORK:

New development work related to the Dairy application as defined by the requirements outlined in **Appendix A** below.

The scope of work for this project has been identified, and correlated work products have been grouped into product increments outlined below. The table shows the grouping based on functional area and identified components.

Figure 3. Mapping of Scope to Product Increments

| Product Increment | Functional Area | Component | Requirement ID |
|----------------------------|---|---|---|
| Sprint Zero | Enforcement Entity Entity-Licensed Entity-Unlicensed FIRST System Inspection Licensing System Lookup | Sprint 0 | 1, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 27, 28, 29, 35, 36, 37, 38, 39, 41, 42, 43, 44, 45, 46, 48, 51, 57, 58, 59, 60, 61, 95, 96, 161, 164, 192, 203, 229, 234, 245, 246 |
| Product Increment 1 | Assignments Entity Fee/Fine FIRST System Inspection Lookup Sample Templates | Configurable Rules Drawer Entity Letters Maintenance Script Users | 20, 21, 22, 30, 31, 32, 33, 34, 53, 53.5, 55, 85, 87, 89, 90, 91, 103, 104, 122, 123, 124, 125, 126, 127, 128, 130, 131, 134, 135, 136 |
| Product Increment 2 | Entity FIRST System Inspection Milk Quality | Entity Inspection Milk Quality Sample Script Seizure | 25, 26, 50, 56, 71, 72, 73.2, 73.3, 74, 75, 92, 94, 97, 99, 100, 102, 112, 129, 132, 133, 138, 139, 140, 141, 142, 143, 144, 146, 147, 148, 153, 155, 189, 191 |
| Product Increment 3 | Enforcement Entity FIRST System Inspection Lookup Milk Quality Reports | Complaint Configurable Rules Entity Inspection Milk Quality Sample Script | 47, 73.1, 73.4, 76, 77, 78, 79, 86, 88, 98, 105, 106, 107, 108, 109, 110, 113, 115, 120, 121, 145, 149, 150, 151, 152, 154, 156, 157, 158, 159, 160, 162, 163, 165, 166, 167, 168, 169, 170.1, 170.2, 171, 172, 173, 174, 175, 176, 194, 230, 231, 232, 233 |
| Product Increment 4 | Enforcement Entity FIRST System Licensing System Reports Samples | Enforcement Entity Inspection Migrate Sample Script | 2, 3, 4, 5, 52, 54, 93, 111, 114, 116, 117, 118, 119, 177.1, 177.2, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 190, 193, 195, 208 |
| Product Increment 5 | Assignments Enforcement Entity FIRST System Inspection Licensing System Reports Search Workflow | Letters LPS Integration Purge Reports Sample-LIMS Search Users | 23, 24, 40, 49, 62, 63, 64, 65, 66, 137, 170.3, 196, 197, 198, 199, 200, 201, 202, 204, 205.1, 205.2, 205.3, 206, 207, 209, 209.5, 210, 211, 212, 212.1, 212.2, 213, 214, 215, 216, 217, 218, 219, 220, 221, 221.5, 222, 223, 224, 225, 226, 227, 228, 244, 247 |
| Product Increment 6 | Audit - Internal Dashboard Search | Audit Dashboard Inspection Search | 67, 68, 69, 70, 80, 81, 82, 83, 84, 235, 236, 237, 238, 239, 240, 241, 242, 243 |

OUT OF SCOPE:

This statement of work does not include the items in the following list. KL&A will work with DTMB and MDARD to develop a separate statement of work to address the specifics of the work that needs to be completed and as such, will be added via Contract Change Notice to the relevant underlying system development contract.

1. Enhancements to other KLA-managed applications that require modification in order to integrate with the new Dairy system
2. Infrastructure (Server, OS, middleware, software libraries) upgrades or migrations that are not the result of a KL&A request
3. Enhancements or new development not already identified within the requirements in Appendix A as a result of an external system API or functionality change, including but not limited to:
 - a. MILogin
 - b. CSS ArcGIS
 - c. LIMS
 - d. SharePoint
 - e. SmartyStreets
 - f. Data fixes that are the result of erroneous processing external to KL&A's applications
 - g. Investigation or development on non-KL&A applications either supplying or consuming data from any KL&A-developed application
 - h. Changes in the format of incoming data files (i.e. ETL) for Milk Quality

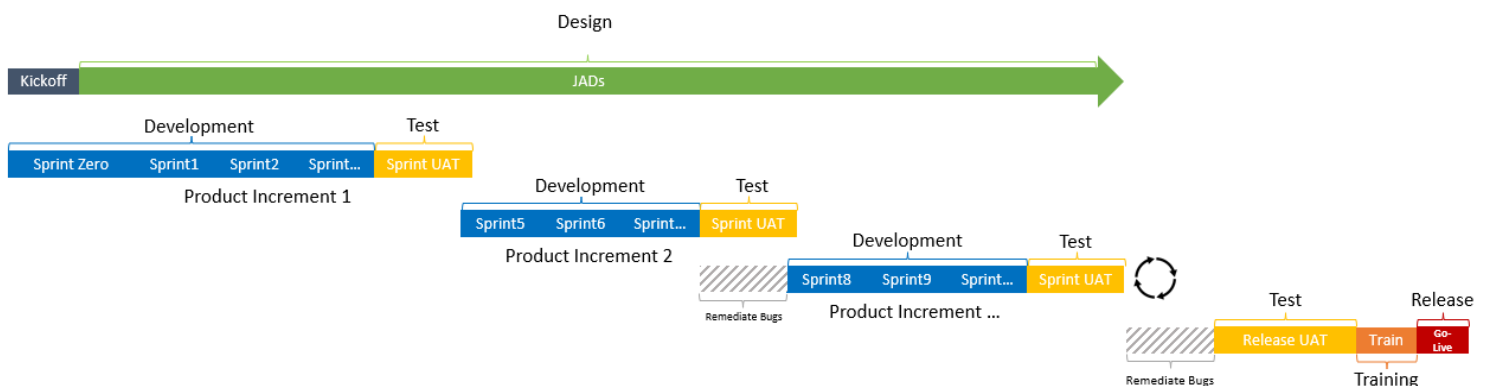
PROJECT APPROACH:

For this project, KL&A plans to use the Agile scrum methodology, using iterative and adaptive techniques for development. The State's SUITE methodology "with tailoring" supports this methodology.

Before development can begin, a period is dedicated to project planning, requirement validation and initial design. We call this phase Sprint 0. Taking the time to go further into discovery and design at the beginning of the project allows for smoother development cycles, a better shared understanding of the solution being developed, and a system that provides real value to the users. For this project, KL&A has allocated 9 weeks for Sprint 0.

We have refined our Scrum approach based on years of client feedback and experience to use client subject matter expert's time more valuably throughout the project and improve project quality. KL&A has carefully considered the interdependencies of functions to group and order development activities in a way that maximizes efficiency, improves delivery consistency, and reduces code refactoring as the project progresses.

Figure 4. High-Level Project Approach



With this approach, KL&A has defined initial groups of functionalities that form a "product increment." Based on information gathered during Sprint 0, the product increments will be refined or reordered causing changes to the Detailed Payment Structure and Work Breakdown. Each product increment (PI) will use the backlog of user stories created during Sprint 0 and through the ongoing design discussions during JAD sessions. These joint application design (JAD) sessions will occur with key business users and subject matter experts. During this phase, KL&A, in collaboration with DORIS users, will break down the business requirements into user epics and user stories, design functional flow and user interfaces, and capture business outcomes. This will ensure an accurate and complete understanding of Dairy's desired functionality. This process will occur continuously throughout the project but will utilize short breaks as needed to support testing cycles and/or bug remediation cycles.

Once the design for the given product increment is approved, the development team will begin development sprint cycles. In the spirit of transparency, each sprint will begin with a sprint review period in which our team will meet with identified Dairy stakeholders to review the work that will be completed in the sprint. Toward the end of the sprint, a demonstration will occur with the project team of the functionality developed during the sprint. Continuous integration quality tools will be used with automated testing to ensure the quality of the product is maintained throughout the life of the project. Sprint retrospectives will also occur internally at KL&A to review how well the sprint went and find opportunities to improve subsequent sprints.

A deployment for each product increment will occur to the designated quality assurance (QA) environment (i.e. SOM dev) so that Dairy users can review and interact with the new functionality using scenario based test scripts to fully exercise the feature. A common practice is to perform user acceptance testing of each user story developed in each sprint. However, many functions will be developed over a series of sprints making it difficult to test as only portions of the function are available. This leaves testers at a deficit and more likely to report false issues/bugs. We have found that this approach requires more effort from all project resources as they must test the same functions repeatedly. With this refined model (see Figure 2 above), KL&A will facilitate a UAT phase at the end of each product increment when users have access to completed modules and functions.

Defects logged will be triaged at any time during the project to validate priority. A priority will be placed on those defects that prevent or block testing. All other defects will be remediated in a future product increment.

Our team will also update all SUITE and end-user documentation at the end of each product increment.

The whole process will begin again for the next product increment, repeating until all the identified requirements have been developed and tested.

After the last product increment, an end-to-end (E2E) formal UAT will be facilitated in which the entire solution will be tested by assigned Dairy users. The KL&A team will triage defects as they are reported and work with the Dairy product owner to prioritize the defects. Our team will remediate critical and blocker defects before the release. Defect reporters will test repaired functions and close the corresponding tickets once they are remediated. Lower-impact defects may be deferred to the warranty phase.

After UAT of the application, training will occur using a train-the-trainer approach. The development team will use this time to continue remediating defects and updating document deliverables. Once the Dairy Product Owner approves the release, we will work with DTMB to deploy the solution to production (go-live).

The data migration will occur after the production go-live of the application to allow for the Dairy team to validate application functionality and prepare for business go-live.

CHANGE MANAGEMENT:

The Agile Scrum methodology involves evolution through continual elaboration. The benefit of Agile Scrum is the ability to act on user feedback, refining design as the project progresses or shifting of priorities, when needed. While striving to employ the benefits of Agile, the project must operate within the confines of a fixed-scope / fixed-price contract with a formal change management process.

To implement the benefits of Scrum while adhering to the defined scope, enhancement requests will be addressed in one of the following ways:

| Type | Description | Change Management Vehicle | Who |
|---|--|--|---|
| Equal Exchanges of In Scope Work | Work items of equal relative size (based on complexity points or effort) can be exchanged (one removed and the other added) without formal change management | Jira and built-in workflow will be used as the system of record for all design and development artifacts Changes will be reflected in the project status report | Dairy Product Owner KL&A Project Manager |
| Change to Existing Requirements | Additional work identified during the design or development phases of the | Jira and built-in workflow will be used as the system of | Change Control Board (CCB) |

| | | | |
|--------------------------|--|--|----------------------------|
| | <p>project or when the scope of an approved requirement is larger than originally anticipated</p> <p>Figure 3 above identifies the requirements that will be completed in each product increment</p> <p>Figure 5 below identifies the start and end dates of each product increment.</p> | <p>record for all design and development artifacts</p> <p>Formal change management as outlined within the Project Management Plan</p> <p>Changes will be reflected in the project status report</p> | |
| New Requirements | <p>Adding of new optional requirements or enhancement requests that are outside of the original scope of work listed within this document</p> | <p>Jira and built-in workflow will be used as the system of record for all design and development artifacts</p> <p>Formal change management as outlined within the Project Management Plan</p> <p>Changes will be reflected in the project status report</p> | Change Control Board (CCB) |
| Impact to Project | <p>Anything that impacts the overall budget, the number of required resources, the number of releases, or the delivery date outlined within this document</p> | <p>Jira and built-in workflow will be used as the system of record for all design and development artifacts</p> <p>Formal change management as outlined within the Project Management Plan</p> <p>Changes will be reflected in the project status report</p> | Change Control Board (CCB) |

TASKS:

Technical support is required to assist with the following tasks:

- DTMB technical staff will be responsible for coordinating extracts from the MDARD data warehouse
- DTMB technical staff will be responsible for all RFC scheduling and approval processes
- DTMB technical staff will be responsible for the configuration and deployment into the QA environment for formal UAT activities
- DTMB technical staff will be responsible for the configuration and deployment into the Production environment
- DTMB technical staff will be responsible for any Web Server or Database activities deemed necessary to help support this activity
- DTMB technical staff will be responsible for all setup, configuration, and maintenance of lower environment server infrastructure needed to support both Sprint UAT (development servers) and Release UAT (QA servers)

DELIVERABLES:

Deliverables will not be considered complete until acceptance and signature by all in-scope individuals. Deliverables for this project include:

Development and Deployment:

- Project Kickoff and Sprint Zero activities
 - Kickoff presentation
 - SEM-0185 Sprint Product Increment Review and Approval
- For each Sprint

- SEM-0185 Sprint Product Increment Review and Approval
- For each Release
 - UAT Completion (SEM-0185, SEM-0607 Test Closure Report)
 - Successful deployment and signoff of application in production environment

All SUITE documentation will be updated to include appropriate references and information pertaining to the newly added requirements, costs, and timeline. These documents may include:

- PMM-0101 Project Charter
- PMM-0102 Project Management Plan
- SEM-0301 Maintenance Plan
- SEM-0302 Software Configuration Management Plan
- SEM-0401 Requirements Traceability Matrix
- SEM-0402 Requirements Specifications
- SEM-0501 Functional Design Document
- SEM-0603 Detailed Test Plan
- SEM-0604 System Design Document
- SEM-0701 Transition Plan
- SEM-0702 Installation Plan
- SEM-0703 Training Plan

ACCEPTANCE CRITERIA:

The designated DTMB and MDARD contacts listed above will approve and sign all completed deliverables.

PROJECT CONTROL AND REPORTS:

A bi-weekly progress report must be submitted to the Agency and DTMB Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each bi-weekly progress report must contain the following:

- **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.
- **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.

PAYMENT SCHEDULE:

Payment will be made on a satisfactory acceptance of each Milestone basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the Agency or approved DTMB invoice contact 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 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.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Joe MacPhee
Departmental Manager
MDARD
Con Hall
264 Timber Lane
Marquette, MI 49855
906-284-0358
macpheej@michigan.gov

The designated DTMB Project Manager is:

Jill Cullen
Project Manager
DTMB
Atrium, Con Hall
525 W. Allegan St.
Lansing, MI 48933
248-212-8274
cullenj@michigan.gov

The designated DTMB Technical Owner is:

Dane Sjoquist
Agency Services SAM
DTMB
Atrium, Con Hall
525 W. Allegan St.
Lansing, MI 48933
517-242-9765
SjoquistD@michigan.gov

AGENCY RESPONSIBILITIES:

MDARD Product Owner, Project Manager, and Subject Matter Experts (SMEs) will be required to assist with the following project activities:

- Attend project kickoff
- Attend discovery and JAD sessions
- Attend Sprint Planning and Demonstration events
- Provide subject matter expertise (SME), as needed
- Participate in Sprint and Release User Acceptance Testing
- Participate in the Release go-live event
- Review and approve project deliverables and SUITE documentation

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at a combination of State of Michigan offices, primarily Constitution Hall in Lansing, MI, KL&A offices in Okemos, MI, and KL&A remote office locations throughout the US.

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 overtime will be permitted.

PROJECT PLAN and PAYMENT SCHEDULE:

The overall timeline for implementation would be approximately 19 months, followed by 30 calendar days of warranty. Major milestones and approximate task durations are identified in Figure 6 below.

Based on a comprehensive complexity evaluation, DORIS development is valued at over \$5M. With the ability to reuse functionality from FIRST and other applications developed by KL&A, we have identified a cost of approximately \$3.7M, passing on a \$1.3M savings to the State of Michigan. This SOW remains in full force and effect without modification for 90 calendar days from the date of submission located at the top of this document, at which time the document will expire and would require further modification.

Figure 5. Project Plan & Payment Schedule

| Event | Start | Finish | Invoice Date | Amount |
|---------------------------------------|------------|------------|---------------|--------------------|
| Sprint 0/Kickoff | 9/11/2023 | 11/8/2023 | 12/1/2023 | \$373,565 |
| Product Increment 1 | 11/9/2023 | 12/27/2023 | 1/1/2024 | \$435,826 |
| Product Increment 2 | 1/2/2024 | 3/12/2024 | 4/1/2024 | \$435,826 |
| Product Increment 3 | 3/13/2024 | 5/21/2024 | 6/1/2024 | \$435,826 |
| Product Increment 4 | 5/22/2024 | 8/2/2024 | 9/1/2024 | \$435,826 |
| Product Increment 5 | 8/5/2024 | 10/14/2024 | 11/1/2024 | \$435,826 |
| Product Increment 6 & Bug Remediation | 10/15/2024 | 1/22/2025 | 2/1/2025 | \$435,826 |
| Release UAT | 1/23/2025 | 3/5/2025 | 4/1/2025 | \$373,565 |
| Go-Live | 3/6/2025 | 3/20/2025 | 4/1/2025 | \$373,565 |
| | | | Total: | \$3,735,651 |

WARRANTY:

All functionality developed, tested, and released will be covered by a warranty period of 30 calendar days, post go-live. Additionally, there is no maintenance and support coverage under this change notice after the included 30 calendar day warranty expires.

MILESTONES AND DELIVERABLES:

The following deliverables have been identified for the development project.

| Milestone Event | Milestone Deliverables |
|-------------------------------|---|
| Sprint Zero | <ul style="list-style-type: none"> • Project Kickoff • Project Charter (PMM-0101) • Project Management Plan (PMM-0102) • Preliminary Enterprise Architecture • Solution Assessment (EASA) • Preliminary Project Schedule • Preliminary Project Backlog • Preliminary SEM-0302 Software • Configuration Management Plan • Preliminary SEM-0603 Detailed Test Plan • Preliminary SEM-0703 Training Plan • Requirement validation / modification • Updated Payment Schedule • Updated Work Breakdown Structure • Initial backlog of Epics and Stories |
| Design and Development | <ul style="list-style-type: none"> • Sprints 1-x: Per Sprint: <ul style="list-style-type: none"> ◦ Sprint Planning ◦ Sprint Demo ◦ SEM-0185 Sprint Review and Approval • Installation on SOM Dev Environment • Updated documentation |

| Milestone Event | Milestone Deliverables |
|--|--|
| Release UAT | <ul style="list-style-type: none"> • Installation on SOM QA Environment • SEM-0702 Installation Plan • User Acceptance Testing (UAT) • SEM-0185 Release Review and Approval • SEM-0606 Test Cases • SEM-0607 Test Closure Report • Installation on Production Environment |
| Project Closeout/Transition to Warranty | <ul style="list-style-type: none"> • SEM-0301 Maintenance Plan • SEM-0302 Software Change Management Plan • SEM-0401 Requirements Traceability Matrix • SEM-0501 Functional Design • SEM-0603 Detailed Test Plan • SEM-0604 System Design • SEM-0606 Test Cases • SEM-0703 Training Plan |
| Production Warranty | <ul style="list-style-type: none"> • Resolution of production defects entered and approved in Jira |

DATA MIGRATION:

KL&A will migrate all data, records and attributes associated with all firms inspected by the State into the Solution. KL&A will work with the State staff to assure queries created by MDARD staff map to the new Solution's physical database design. As part of early sprint construction activities, KL&A will coordinate with the State to identify the source data and will include migration tasks in the development sprints. KL&A will leverage the agency's Smarty subscription for address verification and cleansing for all records prior to being loaded into the Solution. KL&A's approach to the migration will be iterative. During the early portion of Sprint Zero, MDARD, DTMB and KL&A will collaboratively discuss the legacy data as well as the new Solution data needs, including how far back historically data is needed. The following fields will be mapped to actual tables and data elements within the Data Warehouse, and KL&A will begin ETL (Extract, Transform, and Load) development as soon as possible, but typically within the first three product increments:

- License ID
- Establishment Name
- Address
- Inspection Scores and Ledgers
- Historical Inspection Reports with limited data
- Milk Quality Counts

Prior to the migration data being available in the SOM Development environment, MDARD will be responsible for all non-configuration data entry for testing. For example, entering of establishment records prior to being able to start an inspection. If the migrated establishment data is not yet available, MDARD would be responsible for hand entering the records to help facilitate their testing. KL&A will work with MDARD and make efforts to retain the previously entered data as much as possible between sprints to help ease data entry efforts on MDARD. Testing functionality beyond areas that the migration data affects will require MDARD and DTMB to hand enter data as needed.

Once the migration data is available in the SOM testing environment, MDARD and DTMB will be responsible for user acceptance testing of the latest iteration of the ETL process. Contractor will work with the State to identify and track all bad or incorrect data within the source records, including but not limited to:

- Orphaned records
- Duplicate keys
- Invalid dates
- Incomplete addresses
- Incorrect indicators
- Null fields

All data anomalies and cleanup issues are expected to be performed by the State in the source system, and not part of the ETL processes. Contractor will be responsible for addressing any discrepancies resulting from the ETL process. This

iterative process will continue throughout the development phase, allowing for multiple pulls and loads of the data, and multiple validations with the State, with the goal of being the cleanest seed data possible upon system go live. However, due to timing constraints between testing and go-live, MDARD Dairy Operations may need to perform swivel chair for a short period of time adding new data into both systems manually that are outside of the data migration package.

As part of the technical documentation, KL&A will provide a data dictionary of the underlying Solution data structure and data schema documentation. KL&A will perform a walkthrough of this document with selected State staff to ensure they can appropriately modify existing queries to work in the new Solution environment.

Data Migration Warranty Conditions:

KL&A is only responsible for data errors resulting from the translation and loading of legacy data. Data errors deemed to be the result of processing by the current system of record, bad source data from either DTMB or the MDARD system of record, or as part of extraction errors from the MDARD system of record, are not covered under the warranty period or activities and will result in a change management process for managing the change.

ADDITIONAL NOTES:

1. Each development Sprint will be 10 business days in length, excluding State published holidays.
2. KL&A will host a project kickoff meeting at the beginning of the work with Sprint 0 starting directly after.
3. Joint Application Design (JAD) sessions will continue throughout the project until design is completed.
4. Pricing includes costs associated for design, development, testing, warranty, implementation, SUITE documentation, and training for the solution.
5. All code deployed in the State environments will be scanned in the State's QA environment
6. All source code will be provided for each release before the vulnerability scan
7. KL&A will resolve all Critical and High vulnerabilities identified in the vulnerability scans before Go/No-Go decision for each release and resolve medium or low vulnerabilities post-release
8. KL&A access to the State environment will be adjusted, as necessary, to meet SOM policies
9. For the avoidance of doubt, the MDARD FIRST and DORIS Solutions are considered Work Product and the KL&A Core software accelerator is considered Background Technology.

Appendix A

1. Overview

These requested changes are to develop the Dairy application and implementation.

The specifics of each requirement are listed in section 2, along with the corresponding information captured and approved by MDARD staff. The column definitions for the new requirements are defined below.

| Column | Description |
|-------------------------|--|
| Req ID | The ID documented within the project system of record |
| Functional Area | The functional area that the requested enhancement pertains to |
| Work Type | <p>The type of work needed to meet the requested requirement</p> <ul style="list-style-type: none"> - Config Only: Work required to modify existing source code by using configuration only - Custom: Work required to customize existing source code - Data Mig: Work required to perform and support the migration of data from legacy system(s) - Existing Func: Work required to copy existing source code as-is - New Dev: Work to develop new code without using any any existing source code - Omit: Work required to remove functionality from existing source code not desired by Dairy <p><i>Note: Features with full reusability still have effort associated to incorporate into a new application, perform internal quality assurance testing, and manage each feature as part of the overall UAT cycle</i></p> |
| Requirement Title | A short title that summarizes the requirement |
| Requirement Description | A short description of the necessary business, functional, or technical requirement |
| Comments | Additional comments that help better define this requirement and/or the implementation of the requirement |

2. Requirements

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|-----------------|-------------|-------------------------------------|---|--|
| 1 | FIRST System | Config Only | Leverage FIRST System | DORIS will leverage all functionality available in the FIRST system unless specifically excluded or modified. | |
| 2 | FIRST System | Data Mig | Data Migration - Entities | The team will develop the technical method to migrate information for Dairy Licenses from LPS into DORIS. | Dairy has need to migrate data from the old system |
| 3 | FIRST System | Data Mig | Data Migration - Scores/Ledgers | The team will develop the technical method to migrate information regarding inspections scores and ledgers from legacy MiDIS. | Dairy needs to update the details of each entity with information to support the generation of their ledgers |
| 4 | FIRST System | Data Mig | Data Migration - Inspection Reports | The team will develop the technical method to migrate information from their inspection reports repository into DORIS. | Dairy needs to preserve at least three years of PDF inspection reports for audit purposes |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-------------|---|---|--|
| 5 | FIRST System | Data Mig | Data Migration - Milk Quality | The team will develop the technical method to migrate Milk Quality Counts from legacy MiDIS | Dairy needs to preserve at least three years of PDF inspection reports for audit purposes |
| 5.5 | FIRST System | Data Mig | Data migration - Execution | The team will execute the data migrations using the developed technical methods | |
| 6 | FIRST System | Omit | Omit Paper Applications Functionality | The functionality to create paper applications or start an initial from paper application will not be available for selection in DORIS. | Removing of the menu options. Do not display the two options to create paper applications (Create menu and on the Organization page), and omit the Start from Paper Application inspection transition |
| 8 | FIRST System | Config Only | Database Infrastructure | The system will leverage a Microsoft SQL Database. | |
| 9 | Licensing System | Omit | Omit LTA Related Functionality | The functionality to Request/Approve License Type Adjustments on an entity, and respond to an LTA request from Inspection will not be available for selection in DORIS. | Removing of the options on the Entity Details screen and related permissions. Options to respond on the Inspection. See Meeting Minutes of 2022-07-19 for details about the manual process to respond to the small amount of LTAs dairy encounters. Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |
| 10 | FIRST System | Omit | Omit Produce Farms Functionality | The functionality to Create / View/Edit Produce Farms will not be available in DORIS. | Remove the option to Create Produce Farms from the Create menu and the Organization View Screen. |
| 11 | FIRST System | Omit | Omit Prioritized Produce Farms Dashboard Card | The functionality to add the Produce Farms card to the Dashboard will not be available in DORIS. | Remove the option to add the Produce Farms Card to the dashboard. |
| 12 | FIRST System | Omit | Omit Food Algorithm Calculations | The functionality to calculate the prioritization and risk based on the Food algorithm will not be available in DORIS. | The cadence of inspections for Dairy is done by license type/inspection type on a fix cadence from the time the inspection was last conducted (not the last re-inspection). The auto generation of enforcement requests is also done based on different criteria. |
| 13 | FIRST System | Omit | Omit Carry-Forward Violations | The functionality to carry-forward violations from inspection to inspection will not be available in DORIS. | There is no carry-forward by law in Dairy. So Seizures will not be deferred. |
| 14 | FIRST System | Omit | Omit Commodities Functionality | The functionality to maintain commodities and associate them to an entity is not needed. DORIS will use a product list. | Remove the options under the maintenance menu and associating them to entities. DORIS will have a maintenance table for products instead with slightly different fields. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-------------|---|--|---|
| 15 | FIRST System | Custom | Omit Program | DORIS only has a Dairy program, omit the selection and display of the program. | |
| 16 | FIRST System | Omit | Omit Entity LHD | The functionality to assign an LHD to an entity when it is created will not be included in DORIS. The LHD field on the entity details can also be removed. | |
| 17 | FIRST System | Omit | Omit Sample Label Reports | Both Sample label reports will not be available as part of the DORIS Sample functionality. | Dairy will continue to use their own labeling process. |
| 18 | FIRST System | Omit | Omit Setting a Licensed Entity on Hold | Remove the integration between the DORIS application and LPS for placing a Licensed entity on Hold. | <p>KL&A recommends not to add the hold feature between the two system - based on not happening often if ever. CLU can do a manual administrative hold directly in LPS if needed. Even with positive antibiotics, there are suspensions on the spot with 72 hours to rectify the situation, but the licensed is not removed. Not worthwhile to communicate with CLU to just turnaround to release it.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 19 | FIRST System | Omit | Omit MiSafe Interface | The functionality to make inspection reports available for MiSafe needs to be removed from DORIS. | There are many proprietary information on the inspection reports that cannot be made public as is and required manual redacting in case of FOIA requests. |
| 20 | FIRST System | Custom | Leverage Configurable Rules | The system will use existing functionality for Configurable Rules as defined in FIRST. | Configurable rules are used for calculating generated tasks due dates, purge cadences, etc. Leverage those rules set for Food but updated to be Dairy. Adding additional information to these rules is a separate requirement. |
| 21 | FIRST System | Custom | Alter Configurable Rules | Update the configurable rules functionality as defined in FIRST, to remove the Program and add a separate column for license type. | Remove the program and include a column to indicate license type and/or entity type, and or inspection type, instead of including what the rule applies to on the rule name. |
| 22 | Lookup | Config Only | Load Dairy Regulations | Populate the Regulations Lookup table with Dairy program's applicable regulations. | Dairy set of regulations is different than Food's this covers a script to load the table with the applicable regulations |
| 23 | Licensing System | New Dev | LPS Tracking Most Recent Change Date/Time | The Licensing system should include functionality to track the last time each of the primary records including Organizations, Applications, and Licenses are edited and allow the API users/applications to query for a list of records that have changed since a date/time. | <p>There is a wish list item on LPS for this (LPSFSREQ-230), covers the LPS APIs and the types of data that will count as a change.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |

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| 24 | Licensing System | New Dev | Perform LPS Data Synchronization | The system must update entities in DORIS that have had recent changes to tracked data performed in the Licensing System, with the new information from the Licensing System. | <p>The tool will need to query LPS end point to get list of what has changed (delta) since the last time and store a list of results. Then for each one, query the existing endpoints to get the data for the actual full records.</p> <p>For each to the entities that have been updated in LPS, within a determined time period, perform the LPS data synchronization. Leverages current FIRST functionality to synchronized but done not upon visiting the entity, but in batch for a group of modified entities.</p> <p>This impacts only the LPS owned data used by DORIS: Entity Name (Location Name), Physical Address (Location Address), Mailing Address (Organization Address), Entity Status (License Status), Truck Type.</p> |
| 25 | Entity | Custom | Alter DORIS Entity Look and Feel | DORIS must allow the user to see all relevant/important entity information on a single page. | Combine some parts of the overview, details, products, W&W, Training, Related entities of entity into one page, one edit. |
| 26 | Inspection | Custom | Alter DORIS Inspection Look and Feel | DORIS must allow the user to see all relevant/important inspection information on a single page. | Combine some parts of the overview, details, violations, submittal, subtypes of inspection into one page, one edit. |
| 27 | FIRST System | Config Only | Leverage User Creation/Logi n Functionality | The system will use create users via MiLogin, and then allow the assigning of permissions based on security roles. | |
| 28 | FIRST System | Config Only | Leverage Address Standardization | The system will use SmartyStreets to perform address standardization as defined in FIRST. | |
| 29 | FIRST System | Config Only | Leverage CSS/GIS Interface | The system will use CSS/GIS functionality as defined in FIRST. | There are additional places where DORIS will have mapping capabilities, but those will be address by separate requirements. |
| 30 | FIRST System | Config Only | Leverage Attachments Functionality | The system will use existing functionality for Attachments as defined in FIRST. | Attachments (including Camera, Photo Report, Zip): Entity, Inspection, Enforcement, Seizure, Complaint. Attachments remain a drawer function. |
| 31 | FIRST System | Config Only | Leverage Notes Functionality | The system will use existing functionality for Notes as defined in FIRST. | Notes: Entity, Inspection, Enforcement, Seizure, Complaint. Notes remain a drawer function. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 32 | FIRST System | Config Only | Leverage Tasks Functionality | The system will use existing functionality for Tasks as defined in FIRST. | Tasks: Entity, Inspection, Enforcement, Seizure, Complaint. Tasks remain a drawer function. |
| 33 | FIRST System | Config Only | Leverage Contacts Functionality | The system will use existing functionality for Contacts as defined in FIRST. | Contacts: Entity, Inspection, Enforcement. Contacts remain a drawer function. |
| 34 | FIRST System | Custom | Leverage Email Functionality | The system will use existing functionality for sending Emails as defined in FIRST. | Email: Entity, Inspection, Enforcement, Complaint. Complaints include customization for default emails. Emails remain a drawer function. |
| 35 | FIRST System | Config Only | Leverage Notifications Functionality | The system will use existing Notification functionality as defined in FIRST, allowing the user to mark the notification as read/unread or remove the notification. | User Notifications listed inside the application with the ability to mark as read/unread, and remove |
| 36 | FIRST System | Config Only | Leverage Alerts Functionality | The system will use existing alert options as defined in FIRST, including Alerts being posted on the user Dashboard, and optionally configured to be emailed and / or texted. | User Alert Options as setup on user profile: dashboard (minimum option - always included), email, and/or text message |
| 37 | FIRST System | Custom | Leverage Security Functionality | The system will use existing Security functionality as defined in FIRST. | There are different workgroups (possible omitting Processing Seniors, Plan Review Seniors, Labeling Seniors). Also the Users Assignments tab will look different (separate requirement) Security includes management of Users, Groups, and Workgroups, and the assigning of Roles to Groups. |
| 38 | FIRST System | Custom | Leverage Operations Functionality | The system will use existing Operations functionality as defined in FIRST, including Process Log, Data Management Tool, and Synchronization from LPS. | Leverage the system Operations option which includes the Process Log and the Data Management tool. Adjust synchronization to DORIS data. |
| 39 | FIRST System | Config Only | Leverage Reports Functionality | The system will use existing Reports functionality as defined in FIRST to select, provide report parameters, and generate predefined reports either as PDF or CSV files. | Leverage the Report option which includes the selection and generation of reports with or without parameters according to the definition of the actual reports listed. FIRST has two reports defined on this feature, the delinquent report may be of use to Dairy. Other reports will come from the requirement Additional Reports. The reports available on this feature are defined as separate requirements. |
| 40 | FIRST System | Config Only | Leverage LIMS Functionality | The system will use existing API interface to LIMS as defined in FIRST. | Leverage the API calls to send samples to labs set up to received them, received results, and PDFs. The Sample Analysis Requested and Sample Analysis (both lookup codes) are different for DORIS |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|-----------------|-------------|---|--|---|
| 41 | FIRST System | Custom | Leverage Profile Functionality | The system will use existing profile information, user assignments, offline data, as defined in FIRST. | Profile, Assignments, Workgroup, Office Data, Login, Logout, Exit Application, and Online Help functionality as defined in FIRST. Tailoring needed for Assignments to reflect Dairy option, and configuration change for the Online Help URL |
| 42 | FIRST System | Config Only | Leverage Fees/Fines Maintenance Functionality | The system will use existing Fees/Fines Maintenance functionality as defined in FIRST. | Leverage the Fees/Fines feature within Maintenance to set up different Fees/Fines to be used within DORIS. Place the menu option in alphabetical order within the other options under Maintenance. The program is not needed in DORIS |
| 43 | FIRST System | Config Only | Leverage Maintenance Mode | The system will contain Maintenance Mode functionality as defined in FIRST, allowing authorized user access. | |
| 44 | FIRST System | Config Only | Leverage Narratives Functionality | The system will use existing Narratives Maintenance functionality as defined in FIRST, to assist users logging information in DORIS. | Leverage the Narratives feature within Maintenance to set up different narratives to be used within DORIS. Remove Produce Narratives, and start with a clean slate. Leverage how Narratives are connected to the different areas including Complaint, leveraging from the "Food" program. |
| 45 | FIRST System | Config Only | Leverage Subtypes Maintenance Functionality | The system will use existing Subtypes Maintenance functionality as defined in FIRST. | Leverage the Subtypes feature within Maintenance to set up different narratives to be used within DORIS. The program is not needed. Remove Produce Subtypes, and start with a clean slate. The functionality on how to use subtypes will be covered by additional requirements. |
| 46 | FIRST System | Config Only | Leverage LHD Functionality | The system will use existing Local Health Department (LHD) Maintenance functionality as defined in FIRST. | Leverage the LHD feature within Maintenance to set up different LHDs. Populate the maintenance table with the Food LHDs already set up in FIRST |
| 47 | FIRST System | Custom | Leverage Complaints Functionality | The system will use existing Complaints feature as defined in FIRST. | <p>Leverage the Complaint feature as defined in FIRST, with the difference that the LHD Reporting To does not come from the selected implicated entity, and it is editable regardless if the implicated entity exists in the system or not. This includes displaying the complaint information on an entity and allowing the association of a complaint to an inspection. Add a new field to the details tab to record the source of the complaint (phone call, email, etc.).</p> <p>Include a separate field to record how the complaint was received. Eliminate the inferring of the LHD from the implicated entity. The LHD Reporting To will be added with the complaint as needed.</p> |
| 48 | FIRST System | Config Only | Leverage Holds Functionality | The system will use existing Holds functionality as defined in FIRST. | Leverage the Holds feature as defined in FIRST which includes the ability to hold multiple entities from search, old individual entities, automatically "release" holds or manually release them. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 49 | FIRST System | Custom | Leverage Purge Functionality | The system will use the existing Purge functionality as defined in FIRST using Dairy retention periods per License Type. | Leverage the Purge feature as defined in FIRST but allow Dairy to set their own retention values per license type. Also adjust functionality as needed due to Dairy not carrying forward violations or allowing seizures to be deferred. |
| 50 | FIRST System | Custom | Leverage Seizure Functionality | The system will use the existing Seizure functionality as defined in FIRST, without the ability to Defer seizures or later associate them to other inspections. | The seizures will be created at the inspection level associated to a cited violation as currently done in FIRST. However, disabled the options to defer and associate, and remove the defer disposition from views. Since there is no concept of violations corrected and uncorrected, remove the restriction from the submit requirements card as well. This includes displaying the seizure information on an entity. |
| 51 | FIRST System | Custom | Leverage Plan Review Functionality | The system will use the existing functionality to create, maintain, and transform unlicensed Plan Review entities. | The Plan Review functionality as defined in FIRST will be used by DORIS. Requires updating the list of possible Inspection Types to use the list from DORIS and to omit from the list those that cannot be part of the plan review process (both steppers). The function to match the LPS application and transformed the REV functionality is as defined for FIRST. Limit the list of license types that can be selected for a plan review. |
| 52 | FIRST System | Custom | Leverage Enforcement Functionality | The system will use the existing Enforcement functionality as defined in FIRST, with customization of letters, trigger events, actions, and fines. | Like Produce, Dairy does not have Enforcement Specialist, but likewise, can set up users to perform a dual role (i.e., a Supervisor is also an ES). This way the approval process of enforcement can continue to work as defined. |
| 53 | FIRST System | Custom | Letters Customization | The system will use existing functionality for Letters as defined in FIRST, but allow for some customization with Dairy specific laws, and who is the author of the letter. Letter templates will be created as Docx documents. | The headers of the letters for Dairy are different than the letters in FIRST. However, most of those changes are to areas that can be modified by the user directly on the templates. Some letters require different signature instead of the entity supervisor/inspector and that is a change on the process - there are separate requirements for each letter template. The system should be taking advantage of this and updating to Word documents that are docx not doc. |
| 53.5 | FIRST System | Custom | Letter Cloning Audit Trail | The system will record audit information pertinent to the cloning of a letter. | Add an audit summary record when a letter is cloned to indicated what letter was cloned, who did it, and when. This applies for all levels letters are turned on: Entity, Inspection, Enforcement. |
| 54 | Enforcement | Config Only | Enforcement Trigger Events and Actions | Replace the Trigger Events and Actions on enforcement with the values applicable to Dairy program leaving those needed programmatically such as No Action or Superseded. | The list used by Dairy is not as extensive as the one used by Food, but there are new values as well. More details on the values to be collected during JADs. |
| 55 | Fee/Fine | Config Only | Dairy Fees/Fines | Replace the FIRST Fees/Fines with those applicable to the Dairy program. | The set of fees for Dairy is different than the set of fees for Food. Includes loading the fees in DORIS and setting up the configurable |

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| | | | | Update the configurations that identify the second Re-inspection fee, and the plan review fee. Set up the configurations with the Fines for the 3 levels of enforcement corresponding to Positive Drug Residue. | <p>rules for those fees/fines that are added automatically in different parts of the system.</p> <p>These fees need to be set up in LPS as well all the way to MiCaRS appropriately.</p> <p>Fees can be soft deleted to make the fees inactivated within the Fee Maintenance table. This is not fee/fine functionality as specific for inspection or enforcement.</p> |
| 56 | FIRST System | New Dev | Dairy License Types | Replace the FIRST Food License Types and prefixes with those applicable to Dairy. | <p>Replace the list of licenses types and prefixes for Dairy, but include Unlicensed to be used on the assignments functionality:</p> <p>Name, Prefix</p> <p>Dairy Certified Industry Field Representative, DFR-</p> <p>Dairy Grade A Plant, DPA-26</p> <p>Dairy Grade A Producer, DFG-</p> <p>Dairy Hauler/Sampler, DHS-</p> <p>Dairy Manufacturing Plant, DMP-26</p> <p>Dairy Manufacturing Producer, DFM-</p> <p>Dairy Milk Transportation Company, DMT-</p> <p>Dairy Receiving Station, DRS-26</p> <p>Dairy Single Service, DSS-26</p> <p>Dairy Tank Truck Wash, DTW-26</p> <p>Dairy Tanker Truck, DTT-</p> <p>Dairy Transfer Station, DTS-26</p> <p>Dairy Warehouse/Distributor, DWD-</p> |
| 57 | FIRST System | Existing Func | Leverage Quick Search Functionality | The system will use the existing Quick Search functionality as defined FIRST to find entities. | |
| 58 | Entity-Licensed | Custom | Maintain Licensed Entities | The system will allow a user to maintain detail attributes on licensed entities. | The details tracked for Farms (producers) are different than those for the Plants, or Hauler/Samplers, etc. May equate to one entity type per license type. Will reference Farm Information form during design discussions. |
| 59 | Entity-Unlicensed | Custom | Maintain Unlicensed Entities | The system will allow a user to create and maintain unlicensed entities. | Customized the fields, but Create/Edit/Delete functions exist in FIRST for unlicensed entities |
| 60 | FIRST System | New Dev | Record Locking | The system will lock records when a user is editing them to avoid concurrently updating the same record. | This will prevent users from changing the same record concurrently while online. Offline synchronization will continue to upload the information from the offline updated record. |
| 61 | FIRST System | Custom | Leverage Offline Functionality | The system will use existing Offline functionality and allow access to the full catalog of entities, excluding | Dairy needs access to the complete catalog of entities (excluding inactive/expired) with at least one year of historical entity information. Inspectors must be allow to conduct inspections offline on entities they |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | inactive/expired, with at least one year worth of historical entity information such as inspections, milk quality counts, test results. | are not assigned to as they encounter them, so it is important to Dairy not to have to mark entities for offline use ahead of time but have access to all entities. The user interface to mark and unmark entities will be omitted. Modules that are excluded for offline use in FIRST remain excluded such as email, enforcements, LPS interactions. |
| 62 | Search | Custom | Search for Entities | The system will allow users to search for and view entities by a variety of criteria. Include removal of fields not applicable to Dairy and the wiring of 15 new fields. | Remove Food Specific fields that no longer apply to Dairy entities: those removed Entity Details and Inspections, Produce Farm specific fields, Operation Codes, Paper Application Keep GIS Features, view as map/list, and same search results list. |
| 63 | Search | Custom | Customize Pins on Search Results Map viewed as map | For each entity or inspection record pinpointed on the Entity and Inspection Search Results Map, customize the pin color and expanded details. | Dairy wants the pins on the entity search results map to have different colors per entity type. Also customize the colors on the inspection search results map. For both maps, adjust the information displayed when the pin is clicked to expand details (labels, field) |
| 64 | Search | Custom | Search for Inspections | The system will allow users to search for and view inspections by a variety of criteria. | Remove Food Specific fields that no longer apply to Dairy entities. Includes altering the Inspection Search Results fields (Possible Inspection Type, Date in). Keep viewing the last inspection report on the results page. Include removal of fields not applicable to Dairy and the wiring of 10 new fields. |
| 65 | Search | Config Only | Search for Enforcement | The system will allow users to search for and view Enforcement records by a variety of criteria. | Use same Search Fields and Results fields as FIRST. Actions and trigger events may be different from DORIS to FIRST |
| 66 | Search | Existing Func | Search for Tasks | The system will allow users to search for and view Tasks by a variety of criteria. | Use same Search Fields and Results fields as FIRST. |
| 67 | Search | New Dev | Save Search | The system will allow a user to save a search on Entity, Inspection, and Enforcement Searches. | This is similar to the MAEAP feature to save a search so that later it can be used on the dashboard. |
| 68 | Search | New Dev | Maintain Saved Searches | The system will allow a user to maintain saved searches. | This is similar to the MAEAP feature to save a search so that later it can be used on the dashboard. |
| 69 | Search | New Dev | Dashboard Save Search Card | The system will allow a use to subscribe to new dashboard cards related to saved searches. The cards will display either a count of returned rows or display a list of result rows. | This is similar to MAEAP feature but with the selected search specific to the user. On the feature to customize the dashboard have two options to add saved search as count, add saved search as list. Count cards will be added to the left (one column), list counts to the right (two columns) |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 70 | Dashboard | Config Only | Leverage Existing Dashboard Cards | The system will allow users to add/remove the following cards to the Dashboard: 1) Recent Activity 2) Enforcement Requests 3) Complaints 4) Frequently Used Documents. | Dairy will have to set the documents they want listed under the Frequently Used Documents. Complaints inferring of supervisor functionality may have to be adjusted to the new assignment process of Dairy. |
| 71 | FIRST System | Config Only | Applicable Inspection Types | The system will know what Inspection Types are applicable to each entity based on the license type, and what sub-inspections are available based on the inspection types selected on a particular inspection. | There are multiple inspection types with different cadences applicable to entities base on the license type. Additionally, sub-inspections can be made available for selection on depending on what inspection type is checked. |
| 72 | Inspection | New Dev | Inspection Types | The system will allow a user to conduct inspections and sub-inspections for the types that apply to each entity according to the entity's license type. | <p>These are possible inspection types and sub-types:</p> <ul style="list-style-type: none"> * General inspection types: Advisory, Ad-hoc, Initial, Routine, Re-inspection, Sampling * Inspection Types specific to one or more license types: Continuous Flow (Routine, Salt Test, New, Re-seal, Re-inspection), Vat Pasteurization (Routine, New, Re-seal, Re-inspection), Water Sample, Glycol Sample, Receiving Station, Plan Review, Evaluation, Field-Rep Certification * Sub-Inspection Types available when an inspection type is selected: Suspension, Re-instatement, Positive Drug Residue, High Count, Warning Notice, Advisory <p>The water sample and glycol sample are inspections where those samples are taken, but they have their separate cadence and that is why is possible to indicate they were conducted on a particular inspection.</p> <p>Dairy does not have the concept of a "child" inspection because on a re-inspection they could also conduct the routine. So re-inspection is an inspection on its own accord.</p> |
| 73.1 | Inspection | New Dev | Inspection Trigger | The system will know the starting point for the cadence for each inspection type. | <p>Most Routine inspections get started from the first Initial inspection and then continue the cadence from Routine to Routine. Vat Pasteurization Routine start from a Vat Pasteurization Routine New. Continuous Flow Routine start cadence from a Continuous Flow New. Water and Glycol samples cadence starts from the previous selection.</p> <p>There can only be one initial per entity to get the ball rolling, and</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | likewise only one new version for Continues Flow or VAT types. However due to Purge and other things, it is possible not to have an initial on an entity. When a Routine exists (or Continues Flow Routine, VAT Routine) the Initial (or new) can not be selected for the entity (do not provide the option). Seasonal Out of Business may have one or more Seasonal Initial inspections (used when entity resumes business each season). This is the version of the algorithm for DORIS as it relate to inspection frequency. It is just at the inspection type based on a fix cadence, but different per license type. |
| 73.2 | Entity | New Dev | Seasonal Out of Business Entities | The system will allow a user to identify entities as Seasonal Out of Business. | Allow the user to indicate an entity is Seasonal Out of Business, including the beginning and ending dates for the period of time the entity is Seasonal Out of Business. This temporality Seasonal Out of Business status is not reported to the Licensing System because it does not affect the license status. |
| 73.3 | Entity | New Dev | Seasonal Initial Inspection | The system will allow a user to conduct an Seasonal Initial Inspection on entities identified as Seasonal Out of Business when they come back into business each season. | The cadence of the inspections is reset and starts counting from the date in the completed Seasonal Initial Inspection each season |
| 73.4 | Entity | New Dev | Inspection Cadence for Seasonal Out of Business Entities | The system will reset the starting point for the cadence of each inspection type when a Seasonal Out of Business is back in business and the Seasonal Initial Inspection is conducted. | Allow the user to indicate an entity is Seasonal Out of Business, including the beginning and ending dates for the period of time the entity is Seasonal Out of Business. |
| 74 | Inspection | New Dev | Inspection Type Selection | The system will allow a user to select only the inspection types and sub-inspections that are available or applicable to the entity. | Not only are the types and sub-types restricted by license type and inspection type respectively, if a Routine exists for an entity, the initial should not be an option to select for the inspection type (similar for Continuous Flow/VAT). |
| 75 | Inspection | Custom | Inspection Date In | The system will use the "Date In" as the date the inspection was conducted and use it for all cadence calculations and reporting purposes. | FIRST uses the Date Out. For Dairy it is imperative to use the Date In as the actual date of the inspection. Only a hand full of inspection expand multiple dates. |
| 76 | FIRST System | Custom | Configurable Inspection Cadence | The system will allow an authorized user to configure the frequency of inspection per inspection type for each entity/license type. | These values can be stored in configurable rules. There is a different requirement to alter the configurable rules to make them more useful by allowing selection of types instead of baking the value on the description |
| 77 | Entity | New Dev | Calculate Next Entity | The system will calculate the date of the next inspections when the current inspection is marked as complete. | The date is set as the last day of the month based on the date the inspection was conducted, the cadence set up for each marked inspection type for the entity's license type. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | Inspection Dates | | <p>On one inspection the user may indicate they performed multiple inspection types. Calculate the dates of the reminders for the next inspection of each type that applies to the entity where an inspection was just completed based on: the date of the completed inspection, the types conducted, and the cadence set up for each type for the specific license type of the entity. Then bring the calculated date to the end of the month.</p> <p>The cadence for each inspection type and entity's license type must be recorded as a configurable rule.</p> |
| 78 | Entity | New Dev | Entity Inspection Reminders Card | The system will display a reminders card on an entity to inform the user of all upcoming inspection dates for the inspection types that apply to the entity's license type. Marked overdue dates in red. | This card may go on the overview page or on the redesigned details page and will list all the inspection activities that apply to the entity's license type with the date that the next inspection activity is due as calculated for the entity (different requirement). Appearance and colors used on the card to be determined during JAD. |
| 79 | Inspection | Custom | Update Next Scheduled Inspection | The system will update the system generated next scheduled inspection with the earliest upcoming calculated inspection type and date. | Dairy only has three types of scheduled inspections, an Initial, a Re-inspection, and the next Inspection. That next inspection is for the upcoming event but it can be changed if the inspector conducted it on a manually created inspection or on the Re-inspection itself. |
| 80 | Dashboard | New Dev | Dashboard Reminder Job List Card | The system will allow a user to subscribe to a reminder job list card on their dashboard that includes a list of all upcoming inspections. | <p>Leverages the Schedule Inspections List dashboard card but with some different columns, and with additional filters. However, list all the inspections, more like the produce farms, not just those assigned to an inspector.</p> <p>The inspection list can be exported.</p> |
| 81 | Dashboard | New Dev | Dashboard Reminder Job List Card Filters | The system will allow a user that subscribes to the reminder job list card to filter items based on text or toggle the list to see inspections that are unassigned, or toggle the list to see the entities they oversee, when the user is a supervisor. | In addition to the filter feature by text, provide a couple of toggle options to see unassigned inspections, or inspections that a supervisor oversees |
| 82 | Dashboard | New Dev | Dashboard Reminder Job List as Map | The system will allow a user to view the reminder job list card as points on a map based on the inspection entity's physical address. | Leverages the currently functionality to view as map of FIRST cards, but tailoring the point information including colors. |
| 83 | Dashboard | New Dev | Dashboard Reminder Job List as Calendar | The system will allow a user to view the reminder job list card as entries in a calendar view. | This is a new feature to see the card as a calendar form, may required to be expanded. The inspections will be listed on each one of the days of the month. May be restricted to one week at the time or monthly. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 84 | Dashboard | New Dev | Update Upcoming Inspection Date on Reminder Job List | The system will allow the user to update the scheduled date of an upcoming inspection while viewing the reminder job list as a calendar. | The user can update the date of an scheduled inspection, regardless if system generated or not, via the calendar view of this card. However, notice that the entered date may be overlaid later for system generated inspections upon recalculation of the date based on other submitted inspections |
| 85 | Lookup | Custom | Maintain Products | The system will allow a user to maintain Products. | Instead of having Commodities to associate with Entities or Inspections, DORIS will need the functionality to associate Products to certain Entities: Ex: whole milk, 2% milk, etc. manufacturing: Bottling, cheese, yogurt. Farm probably just fluid milk There are some products that are specific to the sample templates, not to be associated to an entity such as Water, Glycol, Vitamin A, Vitamin D. To support samples, include a Product Code field separate from any generated product ID. Sample Control Products may also be stored on the products table and need to be identified as such, also to support the Sample Templates. |
| 86 | Entity | New Dev | Maintain Products on an Entity | The system will allow a user to maintain a list of Products associated to an Entity. | Add, Edit, Remove associations to products |
| 87 | Sample Templates | New Dev | Maintain Sample Templates | The system will allow a user to maintain Sample Templates for specific Products that can be used to create samples on an inspection. Allow the creation of Sample Templates for Sample Controls as well. | These sample templates are created for a particular product or sample control include the Analysis that apply to the product. It also allows for the collection of default values for required fields of the sample. The template should indicate the Enumeration Style (alphabetical or numeric), the start enumeration from, and the number of Sample Details to add to the sample when the template is used. The controls may be indicated on the Type of Control (Water Temperature Control, Raw Temperature Control, Pasteurized Temperature Control). We need to fit Dairy into the LIMS interface and clarification of some of these details will be done during JADs |
| 88 | FIRST System | Config Only | Load Sample Lookup codes | Replace the FIRST Sample Lookup values with those applicable to the Dairy program. | Replace lookup codes with the values applicable to Dairy: Sample Analysis Requested: Standard Plate Count (per mL or per g), Somatic Cell Count (per mL), Inhibitors, Coliform Count (per mL), Phosphatase Test (per mL/L), Percent Fat, Percent Solids Not Fat, Percent Moisture, Freezing Point, Percent Moisture of Fat Free Substance, Net Weight, Net Contents Sample Analysis - TBD Sample Equipment Used - TBD Sample Control Type - TBD Sample Grind - Remove Sample Result - Populate with the values as defined in FIRST Sample Violative - Replace Follow-Up Needed with Re-inspection |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | Needed, other values as defined in FIRST Sample Sent - Populate with the values as defined in FIRST Sample Type - TBD Sampling Event - TBD |
| 89 | Entity | Custom | View Entity Details | The system will display entity details collected in DORIS or synchronized from the Licensing system, and visually differentiate between license types (Color/graphic). | Entity screen continue to display the entity header (Name/status), Entity ID/License Number (aka Record ID in LPS, aka Provider Number on legacy MiDIS), addresses (physical/Mailing), Region, Assignment, and Dairy specific added fields. Details include a graphic displayed on the selected column for the entity type/license type. |
| 90 | Entity | Custom | Maintain Licensed Entities | The system will allow a user to maintain licensed entity details that may vary per license type. | Alter the entity detail screen with fields specific to each Dairy license type: * Which farms have silos for hold milk along with bulk tanks, direct loads, and automatic milking installation (robots) * Milking system: Ex: Parlor, Rotary, New, (may be multiple options for a one given farm) * Milk Co-op and BTU (BTU is initially set for Plants - separate requirement) * Milking Times |
| 91 | Entity | Custom | Maintain Unlicensed Entities | The system will allow a user to maintain unlicensed entity details. The system will allow the creation of unlicensed entities in DORIS. | Alter the entity detail screen with fields specific to unlicensed entities. |
| 92 | Entity | New Dev | Maintain Location of Water/Waste | The system will allow the recording of a location by providing latitude and longitude on an entity's Water/Waste records. | Alter the Water and Waste functionality to allow the user to enter latitude/longitude values or to use ArcGIS functionality (online only) - Notice that minutes mentioned SS, but feature like INTELS so I think is ArcGIS) |
| 93 | Reports | New Dev | View Water/Waste Location Report | The system will allow the option to view a report of the Water/Waste locations that includes the locations as points on a map. | This is similar to the locations report of INTELS |
| 94 | Entity | Custom | Maintain Entity Water/Waste | The system will allow a user to track an entity's water, waste, membrane filtration, digestors, or recirculating water systems. | Alter the current water and waste feature to allow additional types. The actual sources are codes in Lookups. Moving the display from Tabs to expandable/collapsible cards and adding locations tracked as separate requirements. |
| 95 | Lookup | Custom | Leverage Training Functionality | The system will use existing training maintenance functionality as defined in FIRST. | Remove the Produce Approve Training Field and the Program. Allow the addition of 5 fields specific to Dairy Training |
| 96 | Entity | Config Only | Leverage Entity Training Functionality | The system will use existing entity Training functionality as defined in FIRST. | |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 97 | Entity | Custom | Entity Overview | The system will use existing entity overview functionality as defined in FIRST replacing the Entity Frequency Calculation and Operation Codes cards with two cards pertinent to Dairy. | Replace the two not applicable overview cards with two that are applicable to Dairy. The determination of the supervisor will be altered by the assignment requirements |
| 98 | Entity | New Dev | Entity Details Last Activities Card | The system will display a card showing the last dates specific actions took place: Quality Count, Inspection, Water Sample, TB Tests, Warning Date, Exclusion Date. | This card displays for Producers and is separated from the overview because they want to see all pertinent information on the details page. |
| 99 | Entity | New Dev | Maintain Herds | The system will allow a user to maintain the Herds of an entity and indicating Specie, herd count, milk production(pounds). | Most entities have just one specie, but some may have multiple (e.g., cows, goats, buffalo). Allow add, edit, removal of herds associated to an entity. |
| 100 | Entity | New Dev | Maintain Herd Tests | The system will allow a user to maintain the Herds Tests performed for the herds of an entity recording the herd test type and date performed. | For each herd identified for an entity, allow the user to add, edit, remove test results. Test types such as TB, Brucellosis (lookup codes), the test result, and the date. Keep historical test data. Not all necessary to be offline if there is a technical constraint. |
| 102 | Entity | New Dev | Maintain Entity Equipment | The system will allow a user to maintain the pasteurization equipment of an entity. | <p>An entity may have one or more machines. Each machine can have a pasteurization system of VAT or Continuous Flow.</p> <p>A plant may have multiple pasteurization machines for the same or combination of pasteurization systems. These machines are tested at a predefined cadence and a set of specific test are performed. This will function similar to vending. The user must be able name each machine for reporting purposes</p> |
| 103 | Lookup | New Dev | Maintain Equipment Tests | The system will allow the user to set up different equipment test questions and answers and indicate if the test applies to specific Pasteurization System (VAT or Continuous Flow) and/or to Broken Seals. | <p>Each Test is defined by law. There are a series of questions and answers that correspond to each test. One of more tests can be grouped under a category. The test can apply to a pasteurization system as well as to a broken seal inspection.</p> <p>This can be set up similar to Subtypes but there are some new and more complicated question answers</p> |
| 104 | Lookup | New Dev | Maintain Equipment Test Instructions | The system will allow the user to provide instructions, hints, formulas when defining each equipment test category. | For example when calculating the hold time for indirect heat, allow a section to record the Hold Time Calculation. These calculations include formulas |
| 105 | Lookup | New Dev | Maintain Equipment Tests Version | The system will keep track of the version of each test category. The latest test version must be used when the pasteurization test is applied to an inspection, and the version used | This is similar to the versioning of subtypes. Once the inspection is started take a snapshot of the latest version but only apply them if the pasteurization tests is selected as one of the inspection types. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | preserved upon submission of the inspection. | |
| 106 | Inspection | New Dev | Indicate Equipment Test on Inspection | The system will allow a user to indicate equipment tests are taking place on an inspection. | <p>The possible options are Continuous Flow Pasteurization Routine, Continuous Flow Pasteurization Salt Tests, Continuous Flow New/Re-Seal/Re-inspection, VAT Pasteurization Routine, VAT Pasteurization New/Re-Seal/Re-inspection.</p> <p>The user can indicate on the inspection that they are conducting equipment tests. The results are recorded as part of the inspection.</p> |
| 107 | Inspection | New Dev | Record Equipment Test Results | The system will allow a user to record equipment test results on an inspection, for each one of the entities machines. | When conducting an inspection that indicated equipment tests, for each machine of the entity the inspector must be able to record the answers to the test that apply to the machine pasteurization system. If doing re-seal inspection, then allow recording for the re-seal subset of tests |
| 108 | Inspection | New Dev | Display Equipment Test Instructions | The system will display the instructions set up for a giving equipment test to the inspector performing the test on an inspection. | The instructions, hint text, calculations are part of the set up of each defined equipment test category. |
| 109 | Inspection | New Dev | Use Latest Equipment Tests on Inspection | The system will use the latest test version when the pasteurization test is applied to an inspection, and the version used must be preserved upon submission of the inspection. | This is similar to the versioning of subtypes. Once the inspection is started take a snapshot of the latest version but only apply them if the pasteurization tests is selected as one of the inspection types. |
| 110 | Reports | New Dev | View Equipment Test Worksheets | The system will allow a user to view a worksheets for the equipment to be tested on an inspection. | <p>These worksheets are empty but provide room for the inspector to manually record information during the tests. The system will allow the user to indicate how many test worksheets to generate.</p> <p>These are the blank worksheet report forms, generated for one or more machine (as selected by the user):</p> <ol style="list-style-type: none"> 1) DY-370 Milk Plant Equipment Test Report for Vat Pasteurization Worksheet 2) DY-371A Continuous Flow Pasteurization Equipment Test Report Worksheet |
| 111 | Reports | New Dev | View Equipment Test Reports | The system will allow a user to view a report for the equipment test results recorded on an inspection. The machines are listed by machine type on separate reports. | <p>These are the populated report forms for each machine tested:</p> <ol style="list-style-type: none"> 1) DY-370 Milk Plant Equipment Test Report for Vat Pasteurization 2) DY-371A Continuous Flow Pasteurization Equipment Test Report |
| 112 | Entity | Custom | View Entity Inspections | The system will allow a user to view the inspections that have been conducted on an entity. | This leverages from the Inspection tab of FIRST, but includes different information. For example an inspection may have more than one inspection type. There are also different fields that Dairy will like to see |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | listed such as the inspection score. May not be a tab at all but an expanded section on the entity details. |
| 113 | Entity | New Dev | View Entity Ledger Details | The system will allow a user to view entity ledger details which includes the violations cited on an entity as well the source of the citation. | This is in place of the violations tab of FIRST. There are different fields listed. For example remove the enforcement counts and then way the counting takes place since there is no carry-forward for dairy. May not be a tab at all but an expanded section on the entity details. |
| 114 | Reports | New Dev | View Entity Ledger Report | The system will allow a user to view an entity ledger. The format of the ledger depends on the license type of the entity. | The ledger is specific to the entity license type. For example, the ledger for Plants include a summary of the performed equipment tests |
| 115 | Entity | New Dev | Maintain Positive Drug Residue Results | The system will allow a user to maintain Positive Drug Residue Result details on an entity (the Date Positive must be less than or equal to the Date Negative). | <p>The positive drug residue results are sent to a Dairy Tech that records them at the entity level for the provider that was reported. These results can be added, and edited. Record the date that the test was positive, date of negative result received, and date reported.</p> <p>Due to the auto-generation of enforcement, allow to set up a status of rescinded to correct errors instead of delete. Do not remove the enforcement.</p> |
| 116 | Enforcement | New Dev | First Level Positive Drug Residue Enforcement | The system will auto-generate an enforcement for an entity that has had the first positive drug residue recorded in the last 12 months. Automatically issue the configurable violation, and apply the first level fine to the generated enforcement. Create the Request Action, defaulting the recommended trigger event and the recommended action taken to the values defined for the First Level Positive Drug Residue offence. | <p>Automatically issue the configurable violation, and apply the first level fine to the generated enforcement. Create the Request Action, defaulting the recommended trigger event and the recommended action taken to the values defined for the First Level Positive Drug Residue offence.</p> <p>The enforcement request will have specific values assigned to the triggering action and actual action that correspond to the first level offense (to be detailed in JAD). The system will issue a violation with an observation text both defined in configurable rules, to be used on this enforcement. The request will also have a preselected fine (level 1), also defined in the configurable rules.</p> <p>Auto-enforcement will not be triggered on edit. If the date of the result is modified, the initial generated enforcement will have to be edited to apply the correct actions/fees. If one was not generated (4th+ occurrences), a work around is to remove and add the result with the correct date to trigger the enforcement.</p> <p>The default values for the recommended Trigger/Action will be defined during JAD but could be Positive Drug Residue/First Level Fine respectively.</p> |
| 117 | Enforcement | New Dev | Second Level Positive Drug | The system will auto-generate an enforcement for an entity that has had | Automatically issue the configurable violation, and apply the second level fine to the generated enforcement. Create the Request Action, defaulting the recommended trigger event |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | Residue Enforcement | the second positive drug residue recorded in the last 12 months. | <p>and the recommended action taken to the values defined for the Second Level Positive Drug Residue offence.</p> <p>The enforcement request will have specific values assigned to the triggering action and actual action that correspond to the second level offense (to be detailed in JAD). The system will issue a violation with an observation text both defined in configurable rules, to be used on this enforcement. The request will also have a preselected fine (level 2), also defined in the configurable rules.</p> <p>Auto-enforcement will not be triggered on edit. If the date of the result is modified, the initial generated enforcement will have to be edited to apply the correct actions/fees. If one was not generated (4th+ occurrences), a work around is to remove and add the result with the correct date to trigger the enforcement.</p> <p>The default values for the recommended Trigger/Action will be defined during JAD but could be Positive Drug Residue/Second Level Fine respectively.</p> |
| 118 | Enforcement | New Dev | Third Level Positive Drug Residue Enforcement | The system will auto-generate an enforcement for an entity that has had the third positive drug residue recorded in the last 12 months. | <p>Automatically issue the configurable violation, and apply the third level fine to the generated enforcement.</p> <p>Create the Request Action, defaulting the recommended trigger event and the recommended action taken to the values defined for the Third Level Positive Drug Residue offence.</p> <p>The enforcement request will have specific values assigned to the triggering action and actual action that correspond to the third level offense (to be detailed in JAD). The system will issue a violation with an observation text both defined in configurable rules, to be used on this enforcement. The request will also have a preselected fine (level 3), also defined in the configurable rules.</p> <p>Auto-enforcement will not be triggered on edit. If the date of the result is modified, the initial generated enforcement will have to be edited to apply the correct actions/fees. If one was not generated (4th+ occurrences), a work around is to remove and add the result with the correct date to trigger the enforcement.</p> <p>The default values for the recommended Trigger/Action will be defined during JAD but could be Positive Drug Residue/Third Level Fine respectively.</p> |
| 119 | Enforcement | New Dev | Positive Drug Residue Enforcement Task | The system will generate a task to inform about the auto-generation of an enforcement related to a Positive Drug Residue. | On the 3 levels above, generate a task, possible to the entity assigned inspector or to the inspector's workgroup if one not assigned. Who gets the task will be finalized during JAD. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 120 | Entity | New Dev | Positive Drug Residue Status | The system will display an additional status indicator on the entity header when the entity has had a Positive Drug Residue result within the last 12 months and that status has not been cleared. | <p>This status bubble is the same used for the Milk Quality counts. The Positive Drug Residue results supersedes high counts statuses.</p> <p>This status bubble will be display following the current entity status on the header. This status is used in general for the Milk Quality and includes values set by the detection of Positive Drug Residue or by the process that identifies high counts on the Milk Quality sample counts. Do not display the status when there are no issues for this entity. The values are color coded and the text to be finalized during JAD.</p> |
| 121 | Entity | New Dev | Positive Drug Residue Reset | The system will allow a user to indicate that a positive drug residue has been cleared due to a received negative count. Record the date of the negative count. | Allow the user to updated a positive drug residue record and add information regarding the clearing count test received. This may happen at the same time the record was added. The enforcement, as stated on the requirements above, but still be issued. |
| 122 | Lookup | Custom | Maintain Regulations Domain | The system will allow a user to identify the regulation domain by the entity/license type or by a specific product. | <p>Some regulations apply to all entities/license type such as the one cited for summary suspensions or seizures. However, entity/license types are regulated by specific set of laws and the inspection must prevent cross over. In addition, some of those specific regulations are specific to a product. On this case the inspector will be prevented from cited regulations if the entity is not related to the specific product indicated in the regulation.</p> <p>This is specific to the maintenance area of the system.</p> |
| 123 | Lookup | New Dev | Maintain Regulation Scoring Category | The system will allow a user to maintain Regulation Scoring Categories. | This scoring categories contain all the information needed to calculate the score of an inspection based on the cited violations, including what license types they apply to. A category then can be associated to one or more regulations. |
| 124 | Inspection | New Dev | Indicate Scoring Method Applicable | The system will allow a user to indicate if the scoring method must be used for inspections conducted on entities based on the entity license type. | The scoring method of calculating the inspections score based on the debits associated with cited violations, only apply to some license types. Initially only applies to entities holding a Dairy Grade A Plant and Tanker license types. Possible combine with the Regulation Scoring Categories. |
| 125 | Lookup | Custom | Setup Scoring Category Point Deductions | The system will allow a user to identify the point deduction characteristics that apply to a specific Scoring Category: 1) Fixed or variable deductions 2) Maximum deductions per category 3) Acceptable point deductions for variable deductions | Points are assigned by national milk committee so do not change very often. If the points are updated, they will apply immediately apply to any inspection not yet submitted. A category of violations have a max points that can be assessed on an inspection all together. Some categories have fix deductions, others allow the inspector to change the value. |
| 126 | Lookup | Custom | Indicate Regulation | The system will allow a user to indicate the scoring category of a regulation. | This scoring category would only come into play when the regulation is assessed on an inspection where the scoring method applies. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | Scoring Category | | |
| 127 | Lookup | Custom | Indicate Regulation triggers Enforcement Request | The system will allow a user to indicate that a regulation triggers an automatic Enforcement Request when cited on an inspection. | The auto-enforcement request generation does not depend of an algorithm, but on citing regulations that have been identified as triggering violations This is specific to the maintenance area of the system. |
| 128 | Lookup | Custom | Indicate Regulation Requires Re-inspection | The system will allow a user to indicate that a regulation requires a Re-inspection when cited on an inspection. | One of the conditions for the system to recommend that the inspector conduct a Re-inspection is the citing of violations marked as requiring Re-inspection This is specific to the maintenance area of the system. |
| 129 | Entity | Custom | Entity Territory | The system will allow a user to provide a territory for an entity physical address they are allow to create or update. | Add the territory to the address fields. Allow the user to maintain that field when creating or editing unlicensed facilities only. For Licensed facilities, the address is an LPS owned field. |
| 130 | Lookup | Custom | Maintain Territories | The system will allow a user to maintain territories defined as county and township. | Rename the Districts feature of FIRST as Territories. Replace Zip Code with Township. Remove the LHD as it is not needed to be assigned to entities on creation |
| 131 | Lookup | Custom | Maintain Regions | The system will allow a user to maintain Regions and indicate the territories that are a part of a particular region. | Leverage the Region feature of first, but rename the District Tab as territories. Possible areas of impact: The Region is display on the entity details calculated based on the entity's physical address. The Region is also used on search and displayed on search results. Finally, the Complaints functionality lists the region of a user based on their assignments. |
| 132 | Entity | New Dev | Get Address Territory | The system will update the physical address township of an address that has been standardize using Smarty Streets. | The system cannot get township from SmartyStreets but Census.gov is a source for the data. |
| 133 | Entity | Custom | Synchronize Territory | The system will synchronize the physical address territory as part of the fields received and processed from the Licensing system. When a physical address is received without it, attempt to get the information. | The system cannot get township from SmartyStreets but Census.gov is a source for the data. |
| 134 | Assignments | Custom | User Assignments | The system will allow a user to maintain user assignments. | The assignments are comprised of a combination of territories with each of the Dairy license types, including unlicensed. Leverage the User assignments functionality as defined in FIRST, but using territories instead of districts. This requirement also includes replacing the Food license types with the Dairy License types. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 135 | Assignments | Custom | Inspector Assignments | The system will leverage functionality of FIRST to assign Inspectors to an entity when it is created based on the entity's physical address's territory and the user's workgroup membership and given assignments. | <p>The assignment functionality covers auto-assigning of a newly created entity, bolding and bubbling up on inspection selection lists (entity assignment, inspector on inspection)</p> <p>Leverage the entity auto-assignment functionality as defined in FIRST, but using territories instead of districts. This impacts the auto-assignment of an entity, the bolding/bubbling on the entity assigned feature, the bolding/bubbling on selecting an inspector on an inspection, the bolding on</p> |
| 136 | Assignments | Custom | Supervisor Assignments | The system will leverage functionality of FIRST to infer the Supervisor of an entity based on the entity's physical address's territory and the user's workgroup membership and given assignments. | Leverage the functionality to infer the Supervisor of an entity as defined in FIRST, but using territories instead of districts. |
| 137 | Assignments | Custom | Bulk Assignment | The system will allow a user the ability to perform bulk inspector assignments. Leverage the existing functionality as defined in FIRST. | Leverage the existing functionality to perform bulk assignments as defined in FIRST, but using territories instead of districts. Replace the Districts used in the search criteria on step 1 with Territories, as well as on step 3 where the criteria is displayed. Include the territory related to the physical address on the grid of step 2. |
| 138 | Inspection | Custom | Unassigned Inspections | The system will allow the creation of unassigned inspections either created via the interface with the Licensing system or manually created within the system. | Unlike FIRST, many entities in DORIS are unassigned, and are inspected as the inspectors encounter them in the field. |
| 139 | Milk Quality | New Dev | Maintain Milk Quality | The system will allow a user to maintain Milk Quality count records received for Dairy Farms (Producers) and Dairy Plants. | <p>The records can be created and edited by a user, or created by the processing of input files. Do not allow the deletion of records, but include a status to indicate rescinded, inactive, active.</p> <p>This is a new feature for administrative use that will allow a user to view, add, edit, remove milk quality counts records. Most of those records are loaded from a fix width file but The system will allow for manual entry and editing. Milk quality sample counts are provided by permit number, BTU and State Lab, Pickup Date and include results for: Temperature (F), Bacteria (CLNY x 1000), Somatic Cell (x1000), and Inhibitor (not part of the count calculations, text information only). Record a justification for rescinded or inactivated records.</p> <p>The ability to correct human errors will be part of the functionality.</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 140 | Milk Quality | New Dev | Receive Milk Quality Files | The system will be able to receive fixed length files with Milk Quality sample counts for processing. | There is a FTS server set up for the labs to delivered the files |
| 141 | Milk Quality | New Dev | Parse Milk Quality Files | The system will be able to parse and store information from non-processed Milk Quality Count fixed length files delivered to the designated location. Preserve processed files for viewing. | The system will be able to read files received and process those files that are not yet processed. Preserve the raw file for viewing in the Milk Quality feature. The processing of these files can be set up on a schedule, possible once daily accounting for no new files to process and receiving files that may be empty. |
| 142 | Milk Quality | New Dev | Accepted Regular Milk Quality Samples | The system will be able to accept regular Milk Quality Counts for an entity from the parsed Milk Quality files processed. | <p>Accept one sample reading no less than 21 days apart per entity within a BTU. When there are more than one sample counts received for the same accepted date, The system will average the counts. Sample counts can also be accepted at a different cadence when expecting clearing counts from previous illegal counts received.</p> <p>The auto-enforcement request generation does not depend of an algorithm, but on citing regulations that have been identified as triggering violations.</p> <p>There are clearing counts that are accepted at a different frequency but may come via the same input file (separate requirement).</p> <p>Identified this records as system-generated and set them as active.</p> |
| 143 | Milk Quality | New Dev | View Raw Milk Quality Files | The system will provide a user the option to view the raw milk quality files after they have been processed. | <p>Only accepted (direct or averaged, and manually added) sample counts display when viewing the list of Milk Quality counts within DORIS.</p> <p>Display the list of files received indicating when it was processed and some relevant statistics. Let the user download selected files to view the contents.</p> |
| 144 | Milk Quality | New Dev | Calculate Illegal Counts | The system will be able to calculate illegal high counts from the accepted Milk Quality sample counts and determine first, second or third occurrence by sample type (temperature, bacteria, somatic cell). | <p>These level calculations may be reset when clearing counts are received. Only count active records.</p> <p>There are 3 illegal levels, the first one is just a status, the second level generates a warning letter, the third a suspension. The individual calculations and actions are detailed on subsequent requirements. The system will track illegal counts. The system may "reset" the illegal counts when receiving clearing counts (separate requirements), depending on the level of infraction to be cleared.</p> |
| 145 | Entity | New Dev | Entity Milk Quality Status | The system will display the entity's milk quality status on the header after the entity status, but only when something is abnormal for the entity. | This status bubble is the same used to indicate Positive Drug Residue and that value supersedes statuses generated from calculating illegal counts. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | This status bubble will be display following the current entity status on the header. This status is used in general for the Milk Quality and includes values set by the detection of Positive Drug Residue or by the process that identifies high counts on the Milk Quality sample counts. The values are color coded and the text to be finalized during JAD. |
| 146 | Milk Quality | New Dev | Illegal High Count | The system will determine if the received count is an illegal high count for the sample type due to exceeding a defined threshold for the sample type, when a new milk quality sample count is manually added or accepted from a processed file. | <p>A count equal to or lower than the threshold is considered legal. On an illegal High Count, update the entity Milk Quality Status from normal to indicate a high count was identified.</p> <p>Define the threshold value for each one of the sample types in the configurable rules. Identify the count as high when the count is greater than the threshold value for each one of the sample types (temperature, bacteria, or somatic cell). When viewing the list of sample counts, the user should be able to visually see high counts. On the first illegal high count calculated only update the entity Milk Quality Status.</p> |
| 147 | Milk Quality | New Dev | Clearing First Illegal High Count | The system will consider a high count cleared after 5 consecutive legal counts have been accepted for the entity and sample type. | Just a high count is cleared after receiving 5 consecutive legal counts. These could be the normally accepted entries, manually added. |
| 148 | Milk Quality | New Dev | Second Illegal Count | The system will determine if there is the second illegal high count for the sample type out of the last 4 consecutive counts when a new milk quality sample count is manually added or accepted from a processed file, and the count is an illegal high count. | <p>On a second illegal high count, update the entity Milk Quality status from high count to indicate a warning letter issued.</p> <p>Second illegal count is 2 out of 4 counts. The counts considered are the last 4 consecutive counts, from most recently received traveling back on time.</p> <p>On the second illegal high count calculated, issue a warning letter (separate requirement).</p> |
| 149 | Milk Quality | New Dev | Milk Quality Warning Letter | The system will generate a warning letter for the entity when a second illegal high count is calculated on the Milk Quality samples, for any of the sample types. | <p>The warning letter is an entity level letter that can be process in bulk from the Milk Quality feature of the system. The letter will be setup to not require approval or delivery confirmation number, and to be signed by (prepared by) the Department Milk Quality Manager. The Milk Quality Warning Letter includes text specific to the sample type that incurred the second illegal count.</p> <p>This is a new entity level milk quality warning letter. There is text specific to the sample type (Temperature, Bacteria, Somatic Cell). The letter does not require approval or delivery confirmation number. The system should indicate that it was prepared by the Department Milk Quality Manager (Barbara Koeltzow to set up the initial value on the configurable rule).</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | This may be known as DY-395 Warning Notice for Violation of a Milk/Dairy Product Standard |
| 150 | Milk Quality | New Dev | Subsequent Milk Quality Warning Letter | The system will generate a subsequent warning letter for an entity that has a Milk Quality Status of Warning Letter when receiving a late legal clearing count. | A legal clearing count is considered late if it is received 22 or more days from when the previous warning letter is issued and the cycle begins again. This is accounted at the sample type level. |
| 151 | Milk Quality | New Dev | Clearing Warning Status | The system will accept a legal count within 3 and 21 days (inclusive) from the time an entity was placed into warning due to a second illegal high count. | <p>Because there can be multiple warning letters issued for the same second illegal high count, the 3 days are counted from the last date the warning letter was issued.</p> <p>This clearing count may be accepted when reading the input files but could also be manually entered.</p> <p>Normal accepted counts use a 21 day cadence, but when the entity is in warning, The system will accept legal counts at an earlier cadence.</p> <p>For the clearing count, the entity can send clearing counts only for the particular count that is in warning, but if they send a full range, the logic must be applied to the other counts to determine if there is an illegal count.</p> <p>When accepting these additional samples to clear a prior illegal count, all counts received on the sample must be validated against their legal limits and take appropriate action based on the values as indicated on separate requirements.</p> |
| 152 | Milk Quality | New Dev | Milk Quality Warning Letters Bulk Delivery | The system will allow a user to select one or more drafted Milk Quality Warning letters to download and mark as delivered. | The functionality to download and delivered one letter at the time on the entity remains. This bulk processing would allow the authorized user to select letters that are Milk Quality Warning Letters and are in draft letter status. Once selected the user can download the letters and marked as delivered. |
| 153 | Milk Quality | New Dev | Third Illegal High Count Summary Suspension | The system will determine if this is the third illegal high count for the sample type out of the last 5 consecutive counts when a new milk quality sample count is manually added or accepted from a processed file, and the count is an illegal high count. | <p>On a third illegal high count, update the entity Milk Quality status from warning letter to indicate summary suspension.</p> <p>Third illegal count is 3 out of 5 counts. The counts considered are the last 5 consecutive counts, from most recently received traveling back on time.</p> <p>On the third illegal high count calculated, issue an entity level task for the entity inspector to issue a summary suspension report.</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 154 | Milk Quality | New Dev | Illegal Count Summary Suspension Task | The system will issue an entity level task for an inspector to issue a Summary Suspension Report due to High Counts when an entity has reached the third level of severity due to high counts on their milk quality samples for a sample type. | <p>This summary inspection report is an output of an inspection. Requires the inspector to cite a violation from the Grade A Milk Law or the Manufacturing Milk Law, and enter the appropriate observations. The report itself (DY-396) is a separate requirement.</p> <p>This would apply to any entity related to Milk Quality functionality.</p> |
| 155 | Milk Quality | New Dev | Accelerated Sampling | The system will accept no more than two counts per week within a 3-week period from the time an entity was placed into suspension due to a third illegal high count. | <p>These counts may be accepted when reading the input files but could also be manually entered.</p> <p>This accelerated sampling applies to bacteria, coliform, somatic cell count and temperature sample counts when a suspension has been issued from illegal high counts. Normal accepted counts use a 21 day cadence, but when the entity is in warning, The system will accept legal counts at an accelerated rate.</p> <p>This would apply to any entity related to Milk Quality functionality.</p> |
| 156 | Milk Quality | New Dev | Clearing Suspension Status | The system will clear the suspension status of an entity that was placed into suspension due to a third illegal high count, after receiving after 4 consecutive clear counts for the entity and sample type. | <p>These counts can come via the regular 21 day cadence or use the accelerated sampling cadence.</p> |
| 157 | Milk Quality | New Dev | Reset Entity Milk Quality Status | The system will update the Milk Quality status back to "Normal" after a high count status or a positive antibiotic status have been cleared. | <p>Expect the system to omit the status when the entity is normal.</p> <p>See other requirements for information on how the statuses are reset.</p> |
| 158 | Milk Quality | New Dev | Recalculate Illegal Counts | The system will recalculate the Milk Quality Status of an entity when any of the entries have been updated. | <p>Generate letters or tasks as needed. However, do not recall any previously issued letters or tasks.</p> <p>Only active records are used on the calculation to determine warning or suspension. It is possible that manual edits of records may cause the recalculation of the illegal count to generate a warning letter or a suspension task. However, it is also possible that based on the recalculation the entity status may have go from a higher illegal count to a lower count or even a normal status. The system is not expected to recall (close) tasks or letters previously issued. Those exception scenarios will be handled by users by either manually completing the suspension task, or by manually issuing a rescind entity letter. This letter is a general letter that the user will select a specific narrative created for this purpose (no separate template is needed).</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 159 | Entity | New Dev | Milk Quality Entity Card | The system will display a card with details regarding the milk quality of the entity and whether or not they are in compliance. | For an entity too be in compliance means no high counts detected for any of the sample types withing the established parameters. When one or more high counts detected display the highest level of severity detected: High Counts, Warning Letter, Suspension |
| 160 | Entity | New Dev | View Entity Milk Quality Counts | The system will allow a user to view the milk quality counts accepted for a particular entity while viewing the specific entity details. | List of all Milk Quality Counts received and accepted for this producer. At least the last year worth of this information must be available while offline. |
| 161 | Inspection | Config Only | Leverage Inspection Transitions | The system will leverage the inspection transition functionality as defined in FIRST. | This requirement is about continuing to provide the inspection transitions as design for FIRST. Some constraints may be lifted from the submittal requirements (for example seizures cannot be defer and the concept of corrected violation is not tracked within the app) |
| 162 | Inspection | Custom | Restrict Regulation Selection | The system will allow the selection of regulations when citing a violation on an inspection to only those that apply to the entity being inspected. | Regulations are set up to apply to all entities, to specific entity/license types, or to only entities associated to specific products. Alter the regulation filter and the type-ahead used on the violations screen. |
| 163 | Inspection | Custom | Regulations Cited Once | The system will restrict the selection of regulations to those that are not already cited on the inspection. | Each regulation that is eligible to be cited on the inspection (per other restrictions), cannot be cited more than once in the same inspection. |
| 164 | Inspection | Custom | Violation Observations | The system will allow the inspector to record observations for each cited violation on an inspection. | This is existing functionality in FIRST, however, there is no need to have correction details, or any of the dates. There is no carry forward on DORIS, and all violations must be corrected by next inspection time. This requirement covers changing the look and feel of that section which now needs to be incorporated on one page. |
| 165 | Inspection | New Dev | Inspection Score | The system will use the scoring method of the cited violation, if applicable based on the regulation scoring category and the entity license type. | <p>When applicable, subtract from the total inspection score the fix point deduction associated with the cited regulation or allow the user to enter a variable amount according to the setup of the regulation. If more than one violation is cited within a scoring category, a maximum value may apply in which case the total deductions taken for that category must be less than or equal to the maximum allowed value. When the maximum points deductions have been taken, any other cited regulations within the category deduct zero points.</p> <p>The regulation is set up with either a fix point deduction value, or with a variable deduction where the inspector can choose from 2 possible values (2 or 5). The regulation category indicates what license types have a score, and what is the maximum point deductions that can be taken from cited regulations within the category. When the maximum points deductions have been taken, any other cited regulations within the category deduct zero points. Allow the citing of regulations, but do not deduct from the total points.</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 166 | Inspection | New Dev | Calculate Inspection Score | The system will calculate the point deductions and subtract/add from 100 points, as the inspector add/removes violations on an inspection, for inspections on entities where the scoring method apply based on the entities license type. | <p>When more than one violation is cited, the total points deductions cannot exceed the maximum value set up for the regulation category.</p> <p>The system will calculate the total score for the inspection by subtracting the deductions associated with each cited violation from a value of 100 and adjusting as the user adds or removes violations from the inspection. The total points not to exceed the maximum of each category. Re-evaluate this as the user adds or removes violations, a violation that has zero points deducted may end up deducting points if a previously assessed violation was removed.</p> |
| 167 | Inspection | New Dev | Violation Point Deduction | The system will preserve the number of points deducted by each cited violation for inspections on entities where the scoring method apply based on the entities license type. | Either the point associated with the regulation when fixed values, the selected value by the inspector when variable, or zero when the maximum for the category has been reached for the particular inspection. |
| 168 | Inspection | New Dev | Re-inspection Needed Based on Inspection Score | The system will indicate that a Re-inspection is needed when the calculated inspection score goes below a threshold. The threshold is initially set up at 90 points but should be configurable by an authorized user. | This is similar to FIRST to indicate follow-up recommendation and require inspector justification when diverting from the recommendation. Recommend re-inspection when the score < 90. The limit should be a configurable rule. |
| 169 | Inspection | Custom | Re-inspection Needed Based on Violations | The system will indicate that a Re-inspection is needed when citing a regulation set up to require one. | This is similar to FIRST to indicate follow-up recommendation and require inspector justification when diverting from the recommendation. |
| 170.1 | Inspection | Custom | Re-inspection Recommended Date | The system will default the re-inspection date to be Date In + 3 days when recommending a re-inspection based on violation set up or calculated score. | <p>Let the inspector override the recommended date and provide a justification</p> <p>This is similar to FIRST. Use Date In on the inspection to calculate the recommended re-inspection date. Add 3 days, but use configurable rules for this value. Leveraged functionality includes requiring a comment when the user changes the recommended date.</p> <p>FDD can configure the default timeframe.</p> |
| 170.2 | Inspection | New Dev | Re-inspection Date Past 30 Day Notification | The system will notify the supervisor of an entity when a user sets the re-inspection date to be more than 30 days from the Date In of the inspection that triggered the re-inspection. | <p>This can take place when updating the re-inspection date after it was created, or when completing the inspection that triggered the inspection.</p> <p>This notification may be a system generated supervisor task that can</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | be completed by the supervisor. Do not duplicate the tasks if an incomplete task already exists. |
| 170.3 | Reports | New Dev | Overdue Re-inspections Report | The system will allow a user to view a list of Re-inspections that are overdue, more than 30 days from the Date In of the inspection that triggered the re-inspection. | The report selection criteria fields will be defined within design sessions. The format of the report will be an Excel compatible file (CSV file) |
| 171 | Inspection | Custom | Inspector indicated Re-inspection | The system will allow the inspector to indicate a Re-inspection is needed on an inspection or to change the system Re-inspection recommendation. | This is similar to how FIRST handles follow-up. The inspector must provide a reason when changing the system recommendation, including the date. |
| 172 | Inspection | Custom | Schedule Re-inspection | The system will schedule a Re-inspection upon submittal of an inspection that indicated Re-inspection is needed. | This is the same than creating the Follow-Up on FIRST but there is no carry-forward of violations or seizures. Notice that on the this scheduled Re-inspection they could also conduct other inspections as well. |
| 173 | Inspection | Custom | Second Re-inspection Fee | The system will include the second re-inspection fee when a second re-inspection is scheduled by the system. | This is the similar than what FIRST does. Must identify the specific Dairy fee that is assessed during a second re-inspection |
| 174 | Inspection | Custom | Justify Second Re-inspection Fee Removal | The system will require a user to provide a justification for removing the automatically added second re-inspection fee when submitting the inspection. | The inspector must include a comment as to why they remove the automatically added second re-inspection fee. Because the inspector may remove then add the fee again while working on the inspection, this check will be part of the transition to submit the inspection, and will be recorded on the inspection details. |
| 175 | Inspection | New Dev | Inspection Selection | The system will allow a user to indicate one or more inspection types performed during the inspection. When an Initial or Re-inspection type is pre-selected, the user must not be allowed to change that selection. | Dairy can conduct multiple inspection types during one inspection by selecting/unselecting the type. The only types that cannot be unchecked are Initial and Reinspection |
| 176 | Inspection | New Dev | Inspection Reminder | The system will display on an inspection the calculated date for when the next inspection of each type applicable to the entity is due. | Display little date reminders next to each inspection type to help the inspector. However, the calculation is done outside the inspection and maintain by the system at the entity level because it is use for the reminder job list. |
| 177.1 | Entity | New Dev | Inspection Reports | The system will allow a user to view the inspection reports that correspond to the selected inspection types and the entity's license type. | Dairy has defined specific reports to be available depending on the inspection types an inspector has selected during the inspection. Those reports also vary depending on the license type the entity holds or on the type of sub-inspection being conducted. There is also a report for inspections on Unlicensed facilities and within them specific to unlicensed facilities that are a Can Milk Truck or Plant Samplers. There are specific requirements for the different reports. |

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| 177.2 | Entity | New Dev | Inspection Reports | The system will make inspection level reports available for viewing when specific inspection options are checked. | The viewing of additional reports at the inspection level is tied to the actual options being checked. For example on a Routine, report DY-321 Drug Residue Investigative Report is available when conducting a Positive Drug Residue Sub-Inspection. There additional information collected at the inspection for those reports will be finalized during design. |
| 178 | Reports | New Dev | View Producer Inspection Report | The system will allow a user to view the Inspection Report (DY-346) for an inspection conducted on entities holding one of the Producer license types. | This report will have sections tailored specific to the license type. This inspection report is available for all inspection types conducted on these entities. The DY-346 Inspection Report is available for inspections conducted on entities that hold one of the Producer license types. The reports will display information that apply specifically to entities of a given type. This inspection report is available for all inspections conducted on these entities. |
| 179 | Reports | New Dev | View Drug Residue Investigative Report | The system will allow a user to view the DY-321 Drug Residue Investigative Report for a Routine inspection when Positive Drug Residue has been selected as an option, and the inspection is conducted on entities holding a Dairy Producer license type. | The DY-321 Drug Residue Investigative Report is enabled routine inspections but only viewable when checking the Positive Drug Residue option. Should be available for entities holding either a Dairy Grade A Producer license type or a Dairy Manufacturing Producer license type. This is a separate report. This requirement covers adding the additional fields reported to the inspection screen (see report sample). |
| 180 | Reports | New Dev | View Somatic Cell Count Investigative Report | The system will allow a user to view the DY-344 Somatic Cell Count Investigative Report for a Routine inspection when Warning Notice has been selected as an option on an inspection conducted on entities holding a producer license type. | The DY-344 Somatic Cell Count Investigative Report is enabled routine inspections but only viewable when checking the Positive Drug Residue option. Should be available for entities holding either a Dairy Grade A Producer license type or a Dairy Manufacturing Producer license type. This is a separate report. This requirement covers adding the additional fields reported to the inspection screen (see report sample). |
| 181 | Reports | New Dev | View Plant Inspection Report | The system will allow a user to view the Inspection Report (DY-366) for an inspection conducted on entities holding one of the Plant license types. | This report will have sections tailored specific to the license type. This inspection report is available for all inspection types conducted on these entities. The DY-366 Inspection Report is available for inspections conducted on entities that hold one of the Plant license types. The reports will display information that apply specifically to entities of a given type. This inspection report is available for all inspections conducted on these entities. |
| 182 | Reports | New Dev | View Order of Summary Suspension | The system will allow a user to view the DY-396 Order of Summary Suspension of Permit/License report when Summary Suspension has been | Include on the report the information for violations on this inspection cited from the Dairy Grade A Milk Law or the Dairy Manufacturing Milk Law regulations. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | selected as an option on an inspection conducted on entities holding a producer or plant license type. | <p>The DY-396 Order of Summary Suspension of Permit/License report is available for inspections on Dairy Farms (2 license types) or Dairy Plants (7 license types). Viable when the option is checked.</p> <p>This report outputs violations (and observations) cited on the inspection specifically from the Grade A Milk Law or the Manufacturing Milk Law.</p> |
| 183 | Reports | New Dev | View Hauler/Sampler Inspection Report | The system will allow a user to view the DY-356H Hauler Sampler Inspection report for an inspection conducted on entities holding a Hauler/Sampler license type. | This is the inspection report for entities holding a hauler/sampler license type. The DY-356H Hauler Sampler Inspection report is available for Initial, Routine, or any of their Re-inspections on entities that hold a Dairy Hauler/Sampler license. |
| 184 | Reports | New Dev | View Tanker Inspection Report | The system will allow a user to view the DY-356T Tanker Inspection report for an inspection conducted on entities holding a Dairy Tanker or Dairy Milk Transportation Company license types. | This is the inspection report for entities holding a tanker license type. The DY-356T Tanker Inspection report is available for Initial, Routine, or any of their Re-inspections on entities that hold a Dairy Tanker or Dairy Milk Transportation Company license. |
| 185 | Reports | New Dev | View Special Inspection Report | The system will allow a user to view the AG-031 Special Report for an Advisory inspection report for inspections conducted on unlicensed entities. | This report is the general inspection report to be generated on those inspections that do not have a dedicated report format. Many parts of the different reports may be common. This report will be leveraged also for Plan Reviews. |
| 186 | Reports | Custom | Notice of Fee/Fine Report | The system will allow a user to generate a Notice of Fee/Fine Report on inspections showing fees assessed on the inspection, outstanding fee/fines for the entity, and information on how to complete a payment. | Leverage the Notice of Fee/Fine Functionality of FIRST but tailored the displayed fix text to be specific to Dairy. |
| 187 | Licensing System | Custom | Identify Truck type | The system will accept from the Licensing System the Truck Type for licenses related to vehicles. | This field comes from the licensing system and it is maintained (owned by) in LPS. Possible values for vehicle related license types are: Dairy Tanker Truck, Dairy Can Truck. |
| 188 | Reports | New Dev | View Dairy Can Truck Inspection Report | The system will allow a user to view the DY-357 Can Milk Truck Inspection report for an inspection conducted on licensed entities with a license type that has a Truck Type of Dairy Can Truck. | The DY-357 Can Milk Truck Inspection report is available for Initial, Routine, or their Re-inspections on entities that hold a license type that has a truck type and the truck type is Dairy Can Truck. This is the inspection report for these entities and the final design may have general areas that are the same regardless of the inspection type. |
| 189 | Entity | Custom | Identify Plant Sampler | The system will allow a user to identify an unlicensed entity as a Plant Sampler. | This is just an indicator at the entity level that will then control if the specific inspection report for these entities should be the one output. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| 190 | Reports | New Dev | View Plant Sampler Inspection Report | The system will allow a user to view the FDA Evaluation Inspection Report for an inspection conducted on unlicensed entities identified as Plant Sampler. | The FDA Evaluation Inspection Report is available for Evaluation Inspection on unlicensed entities that have been identified to be a Plant Sampler. This is the inspection report for these entities and the final design may have general areas that are the same regardless of the inspection type. |
| 191 | Inspection | Custom | Leverage Inspection Samples Functionality | The system will use existing Inspection Sample functionality as defined in FIRST, but remove the Comminuted related fields from the General Sample screen and the Inspector Report on Sample. | <p>Leverage the functionality to create samples by providing the general information, sample details, and results, as well as marking samples ready for analysis and identifying results as violative.</p> <p>Keeping the current sample structure allows the system to interact with LIMS via the existing APIs.</p> <p>There are different requirements for the new functionality to create from Sample Template, additional reporting, and reporting not needed. There may be a need to alter the UI to default some fields or to change the required designation.</p> <p>The Sample Analysis Requested and Sample Analysis (both lookup codes) are different for DORIS (separate requirement as well).</p> <p>Include the Chain of Custody reports (both) as is.</p> |
| 192 | Inspection | Custom | Sampling on Inspections | The system will allow a user conducting an inspection to include samples on that inspection. | This requirement is about enabling the Sample tab functionality of FIRST on all inspections on Dairy. |
| 193 | Samples | Custom | Inspector Report On Sample | The system will allow a user to view the Inspector Report on Sample for samples taken on an inspection. | <p>Remove the Comminuted related fields from the General Sample and the Inspector Report on Sample.</p> <p>Leverage the IROS as defined in FIRST available for each one of the Samples on an inspection.</p> |
| 194 | Inspection | New Dev | Create Samples from Sample Templates | The system will allow a user to select one or more Sample Templates to create a sample for each of the selected templates. | <p>The list of sample templates available for selection must be limited to: Products associated to the Entity, Products that apply only to Samples, and the Sample Controls.</p> <p>Create a Sample Record with at least one Detail based on the template setup.</p> <p>This option is another way to create samples on an inspection. It will be used to create multiple samples with already the analysis requests that apply to each selected product. This option will be listed on the Inspection Samples Screen.</p> <p>An entity can be associated to products. Those products can be sampled at different inspections, but not all products are available at</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | <p>one time. The inspector must be able to select one or more products to create samples from templates for the products that this entity is associated to and that has a template created for.</p> <p>The template includes the necessary information to create the Sample populating sections of the General information, and adding one or more Sample Details.</p> <p>For selection also will be active products that are marked for sample only and that have a template created. These products are, for example, Water and Glycol.</p> <p>To be determine during JAD is how to create the Sample Control - as one Sample with multiple details, or as multiple Samples. Examples of Controls are Pasteurization Temperature Control, Water Temperature Control, Raw Temperature Control.</p> |
| 195 | Reports | New Dev | View Sample Worksheet | The system will allow a user to view the sample worksheet. It includes a grid of all Samples in the Inspection, listing the Products, Analysis Requested for each Product on the Sample and with areas to write information collected on the field such as Container Size/Type, Collection Temperature and Time, Inspector Comments (per product). | <p>This worksheet reports the Sample Controls in separate lines.</p> <p>This report is used by the inspector to collect the sample details and later input the information in DORIS. It generated from the Samples screen of the inspection, and includes all the sample records on that inspection.</p> <p>This is the DY-383 Dairy Product Analysis Report.</p> |
| 196 | Entity | New Dev | Milk/Dairy Product Quality Warning Letter | The system will allow a user to add a Warning Notice for Violation of a Milk/Dairy Product Standard letter to an entity. The system will allow the user to provide details related to the counts issues incurred by the entity. | <p>If the letter is set up to require approval, it should be signed by (prepared by) the Department Dairy Program Manger instead of the entity's supervisor.</p> <p>This letter is similar to the one system generated from the Milk Quality module, but the user will have to input information related to what count was high, how high. Also it can be signed by the inspector or by the Department Dairy Program Manager (Barb) in the case of being set up as approval needed. Per Barb she would prefer this letters to be set up with approval required for her to sign off on them. Having the Department Dairy Program Manager sign instead of the supervisor is a change on the way the letter approval process works for Entities right now.</p> |
| 197 | Enforcement | Config Only | Enforcement Warning Letter | The system will allow a user to add a Warning Letter to an Enforcement. | <p>This letter will be set up leveraging the functionality from the FIRST system.</p> <p>Leverage the existing FIRST functionality for this enforcement level</p> |

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| | | | | | letter. There is some tailoring to the Warning Letter, but may be possible to accomplish this by updating the template only. |
| 198 | Enforcement | Config Only | Enforcement Administrative Fine Letter | The system will allow a user to add a Administrative Fine Letter to an Enforcement. | <p>This letter will be set up leveraging the functionality from the FIRST system.</p> <p>Leverage the existing FIRST functionality for this enforcement level letter. There is some tailoring to the Administrative Fine Letter, but may be possible to accomplish this by updating the template only.</p> |
| 199 | Enforcement | Config Only | Enforcement Combination Letter | The system will allow a user to add a combination Warning and Administrative Fine Letter to an Enforcement. | <p>This letter will be set up leveraging the functionality from the FIRST system.</p> <p>Leverage the existing FIRST functionality for this enforcement level letter. There is some tailoring to the combination Warning and Administrative Fine Letter, but may be possible to accomplish this by updating the template only.</p> |
| 200 | Enforcement | Config Only | Enforcement General Letter | The system will allow a user to add a General Letter to an Enforcement. | <p>This letter will be set up leveraging the functionality from the FIRST system.</p> <p>Leverage the existing FIRST functionality for this enforcement level letter. There is some tailoring to the General Letter, but may be possible to accomplish this by updating the template only.</p> |
| 201 | Entity | Config Only | Entity General Letters | The system will allow a user to add General Letters to an Entity. | <p>This letter will be set up leveraging the functionality from the FIRST system.</p> <p>Leverage the existing FIRST functionality for these entity level letters (approval and no approval). There is some tailoring to both Letters, but may be possible to accomplish this by updating the template only.</p> |
| 202 | Inspection | Config Only | Inspection General Letters | The system will allow a user to add General Letters to an Inspection. | <p>This letter will be set up leveraging the functionality from the FIRST system.</p> <p>Leverage the existing FIRST functionality for these inspection level letters (approval and no approval). There is some tailoring to both Letters, but may be possible to accomplish this by updating the template only.</p> |
| 203 | Inspection | Config Only | Create Initial on Unlicensed Entities | The system will allow a user to create an initial inspection on an unlicensed entity. | <p>There cannot be more than one initial inspections. Due to the purging process it is possible than an Initial inspection is no longer available for an entity; therefore consider that if a Routine inspection was conducted on the entity, an initial Inspection cannot be created either.</p> <p>FIRST does not allow initials and routines created on unlicensed facilities. However, DORIS allows initials, and routines for unlicensed</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
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| | | | | | facilities, specifically plant samplers. There is a cadence also established for conducting the next routine on these unlicensed entities. |
| 204 | Licensing System | New Dev | License Record ID | The Licensing system must split the functionality (in the Licensing System) that occurs after a License is Approved to allow the License Record ID to be determined before the Credential is generated and sent. | <p>Include a step in workflow to create but not send the License to allow the License Record ID to be generated.</p> <p>Include a step in workflow to generate and send the License Credential and notify the Licensee that the License has been Issued.</p> <p>This is a small difference from FIRST because Dairy will get the Record ID with the application prior to licensure approval.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 205.1 | Licensing System | New Dev | Notify DORIS of New Dairy Applications | The Licensing system will create workflow items to serve as a notification of all new Dairy Applications. | <p>Notify DORIS regarding new Dairy License Applications when the application is complete and reviewed by CLU.</p> <p>This is the part of the requirement to create new entities in DORIS from applications in LPS that covers creating the necessary workflow notifications in LPS.</p> <p>The Licensing system will notify DORIS of new Dairy Applications.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 205.2 | Licensing System | New Dev | Wait for DORIS Response to Dairy Applications | The Licensing system will wait for approval or denial of licensure via the Inspection Results for Dairy Applications. | <p>The Licensing system will wait for approval or denial of the Dairy application unless for exceptions as stated on subsequent requirements.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 205.3 | Licensing System | New Dev | Applications Exempt from DORIS Approval | The Licensing system will not wait for approval from DORIS for Dairy Milk Transportation Company license types. | <p>Notify DORIS regarding new Dairy License Applications when the application is complete and reviewed by CLU.</p> <p>This is the part of the requirement to create new entities in DORIS from applications in LPS that covers creating the necessary workflow notifications in LPS.</p> <p>The Licensing system will notify DORIS of new Dairy Applications.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-----------|--|---|---|
| 206 | Licensing System | New Dev | Respond to Dairy Applications | The system will allow the inspector to indicate that an entity is ready for licensure or not and to respond to the License system workflow steps related to new applications. | This is a small difference from FIRST because Dairy will get the license number with the application, so a pending licensure entity will have the full record id number displayed |
| 207 | Licensing System | New Dev | Create Pending Licensed Entity | The system will create a new pending licensed entity when receiving a new application for licensure notification from the Licensing system. | <p>This is the functionality to accept applications from LPS and create the new pending licensed entity in DORIS. Receiving from LPS: Data owned by LPS: Entity Name (Location Name), Physical Address (Location Address), Mailing Address (Organization Address), Organization Name</p> <p>Additional Information: Contact Details (at least one primary contact as done for FIRST), Email, phone number.</p> <p>A change with FIRST is that for DORIS, the application will include the Record ID, so pending will show the full "license number" in DORIS instead of just the license type as done in FIRST.</p> |
| 208 | Licensing System | New Dev | New Plant BTU | The system will set the BTU to the numeric portion of the Record ID assigned by licensing system, when creating a new pending license entity for a Plant license type. | <p>The inferring of the BTU at the time of creation applies only for entities that are created from applications related to Plant License Type in LPS. The BTU must be initially set to the numeric portion of the LPS Record ID (license number). For Producers, the BTU will be assigned manually by a user of DORIS. This field should be updated just during the creation of a new plant, but later leave it maintainable in DORIS, but do not change it upon synchronization.</p> <p>The Plant related license types are: Dairy Grade A Plant Dairy Manufacturing Plant Dairy Receiving Station Dairy Single Service Dairy Tank Truck Wash Dairy Transfer Station Dairy Warehouse/Distributor</p> |
| 209 | Licensing System | New Dev | Upcoming Initial Inspection on Licensed Entities | The system will create an initial inspection when receiving a new application for licensure notification from the Licensing system. | When a new application entity is created, attempt to create an upcoming (scheduled) initial inspection for the pending licensed entity. Default the inspector to the entity assigned inspector, but when one cannot be identified, create the inspection unassigned. |
| 209.5 | Licensing System | New Dev | Exclude License Types from | The system will not create an initial inspection when receiving a new application for licensure notification for Dairy Certified Industry Field | When the Licensing system sends a notification for an application on entities on license types that are not inspected and approved directly via DORIS inspections, the initial should not be stubbed. Those license types are Dairy Certified Industry Field Representative and Dairy Milk |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-----------|---|---|---|
| | | | Creating Initial | Representative and Dairy Milk Transportation Company license types. | Transportation Company. The approval of Dairy Certified Industry Field Representative application/renewal will take place directly with the CLU and not via the DORIS/LPS interface. |
| 210 | Licensing System | New Dev | License Created Notification | The Licensing system will notify DORIS when a License is created | Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |
| 211 | Licensing System | New Dev | Indicate Stop the Clock on Entity Licensure | The system will allow the inspector to indicate that an entity is not ready for initial inspection or licensure, by sending a Stop the Clock notification to the Licensing System. | The notification must include the comments provided by the inspector. FIRST has the functionality to send a Stop the Clock on a consultation. However, the Stop the Clock process has to be added for Dairy in LPS. |
| 212 | Licensing System | New Dev | Accept Stop the Clock on Licensure Response | The Licensing system will allow the inspector to indicate that an entity is not ready for initial inspection or licensure, by sending a Stop the Clock notification to the Licensing System. | FIRST has the functionality to send a Stop the Clock on a consultation. However, the Stop the Clock process has to be added for Dairy in LPS. Accept the inspector comments on the response. Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |
| 212.1 | Licensing System | New Dev | Track Application Timing | The Licensing system will track the due dates in workflow for Dairy Applications (enables "Stop the Clock") | Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |
| 212.2 | Workflow | New Dev | In-Flight workflows | Changes to application workflows will not be compatible with in-flight applications. System needs to be designed to eliminate impact (branched workflow/versioned workflow/converting existing) | Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |
| 213 | Licensing System | New Dev | Notify DORIS of Dairy License Renewals | The Licensing system will create workflow items to serve as a notification to DORIS regarding new available Dairy License Renewals. | This is the part of the requirement to let DORIS know that there are renewals available in order for DORIS to get specific renewal paperwork. Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |
| 214 | Licensing System | New Dev | Get Dairy License Renewal Information | The system will allow a user to get the paperwork associated to a Dairy License Renewal from the Licensing System, so that it can be downloaded and attached to the licensed entity. | This is the part of the requirement to allow of user of DORIS to get the renewal paperwork to download and attach to the specific licensed entity that has been issued a renewal. |
| 215 | Workflow | New Dev | Notify DORIS of Withdrawn Renewals | The Licensing system will create workflow items to serve as a notification to DORIS regarding | This is the part of the requirement to let DORIS know that the license has been Withdrawn. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-------------|--|---|--|
| | | | | Withdrawn Dairy License Application Renewals. | Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work. |
| 216 | Licensing System | New Dev | Notify DORIS of Delinquent Renewals | The Licensing system will provide data to DORIS regarding Delinquent status on Dairy Licenses. | <p>This is the part of the requirement to let DORIS know that the license renewal is Delinquent.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 217 | Licensing System | New Dev | Notify DORIS of Expired Renewals | The Licensing system will provide data to DORIS regarding Expired status on Dairy Applications. | <p>This is the part of the requirement to let DORIS know that the license renewal has Expired.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 218 | Licensing System | New Dev | Notify DORIS of Deficient Renewals | The Licensing system will create workflow items to serve as a notification to DORIS regarding Deficient Dairy License Application Renewals. | <p>This is the part of the requirement to let DORIS know that the license renewal is Deficient.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 219 | Licensing System | New Dev | Notify DORIS of Administrative Holds on Licenses | The Licensing system will provide data to DORIS regarding Administrative Hold status on Dairy Licenses. | <p>This is the part of the requirement to let DORIS know that the license renewal has been applied an Administrative Hold. This takes place of the Hold feature of FIRST as it does not happened often.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 220 | Licensing System | New Dev | Notify DORIS of Out of Business Licenses | The Licensing system will create workflow items to serve as a notification to DORIS regarding Out of Business Dairy Licenses. | <p>This is the part of the requirement to let DORIS know that the location is Out of Business.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 221 | Licensing System | Config Only | Accept License Status Changes | The system will accept licensed status changes from the Licensing System and apply them to the corresponding licensed entity. | This covers accepting all the notifications related to status changes of a license in LPS. |
| 221.5 | Licensing System | New Dev | Identify Transferred Licenses | The system will identify licenses that have been transferred in the Licensing System in order to notify DORIS inspectors of the license transfer. | This covers reacting to license transfers in LPS (by status changes and/or record id changes), and automatically synchronizing the entity details. The synchronization of license transfers is already part of the leverage functionality from FIRST. However if LPS does a transfer and an edit, it requires manual synchronization. |
| 222 | Licensing System | Config Only | Indicate Out of Business | The system will allow the inspector to indicate that a licensed entity is out of business. | Leverage the FIRST functionality to Mark Out of Business for DORIS. This makes an entity inactive. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-------------|--|--|--|
| 223 | Licensing System | New Dev | Accept Out of Business Response | The system will allow the inspector to indicate that an entity is not ready for initial inspection or licensure, by sending a Out of Business notification to the Licensing System. | <p>The notification must include the comments provided by the inspector.</p> <p>FIRST has the functionality to send an Out of Business response. However, the this process has to be added for Dairy in LPS. Accept the inspector comments on the response.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 224 | Licensing System | Config Only | Send Fees/Fines | The system will allow a user to apply fees/fines to licensed and unlicensed entities and send them to the Licensing system. | This requirement covers sending Fees/Fines from Enforcement, Inspection, Plan Reviews to both licensed entities or unlicensed entities. The sending of information continues to take place at the points defined by FIRST. However, the Fees/Fines structure must be set up in LPS and MiCaRS (separate technical requirement). |
| 225 | Licensing System | Config Only | External Fees/Fines | The system will have access to the fees/fines assessed for Dairy entities in the Licensing system. | Leverage the FIRST functionality to populate the Entity Fee/Fine History information based on external fee/fines. |
| 226 | Licensing System | Config Only | Invoice Number | The system will receive from the Licensing system the invoice number for fees/fines generated in DORIS. | Leverage the FIRST functionality to received the invoice number and to inject it on the Notice of Fee/Fine report and selected Enforcement Letters. |
| 227 | Licensing System | Config Only | Inspection Fee/Fine Adjustments | The system will allow an authorized user to adjust a fee/fine accessed on an inspection after the fee/fine has been sent to the Licensing System. | Leverage the FIRST functionality to apply adjustment on inspections. The adjustments performed on Enforcements is covered by the requirement that leverages the FIRST Enforcement functionality. |
| 228 | Licensing System | Config Only | Fee/Fine Payments | The system will received from the Licensing system payment details for fees/fines generated in DORIS. | Leverage the FIRST functionality to mark fee/fines generated by the system as paid. |
| 229 | FIRST System | Custom | Leverage Fee/Fine History Functionality | The system will use the existing functionality to display DORIS Fee/Fines as well as LPS Fee/Fines assessed for an entity. | <p>Requires changes to the UI to change FIRST for DORIS.</p> <p>Work will be required for LPS to enable this Dairy requirement. A separate LPS change notice will be required to perform this work.</p> |
| 230 | Enforcement | Custom | Enforcement Triggered From Inspection Violations | The system will auto-generate an enforcement when an inspection is submitted and the inspection includes cited violations from a Regulation setup to trigger an Enforcement Request. | <p>Create the Request Action for each violation that triggers enforcement, defaulting the recommended trigger event and the recommended action taken to the values defined for triggering from regulation.</p> <p>Leverage how enforcement requests are created from inspection on FIRST but due to the setup of the regulation cited. The default values for the recommended Trigger/Action will be defined during JAD.</p> |
| 231 | Enforcement | Custom | Enforcement Triggered From | The system will auto-generate an enforcement when an inspection is | Leverage FIRST functionality on how enforcement requests are created from inspection, but this enforcement is due to the inspector checking Administrative Fine. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-------------|---|--|--|
| | | | Inspection Administrative Fine | submitted and the inspection indicates an Administration Fine is needed. | This request may require manual creation of the request action since the system would not know which of the violations to select as the requested action. |
| 232 | Inspection | Custom | Inspection Administrative Fine Rule | The system will ensure that at least one violation has been cited on the inspection in order to indicate an Administration Fine is needed. | Because marking Administrative Fine causes an auto-enforcement to be generated, at least one cited violation in the inspection is required for the enforcement process to work as designed. Enable the Administrative Fine only after at least one violation has been cited. Apply a check to the transition to submit the inspection and display also on the submit requirements overview card. |
| 233 | Enforcement | Custom | Limit One Enforcement Triggered From Inspection | The system will auto-generate only one Enforcement Request when an inspection is submitted and there are multiple triggering factors on the inspection. | Even if there are multiple violations set to trigger enforcement or a combination between the violations set to trigger enforcement and the Administrative Fine option, the system should just create one Enforcement request, not multiple. |
| 234 | Enforcement | Config Only | Recall Enforcement on Inspection Reopen | The system will delete the auto-generated Enforcement Request created from an Inspection when the Inspection is Reopen and the Enforcement is still in the Request Created status. | Leverage the functionality of FIRST to delete an Enforcement Request created from an Inspection when the Inspection is Reopen and the enforcement is still in the Request Created status. |
| 235 | Audit - Internal | Config Only | Reopen Inspection | The system will provide functionality to allow authorized personnel to reopen an audited (completed) inspection. | The reopen functionality of inspections already exists as part of the transitions and it is wrapped around a special permission. Listed here due to leveraging the INTELS requirements. |
| 236 | Audit - Internal | New Dev | Audit Module | The system will include an audit module to assist with internal auditing of inspections. | This module is for supervisors to perform audits of inspections internally. Leveraged from INTELS Audit module. |
| 237 | Audit - Internal | New Dev | Audit Eligible Inspections | The system will define an audit eligible inspection as those inspections that are submitted (completed), have not been audited already, and are currently under audit. | This requirement indicates what inspections can be selected to be a part of an audit, and defines the term "eligible inspections". Leveraged from INTELS Audit module. |
| 238 | Audit - Internal | New Dev | Search for Inspections to Audit | The system will allow authorized users to search for eligible inspections to audit. | This is the search on the audit process itself and not a different flavor of enhanced search. Leveraged from INTELS Audit module. |
| 239 | Audit - Internal | New Dev | Enter Audit Criteria | The system will allow a user to provide search criteria to select the eligible inspections to be audited. Include on the search the percentage of eligible inspections to select. | The actual fields that Dairy needs to find the inspections to be audited will be determined during JAD. The percentage is to allow the user to take just a percentage of the inspections that match the criteria. There should not be a sort, result set should be random. Leveraged from INTELS Audit module. |

| Req ID | Functional Area | Work Type | Req Title | Req Description | Comments |
|--------|------------------|-------------|--------------------------------|---|---|
| 240 | Audit - Internal | New Dev | Assign Audits to User | The system will randomly return eligible inspections that meet the provided search criteria and assign those for auditing to the logged in user. | There should not be a sort, result set should be random but based on the provided search criteria. Leveraged from INTELS Audit module. |
| 241 | Audit - Internal | New Dev | View My Audits | The system will allow a user to view audits assigned to the user. | This requirement is for viewing the audits a user is working on. Leveraged from INTELS Audit module. |
| 242 | Audit - Internal | New Dev | Mark Audit | The system will allow a user to mark an audit assigned to the user as completed or cancelled. | Upon completion of the audit, the inspections are marked as audited. Upon cancellation of the audit, the inspections are no longer under audit and could be selected for a different audit process. Leveraged from INTELS Audit module. |
| 243 | Audit - Internal | Custom | Search for Audited Inspections | The system will allow users to search for inspections that have been or need to be audited. | Leveraged from INTELS Audit module. |
| 244 | Reports | New Dev | View Federal Audit Report | The system will generate a report with details needed for an external audit. | For Federal Auditors Dairy will need to generate a report that shows the patterns on an entity or group of entities. * Quality counts at the right frequency * When samples were taking * Journals (Ledgers) * Enforcement has been conducted while necessary |
| 245 | FIRST System | New Dev | File Storage | The system will integrate with Azure Blob Storage or Isilon network-attached storage (NAS) platform for attached files and finalized reports generated by DORIS | This only applies to stored reports. |
| 246 | Inspection | Config Only | Reassign Inspection | The system will allow a user with the appropriate permission to select a different inspection inspector while the inspection is not finalized. | Ability to reassign an inspection in progress for when a user leaves the dairy section or a user name change. The ability to change the inspector on an inspection should be limited to inspections that are not submitted. |
| 247 | Search | New Dev | Search for Complaints | The system will allow users to search for and view Complaints by a variety of criteria. | Allow DORIS users to search for and view complaints by a variety of criteria. Up to 10 search fields. |



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 **9**
to
Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | | | |
| | Justin Shaulis | | Contract Administrator | Sarah Platte | DTMB |
| | 517-803-3217 | | | 517-219-2406 | |
| | j.shaulis@kunzleigh.com | | | plattes3@michigan.gov | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2024 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$2,065,347.00 | \$0.00 | \$2,065,347.00 | | |
| DESCRIPTION | | | | |
| Effective 7/12/2023, the parties add two Statements of Work, both of which are attached. The purpose of the first Statement of Work is to allow the Food Inspection & Enforcement System (FIRST) to receive changes to licensing data at regular intervals. The purpose of the second Statement of Work is to update and change the Contractor Team's Roles and Responsibilities. The State will be using existing funds for this change notice. | | | | |
| Additionally, the State will be exercising the first of seven, one-year options. The new expiration date is 7/31/2024. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement, and State Administrative Board approval on 1/5/2021. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology – FIRST | Period of Coverage: |
| Requesting Department: MDARD | Date: 5/26/2022 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Jill Cullen | Phone: 248-212-8274 |

Brief Description of Services to be provided:

PROJECT OBJECTIVE:

The purpose of this change notice is to bring into scope the use of the new LPS APIs being developed as part of LPSFSREQ-230 and LPSFSREQ-235 to allow the FIRST system to receive changes to licensing data on a regular interval.

The majority of APIs in LPS were designed for real-time data integration with other integrated systems. A new business need was identified by MDARD FDD to maintain a local copy of licensing data within the FIRST system. This change will allow FIRST and other future integrated systems to consume these new APIs for purposes of receiving recently updated information, including licensing, applications, organizations and their related records. This simplifies the synchronization process between LPS and other systems during reconciliation of data and reduces the amount of data transfer to prevent performance related issues.

SCOPE OF WORK:

Enhancements to functionality within the FIRST system:

Implement the following enhancements:

1. FDDREQ-492: Synchronize Recent Changes to Primary LPS Records

Note: Please see Appendix A below for the additional detail.

TASKS:

There is no change to supporting DTMB tasks for the addition of this scope.

DELIVERABLES:

The addition of this scope will be included within the already defined SUITE deliverables for the project.

ACCEPTANCE CRITERIA:

DTMB and MDARD Project Managers will approve all completed deliverables.

PROJECT CONTROL AND REPORTS:

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

- **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.

- **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.

PAYMENT SCHEDULE:

Payment will be made on a satisfactory acceptance of each Milestone basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency 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 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.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Ken Settimo
Food Safety Specialist
MDARD
Constitution Hall
525 W. Allegan St.
Lansing, MI 48933
517-284-5710
settimok@michigan.gov

The designated DTMB Project Manager is:

Jill Cullen
Project Manager
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
248-212-8274
cullenj@michigan.gov

The designated DTMB Technical Owner is:

Dane Sjoquist
Agency Services SAM
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
517-242-9765
SjoquistD@michigan.gov

AGENCY RESPONSIBILITIES:

MDARD Product Owner, Project Manager, and Subject Matter Experts (SMEs) will be required to assist with the following project activities:

- Participate in Sprint and Release User Acceptance Testing
- Participate in the Release go-live event
- Review and approve deliverables and SUITE documentation

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at a combination of State of Michigan offices, primarily Constitution Hall in Lansing, MI, KL&A offices in Okemos, MI and KL&A remote office locations throughout the US.

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 overtime will be permitted.

This purchase order is a release from Contract Number 171-200000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 171-200000001272 constitute the entire agreement between the State and the Contractor.

3. Schedule

The final schedule will be updated upon approval and execution of this change notice, as well as the change notice for the LPS system development. The following milestones are expected for this combined work. The development effort for this scope of work cannot begin until the API is developed and tested as part of LPSFSREQ-230. A combined timeline for both systems will be identified upon approval of the work.

| Task | Approximate Duration (business days) |
|--------------------------------|---|
| Design (JAD and documentation) | 7 |
| Development | 20 |
| Testing and Test Closure | 23 |
| Code Freeze and Go-Live | 11 |

| Event | Start | Finish |
|-------------------------|-------|--------|
| JAD and Documentation | TBD | TBD |
| Development Sprint 1 | TBD | TBD |
| Development Sprint 2 | TBD | TBD |
| UAT Prep on SOM QA | TBD | TBD |
| UAT on SOM QA | TBD | TBD |
| UAT Test Closure Report | TBD | TBD |
| Production Readiness | TBD | TBD |
| Go-Live | TBD | TBD |

4. Warranty

There is no change to warranty for the addition of this scope

5. Cost by Functional Area

The \$21,663.00 cost for software development in FIRST for this effort is being waived by KL&A upon approval of the change notice for LPSFSREQ-230 and LPSFSREQ-235. All effort for both change notices will be combined in a single timeline and release as noted above.

1. Overview

These requested changes are to add enhancements to the FIRST application implementation.

The specifics of each enhancement are listed in section 2 below, along with the corresponding requirements captured and approved by MDARD staff. The column definitions for the new requirement is defined below.

New Requirements:

| Column | Description |
|-------------------------|--|
| Jira ID | The ID documented within the project system of record |
| Functional Area | The functional area that the requested enhancement pertains to |
| Requirement Title | A short title that summarizes the requirement |
| Requirement Description | A short description of the necessary business, functional, or technical requirement |
| Comments | Additional comments that help better define this requirement and it's implementation |

2. New Enhancements

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|------------------|---|---|--|
| FDDREQ-492 | Licensing System | Synchronize Recent Changes to Primary LPS Records | The system shall modify its automated process to create a new synchronization cycle to utilize a new LPS endpoint for determining which Organizations, Applications, or Licenses have changes or transfers within LPS since the previous synchronization cycle. | <p>Changed and/or transferred items in LPS will be synchronized with corresponding data within FIRST using a standard application scheduling tool to occur at the lowest possible frequency to avoid performance degradation for either FIRST or LPS, consistent with existing non-automated synchronization processes defined by FDD-2361.</p> <p>Note: The development effort for this scope of work cannot begin until the LPS APIs are developed and tested as part of LPSFSREQ-230 and LPSFSREQ-235.</p> <p>Note: Frequency of data synchronization to be discussed during Joint Application Design (JAD). Synchronization frequency is expected to fall within the range of 5 minutes to 24 hours, depending on various factors.</p> |



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology – FIRST | Period of Coverage: |
| Requesting Department: MDARD | Date: 5/26/2023 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Jill Cullen | Phone: 248-212-8274 |

Brief Description of Services to be provided:

PROJECT OBJECTIVE:

The purpose of this change notice is to modify the original MDARD Food Inspection & Enforcement System contract, contract notice 171-200000001272.

SCOPE OF WORK:

Changes to Contractor Team's Roles and Responsibilities include the following KL&A Roles and Designee Names:

| KL&A Role | Original Designee Name | New Designee Name |
|------------------------|---|--|
| Project Manager | Dave Desrochers 2164 University Park Drive Okemos, MI 48664 248-559-7910 d.desrochers@kunzleigh.com | Anthony Callan 2164 University Park Drive Okemos, MI 48664 248-559-7910 a.callan@kunzleigh.com |
| Service Manager | Sara Duval 2164 University Park Drive Okemos, MI 48664 248-559-7910 s.duval@kunzleigh.com | Babatunde Azeez 2164 University Park Drive Okemos, MI 48664 248-559-7910 b.azeez@kunzleigh.com |
| Test Manager | Heath Cleland 2164 University Park Drive Okemos, MI 48664 248-559-7910 | Babatunde Azeez 2164 University Park Drive Okemos, MI 48664 248-559-7910 |

TASKS:

There is no change to supporting DTMB tasks.

DELIVERABLES:

There is no change to deliverables.

ACCEPTANCE CRITERIA:

There is no change to acceptance criteria.

PROJECT CONTROL AND REPORTS:

There is no change to project controls or reports.

SPECIFIC DEPARTMENT STANDARDS:

There is no change to department standards.

PAYMENT SCHEDULE:

There is no change to payment schedule.

EXPENSES:

There is no change to expenses.

PROJECT CONTACTS:

The designated Agency Project
Manager is:

Ken Settimo
Food Safety Specialist
MDARD
Constitution Hall
525 W. Allegan St.
Lansing, MI 48933
517-284-5710
settimok@michigan.gov

The designated DTMB Project
Manager is:

Jill Cullen
Project Manager
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
248-212-8274
cullenj@michigan.gov

The designated DTMB Technical
Owner is:

Dane Sjoquist
Agency Services SAM
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
517-242-9765
SjoquistD@michigan.gov

AGENCY RESPONSIBILITIES:

There is no change to agency responsibilities.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

There is no change to work location.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

There is no change to hours and conditions.

This purchase order is a release from Contract Number 171-200000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 171-200000001272 constitute the entire agreement between the State and the Contractor.

SCHEDULE:

There is no change to schedule.

WARRANTY:

There is no change to warranty.

COST BY FUNCTIONAL AREA:

There is no change to cost.



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 **9**
to
Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | | | |
| | Justin Shaulis | | Contract Administrator | Sarah Platte | DTMB |
| | 517-803-3217 | | | 517-219-2406 | |
| | j.shaulis@kunzleigh.com | | | plattes3@michigan.gov | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$2,065,347.00 | \$0.00 | \$2,065,347.00 | | |
| DESCRIPTION | | | | |
| Effective 7/12/2023, the parties add two Statements of Work, both of which are attached. The purpose of the first Statement of Work is to allow the Food Inspection & Enforcement System (FIRST) to receive changes to licensing data at regular intervals. The purpose of the second Statement of Work is to update and change the Contractor Team's Roles and Responsibilities. The State will be using existing funds for this change notice. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement, and State Administrative Board approval on 1/5/2021. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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 **8**
to
Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | | | |
| | Justin Shaulis | | Contract Administrator | Sarah Platte | DTMB |
| | 517-803-3217 | | | 517-219-2406 | |
| | j.shaulis@kunzleigh.com | | | plattes3@michigan.gov | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|--------------------------------|---|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card | | <input type="checkbox"/> PRC | <input type="checkbox"/> Other | <input checked="" type="checkbox"/> Yes <input 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"/> | 1 Year | <input type="checkbox"/> | | July 31, 2024 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$2,065,347.00 | \$0.00 | \$2,065,347.00 | | |
| DESCRIPTION | | | | |
| Effective 6/9/2023, the State is exercising the first of the seven available option years. The new Contract expiration date is 7/31/2024. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement, and State Administrative Board approval on 1/5/2021. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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 7
to
Contract Number 200000001272

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | | | |
| | Justin Shaulis | | Contract Administrator | Sarah Platte | DTMB |
| | 517-803-3217 | | | 517-219-2406 | |
| | j.shaulis@kunzleigh.com | | | plattes3@michigan.gov | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$2,065,347.00 | \$0.00 | \$2,065,347.00 | | |
| DESCRIPTION | | | | |
| Effective 4/17/2023, the parties add the Attached Statement of Work to assist the Food and Dairy Division (FDD) business team with correcting production data for Arnie's Bakery within the FIRST application database using a Microsoft SQL script. This script will update the target violation IDs for the specific inspection record(s), as provided by FDD. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement, and State Administrative Board approval on 1/5/2021. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology – FIRST | Period of Coverage: |
| Requesting Department: MDARD | Date: 3/3/2023 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Jill Cullen | Phone: 248-212-8274 |

Brief Description of Services to be provided:

PROJECT OBJECTIVE:

The purpose of this change notice is to assist the Food and Dairy Division (FDD) business team with correcting production data for Arnie's Bakery within the FIRST application database using a Microsoft SQL script. This script will update the target violation IDs for the specific inspection record(s) as provided by FDD.

SCOPE OF WORK:

Implement the following enhancements for the FIRST application:

1. FDDREQ-509: Invalid Previous Violations SQL Script

Note: Please see Appendix A below for the additional detail.

TASKS:

There is no change to supporting DTMB tasks for the addition of this scope.

DELIVERABLES:

There is no change to deliverables for the addition of this scope.

ACCEPTANCE CRITERIA:

There is no change to acceptance criteria for the addition of this scope

PROJECT CONTROL AND REPORTS:

There is no change to project controls or reports for the addition of this scope.

SPECIFIC DEPARTMENT STANDARDS:

There is no change to department standards for the addition of this scope.

PAYMENT SCHEDULE:

There is no change to payment schedule for the addition of this scope.

EXPENSES:

There is no change to expenses for the addition of this scope.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Ken Settimo
Food Safety Specialist
MDARD
Constitution Hall
525 W. Allegan St.
Lansing, MI 48933
517-284-5710
settimok@michigan.gov

The designated DTMB Project Manager is:

Jill Cullen
Project Manager
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
248-212-8274
cullenj@michigan.gov

The designated DTMB Technical Owner is:

Dane Sjoquist
Agency Services SAM
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
517-242-9765
SjoquistD@michigan.gov

AGENCY RESPONSIBILITIES:

There is no change to agency responsibilities for the addition of this scope.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

There is no change to work location for the addition of this scope.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:

There is no change to hours and conditions for the addition of this scope.

This purchase order is a release from Contract Number 171-200000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 171-200000001272 constitute the entire agreement between the State and the Contractor.

SCHEDULE:

There is no change to schedule for the addition of this scope

WARRANTY:

There is no change to warranty for the addition of this scope

COST BY FUNCTIONAL AREA:

There is no change to cost for the addition of this scope

1. Overview

These requested changes are to add enhancements to the FIRST application implementation.

The specifics of each enhancement are listed in section 2 below, along with the corresponding requirements captured and approved by MDARD staff. The column definitions for the new requirement is defined below.

New Requirements:

| Column | Description |
|-------------------------|--|
| Jira ID | The ID documented within the project system of record |
| Functional Area | The functional area that the requested enhancement pertains to |
| Requirement Title | A short title that summarizes the requirement |
| Requirement Description | A short description of the necessary business, functional, or technical requirement |
| Comments | Additional comments that help better define this requirement and it's implementation |

2. New Enhancements

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|--|--|---|
| FDDREQ-509 | Inspection | Invalid Previous Violations SQL Script | A SQL script shall be developed to make changes to specific violation inspection records for Arnie's as identified by FDD. | <p>Development of a SQL script to update data within the FIRST production database for changing selected past violations so that they are marked as corrected and do not appear on a specific inspection report (for the ongoing Routine Inspection), as provided by FDD. This is a zero-cost change and will be considered an emergency level change.</p> <p>Note: FDD is responsible for testing the changes within the lower test environment prior to implementing into production. FDD will provide approval to move the change into production. Any adverse, unintended side affect of this script may result in a cost related change request.</p> |



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 **6**
to
Contract Number **200000001272**

| | |
|-------------------|--------------------------------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC |
| | 28081 Southfield Road |
| | Lathrup Village, MI 48076-2816 |
| | Justin Shaulis |
| | 517-803-3217 |
| | j.shaulis@kunzleigh.com |
| | CV0036059 |

| | | | |
|--------------|-------------------------------|-----------------------|-------|
| STATE | Program Manager | Various | MDARD |
| | | | |
| | Contract Administrator | Sarah Platte | DTMB |
| | | 517-219-2406 | |
| | | plattes3@michigan.gov | |

| CONTRACT SUMMARY | | | | | | | |
|---|------------------------------|------------------------------------|---|-------------------|--|--|--|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | | | | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | | | | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | | | | |
| | | | | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | | | | |
| <input type="checkbox"/> P-Card | <input type="checkbox"/> PRC | <input type="checkbox"/> Other | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 | | | |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | | | | |
| \$2,065,347.00 | \$8,430.00 | \$2,073,777.00 | | | | | |
| DESCRIPTION | | | | | | | |
| Effective 10/31/2022, the parties add the attached Statement of Work to include additional enhancements to the FIRST application for use by the FDD Administration and Inspectors. The State also adds funding in the amount \$8,430.00 to support the enhancements in the Statement of Work. | | | | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, and DTMB Central Procurement approval. | | | | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology – FIRST | Period of Coverage: |
| Requesting Department: MDARD | Date: 10/31/2022 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Jill Cullen | Phone: 248-212-8274 |

Brief Description of Services to be provided:

PROJECT OBJECTIVE:

The purpose of this change notice is to include additional enhancements to the FIRST application for use by the FDD Administration and Inspectors.

SCOPE OF WORK:

Enhancements to functionality within the FIRST system:

Implement the following enhancements:

1. FDDREQ-482: SQL Script to Change 1500 LHD Values
2. FDDREQ-474: Alter Return Inspection to Scheduled Transition
3. FDDREQ-485: Add fields to LIMS API
4. FDDREQ-475: Display Frequently Used Documents without Subfolders

Note: Please see Appendix A below for the additional detail.

TASKS:

There is no change to supporting DTMB tasks for the addition of this scope.

DELIVERABLES:

The addition of this scope will be included within the already defined SUITE deliverables for the project.

ACCEPTANCE CRITERIA:

DTMB and MDARD Project Managers will approve all completed deliverables.

PROJECT CONTROL AND REPORTS:

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

- **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.
- **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.

PAYMENT SCHEDULE:

Payment will be made on a satisfactory acceptance of each Milestone basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency 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 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.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Ken Settimo
Food Safety Specialist
MDARD
Food & Dairy Division
525 W. Allegan St.
Lansing, MI 48933
517-284-5710
settimok@michigan.gov

The designated DTMB Project Manager is:

Jill Cullen
Project Manager
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
248-212-8274
cullenj@michigan.gov

The designated DTMB Technical Owner is:

Dane Sjoquist
Agency Services SAM
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
517-242-9765
SjoquistD@michigan.gov

AGENCY RESPONSIBILITIES:

MDARD Product Owner, Project Manager, and Subject Matter Experts (SMEs) will be required to assist with the following project activities:

- Participate in Sprint and Release User Acceptance Testing
- Participate in the Release go-live event
- Review and approve deliverables and SUITE documentation

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at a combination of State of Michigan offices, primarily Constitution Hall in Lansing, MI, KL&A offices in Okemos, MI and KL&A remote office locations throughout the US.

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 overtime will be permitted.

This purchase order is a release from Contract Number 171-200000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 171-200000001272 constitute the entire agreement between the State and the Contractor.

3. Schedule

There is no change to schedule for the addition of this scope

4. Warranty

There is no change to warranty for the addition of this scope

5. Cost by Functional Area

| Functional Area | Cost |
|-----------------|-------------------|
| Entity | \$4,215.00 |
| Inspection | \$4,215.00 |
| Samples | \$0.00 |
| Dashboard | \$0.00 |
| Total: | \$8,430.00 |

1. Overview

These requested changes are to add enhancements to the FIRST application implementation.

The specifics of each enhancement are listed in section 2 below, along with the corresponding requirements captured and approved by MDARD staff. The column definitions for the new requirement is defined below.

New Requirements:

| Column | Description |
|-------------------------|--|
| Jira ID | The ID documented within the project system of record |
| Functional Area | The functional area that the requested enhancement pertains to |
| Requirement Title | A short title that summarizes the requirement |
| Requirement Description | A short description of the necessary business, functional, or technical requirement |
| Comments | Additional comments that help better define this requirement and it's implementation |

2. New Enhancements

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|---|---|--|
| FDDREQ-482 | Entity | SQL Script to Change 1500 LHD Values | Need KLA to create a SQL script to change the provided spreadsheet LHD values from Wayne to "Detroit" | |
| FDDREQ-474 | Inspection | Alter Return Inspection to Scheduled Transition | The system shall allow the transition to Return to Scheduled when the inspection is in a status of "Revisions Needed", "No Revisions Needed", or "Sent for Review", in addition to "In Progress". | Once in scheduled status and inspection has to start again, it will reset the subtypes for the inspection (existing system functionality). Any tasks that are transition related will be removed. |
| FDDREQ-485 | Samples | Add fields to LIMS API | The system shall include additional information on the API to Get Samples Pending Analysis. | The following fields need to be included in the API Get Request - Samples Pending Analysis: <ul style="list-style-type: none"> • Retailer Name • Retailer Address • Manufacturer Name • Manufacturer Address • Warehouse/Distributor Name • Warehouse/Distributor Address • Container Size/Type |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|--|--|----------|
| FDDREQ-475 | Dashboard | Display Frequently Used Documents without Subfolders | The system shall display the hyperlink of a document on the Frequently Used Documents card even when its folder name is not defined in SharePoint. | |



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 **5**
 to
 Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | Contract Administrator | Sarah Platte | DTMB |
| | Justin Shaulis | | | (517) 241-7000 | |
| | 517-803-3217 | | | plattes3@michigan.gov | |
| | j.shaulis@kunzleigh.com | | | | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$2,065,347.00 | \$177,580.00 | \$2,242,927.00 | | |
| DESCRIPTION | | | | |
| Effective 8/31/22, the parties add the attached Statement of Work to add additional enhancements to the FIRST (Food Inspection & Enforcement System) application for use by the FDD Administration and Inspectors. The state also adds \$177,580.00 in funding to the Contract | | | | |
| All other terms, conditions, specifications and pricing remain the same. Per Contractor, Agency, DTMB Central Procurement Services and State Administrative Board approval on 01/05/2021. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|-----------------|--------------|-------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology – FIRST | Period of Coverage: |
| Requesting Department: MDARD | Date: 4/27/2022 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Richard Stankiewicz | Phone: 989-780-3580 |

Brief Description of Services to be provided:

PROJECT OBJECTIVE:

The purpose of this change notice is to include additional enhancements to the FIRST application for use by the FDD Administration and Inspectors.

SCOPE OF WORK:

Enhancements to functionality within the FIRST system:

Implement the following enhancements:

1. FDDREQ-375: Update Breadcrumb to include License Number
2. FDDREQ-388: Inspection Report Modifications
3. FDDREQ-412: Inspector Follow-up Task Landing on Entity and not Enforcement - Does Not Prevent Closure
4. FDDREQ-413: Identify Sample Result as Violative
5. FDDREQ-414: Pull Back Auto-Generated Enforcement on Inspection Reopen
6. FDDREQ-415: Navigate Away Save Changes Warning
7. FDDREQ-416: Subtype Maintenance Table
8. FDDREQ-418: Maintain Inspection Subtype Version
9. FDDREQ-419: New Paper Application Entity
10. FDDREQ-420: New Paper Application Inspections
11. FDDREQ-421: Start Initial Inspection from Paper Application Inspection
12. FDDREQ-422: Configure Paper Application Fees
13. FDDREQ-423: New Licensed Food Establishment Overview Card
14. FDDREQ-424: Allow Amending of Name/Address during Stop the Clock
15. FDDREQ-425: Block Migrated Inspections from Triggering Auto-Enforcements
16. FDDREQ-426: Alter User Assignments to use Program, License Type, and District
17. FDDREQ-427: Infer Supervisor in Complaints Using License Types
18. FDDREQ-429: Alter Supervisor Dashboard to Account for License Types
19. FDDREQ-430: Alter Notice of Fee/Fine Report to Infer Supervisor based on License Type
20. FDDREQ-431: Alter Enforcement Supervisor for License Type
21. FDDREQ-432: Alter Inspection Send for Review to Account for License Type
22. FDDREQ-433: Alter Entity/Inspection Letters to Account for a Supervisor's License Type
23. FDDREQ-434: Alter Attachments and Notes to User with Edit to Control Active Status
24. FDDREQ-435: Alter Complaint Response Report to Infer Supervisor based on License Type
25. FDDREQ-436: Reactivate inactivated Produce Farms and Unlicensed Food Establishments
26. FDDREQ-437: Allow editing of routine inspections when establishment set to inactive by LPS
27. FDDREQ-442: Add New Entity Type for Plan Reviews
28. FDDREQ-443: Transform Plan Review to License Food Establishment
29. FDDREQ-444: Prevent Enforcement from Being Created on Inactive

30. FDDREQ-446: Request LTA from Entity
31. FDDREQ-447: Receive LPS initiated LTA requests
32. FDDREQ-448: Respond to LPS Initiated LTA Request
33. FDDREQ-449: Generate CRA Report
34. FDDREQ-450: Store CRA Report
35. FDDREQ-451: Email CRA Report PDF
36. FDDREQ-452: Mark Inspection Reports on CRA Facilities Ineligible for MiSafe
37. FDDREQ-453: Add New Inspection Type for Plan Reviews
38. FDDREQ-454: Choose Organization and Location for new Plan Review Entity
39. FDDREQ-455: Invite new Plan Review Contact to the LPS Organization
40. FDDREQ-456: Display Organization Information
41. FDDREQ-457: Display Location Information for an Organization
42. FDDREQ-458: Create Unlicensed Entity on Existing Organization
43. FDDREQ-459: Alter Inspection Report for Seizures
44. FDDREQ-460: Add Additional Release
45. FDDREQ-461: Alter Entity Information Overview Card for Supervisor
46. FDDREQ-462: Alter Notice of Fee/Fine to use Physical Address
47. FDDREQ-463: Alter Add Vending Banks/Location to Inspection
48. FDDREQ-464: New Recent Activity Card for Dashboard
49. FDDREQ-465: Alter Inspector Report on Sample for Additional Fields
50. FDDREQ-466: Display Latest Fee on the Entity Details/License Information Overview Card
51. FDDREQ-467: Printing of Sample Stickers

Note: Please see Appendix A below for the additional detail.

TASKS:

Technical support is required to assist with the following tasks:

- DTMB technical staff will be responsible for coordinating the extracts from the MDARD data warehouse.
- DTMB technical staff will be responsible for all RFC scheduling and approval processes.
- DTMB technical staff will be responsible for the configuration and deployment into the QA environment for formal UAT activities.
- DTMB technical staff will be responsible for the deployment into the Production environment.
- DTMB technical staff will be responsible for any Web Server or Database activities deemed necessary to help support this activity.

DELIVERABLES:

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

Deliverables for this release include:

- All project deliverables will be handled as outlined in the PMM-0101 Project Charter. Enhancements will be developed and tested as part of normal project sprint activities.
- Updates to the SEM-0702 Installation Plan related to this release

ACCEPTANCE CRITERIA:

DTMB and MDARD Project Managers will approve all completed deliverables.

PROJECT CONTROL AND REPORTS:

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

- **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.
- **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.

PAYMENT SCHEDULE:

Payment will be made on a satisfactory acceptance of each Milestone basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency 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 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.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Ken Settimo
Food Safety Specialist
MDARD
Constitution Hall
525 W. Allegan St.
Lansing, MI 48933
517-284-5710
settimok@michigan.gov

The designated DTMB Project Manager is:

Laura Brancheau
Business Relationship Manager
DTMB
517-618-9646
BrancheauL@michigan.gov

AGENCY RESPONSIBILITIES:

MDARD Product Owner, Project Manager, and Subject Matter Experts (SMEs) will be required to assist with the following project activities:

- Attend discovery and JAD sessions
- Attend Sprint Planning and Demonstration events
- Provide subject matter expertise, as needed
- Participate in Sprint and Release User Acceptance Testing
- Participate in the Release go-live event
- Review and approve deliverables and SUITE documentation

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at a combination of State of Michigan offices, primarily Constitution Hall in Lansing, MI, KL&A offices in Okemos, MI and KL&A remote office locations throughout the US.

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 overtime will be permitted.

This purchase order is a release from Contract Number 171-200000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 171-200000001272 constitute the entire agreement between the State and the Contractor.

PROJECT PLAN and PAYMENT SCHEDULE

| Event | Start | Finish | Invoice Date | Cost | Credit * | Invoice Amount |
|---------------|-----------|-----------|--------------|---------------------|----------------------|---------------------|
| Sprint 35 | 4/5/2022 | 5/2/2022 | 6/1/2022 | \$36,668.80 | (\$8,600.00) | \$28,068.80 |
| Sprint 36 | 5/3/2022 | 5/16/2022 | 6/1/2022 | \$36,668.80 | (\$8,600.00) | \$28,068.80 |
| Sprint 37 | 5/17/2022 | 5/31/2022 | 6/1/2022 | \$36,668.80 | (\$8,600.00) | \$28,068.80 |
| Sprint 38 | 6/1/2022 | 6/14/2022 | 7/1/2022 | \$36,668.80 | (\$8,600.00) | \$28,068.80 |
| Sprint 39 | 6/15/2022 | 6/29/2022 | 7/1/2022 | \$36,668.80 | (\$8,600.00) | \$28,068.80 |
| R4 Go-Live | 8/18/2022 | 8/18/2022 | 9/1/2022 | \$45,836.00 | (\$8,600.00) | \$37,236.00 |
| Total: | | | | \$229,180.00 | (\$51,600.00) | \$177,580.00 |

* Note: The credit listed above in the amount of \$51,600.00 from Contract Change Notice 4 has been fully applied to this change notice. This credit will be deemed fulfilled at the end of this release.

3. Schedule

The effort related to development, testing, and the increased production deployment scope will result in the addition of 5 sprints with 1 additional release to the overall FIRST schedule.

The updated project sprint and deploy schedule is below:

| Event | Start | Finish |
|----------------------------|-----------|------------|
| Release 4 Sprint 35 | 4/5/2022 | 5/2/2022 |
| Release 4 Sprint 36 | 5/3/2022 | 5/16/2022 |
| Release 4 Sprint 37 | 5/17/2022 | 5/31/2022 |
| Release 4 Sprint 38 | 6/1/2022 | 6/14/2022 |
| Release 4 Sprint 39 | 6/15/2022 | 6/29/2022 |
| R4 UAT Prep | 7/8/2022 | 7/14/2022 |
| R4 UAT on SOM QA | 7/15/2022 | 7/28/2022 |
| R4 UAT Test Closure Report | 7/29/2022 | 8/4/2022 |
| Production Readiness | 8/5/2022 | 8/17/2022 |
| R4 Go-Live | 8/18/2022 | 8/18/2022 |
| Warranty | 8/19/2022 | 11/19/2023 |

4. Warranty

There is no extension of existing warranty period dates. The FIRST warranty period dates will shift correspondingly with the addition of sprints and release activities, but remain at the current 15 calendar months.

Data Migration Warranty Conditions:

KL&A is only responsible for data errors resulting from the translation and loading of legacy data. Data errors deemed to be the result of the processing by the Accela system, bad source data from either Accela or the MDARD data warehouse, or as part of extraction errors from the MDARD data warehouse are not covered under the warranty period or activities.

5. Cost by Functional Area

| Functional Area | Cost |
|-------------------------|---------------------|
| Algorithm/Migration | \$4,215.00 |
| Dashboard | \$4,215.00 |
| Enforcement | \$12,645.00 |
| Entity | \$1,405.00 |
| Inactive | \$2,810.00 |
| Inspection_MRA_Report | \$9,835.00 |
| Inspection_Report | \$7,025.00 |
| License_Info | \$8,430.00 |
| License_Type_Assignment | \$28,100.00 |
| LTA | \$16,860.00 |
| Navigate_Away | \$11,240.00 |
| Notes | \$2,810.00 |
| Release 4 | \$10,000.00 |
| Paper_Applications | \$26,695.00 |
| Plan_Review | \$37,935.00 |
| Pre-Licensure_Editing | \$2,810.00 |
| Reactivate | \$2,810.00 |
| Samples | \$14,050.00 |
| Subtypes | \$22,480.00 |
| Tasks | \$1,405.00 |
| Vending | \$1,405.00 |
| Total: | \$229,180.00 |

1. Overview

These requested changes are to add enhancements to the FIRST application implementation.

The specifics of each enhancement are listed in section 2, along with the corresponding requirements captured and approved by MDARD staff. The column definitions for the new requirements are defined below.

New Requirements:

| Column | Description |
|-------------------------|--|
| Jira ID | The ID documented within the project system of record |
| Functional Area | The functional area that the requested enhancement pertains to |
| Requirement Title | A short title that summarizes the requirement |
| Requirement Description | A short description of the necessary business, functional, or technical requirement |
| Comments | Additional comments that help better define this requirement and it's implementation |

2. New Enhancements

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-------------------|---|---|---|
| FDDREQ-375 | License_Info | Update Breadcrumb to include License Number | The system should use the License Number (prefix includes the license type) within the breadcrumb for licensed Food Establishments and Entity ID (existing way that is works) for unlicensed Food Establishments and Produce Farms. | This requirement covers modifying the breadcrumb displayed on the top of inspection, enforcement, sample, and seizure screens. Currently it always displays the Entity ID. Update the breadcrumb to use License Number (includes the license type prefix in it) when the entity is a licensed Food Establishment but continue to use the entity ID when the entity is an unlicensed Food Establishment or Produce Farm. This will cover updating the breadcrumb in all children screens of an entity where the breadcrumb is currently displayed. |
| FDDREQ-388 | Inspection_Report | Inspection Report Modifications | Alter the existing Inspection Report to remove the additional spacing around the address fields to no longer accommodate mailing in a window envelope. | This requirement covers altering the Inspection Report for both Food and Produce to remove the excess space around the addresses. FDD does not mail the inspection report very often and a number of users have complained about the formatting. This requirement will cover tweaks to either just remove the spacing below the address information or to move the address field (or fields, they may want to remove mailing address altogether from the report) into the Establishment Information portion. But both Food and Produce need to come up with a consistent decision/re-formatting of this as the two reports use a consistent template and this requirement does not cover reengineering the reports to be different in terms of the common components of the report. |
| FDDREQ-412 | Tasks | Inspector Follow-up Task Landing on Entity and not Enforcement - Does Not Prevent Closure | When an enforcement is approved, the system shall create the inspector's follow-up task at the enforcement level instead of the entity level to prevent the closure of the enforcement prior to completion of the task. | This requirement covers modifying the existing task to the inspector to follow-up on the enforcement to be an enforcement level task, not an entity level one. This should then aid in stopping the enforcement from being closed as you cannot close an enforcement with an open task. When an enforcement is approved, the inspector's follow-up on enforcement task is getting placed at the entity level and not the enforcement level. |
| FDDREQ-413 | Samples | Identify Sample Result as Violative | The system must allow one or more sample results to be marked as violative or not (in bulk). | This requirement covers adding functionality to the existing sample result area to mark sample results as violative or not. This functionality must allow bulk updates of the violative indicator. Since not all sample results are violative, the options will be Yes, No, and Not Applicable (N/A). Marking applies to both manually entered samples as well as |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|---|---|--|
| | | | | <p>ones received from LIMS. Initially, sample results will be created with the violative indicator set to null/blank.</p> <p>All sample results must be marked as violative or not before the sampling inspection can be submitted. And marking, like other editing of sample information, will only be allowed while the sample and its sampling inspection are open for editing. Lastly, this requirement covers adding an additional search option in inspection search to find samples based on their violative indicator (Yes/No/NA).</p> <p>One new permission will be used for: marking as violative, add results, and edit results. Proposed SOW Notes change (third paragraph added):</p> <p>This requirement covers adding functionality to the existing sample result area to mark sample results as violative or not. This functionality must allow bulk updates of the violative indicator. Since not all sample results are violative, the options will be Yes, No, and Not Applicable (N/A). Marking applies to both manually entered samples as well as ones received from LIMS. Initially, sample results will be created with the violative indicator set to null/blank.</p> <p>All sample results must be marked as violative or not before the sampling inspection can be submitted. And marking, like other editing of sample information, will only be allowed while the sample and its sampling inspection are open for editing. Lastly, this requirement covers adding an additional search option in inspection search to find samples based on their violative indicator (Yes/No/NA).</p> <p>As part of this requirement, alter the functionality to allow users with a new permission, to add sample results and edit non-system generated results on ongoing sampling inspections (additional permission to the existing one).</p> |
| FDDREQ-414 | Enforcement | Pull Back Auto-Generated Enforcement on Inspection Reopen | Upon reopen of an inspection that automatically generated an enforcement, the system will delete that enforcement if it is still in a request created state. | <p>This requirement covers deleting an automatic enforcement that was the result of submitting an inspection and that inspection is reopened. It will only delete that enforcement if it is still in a request created state. If it is not in the "Request Created" status, then it will not be deleted. And it will be deleted regardless of whether an inspector started filling in request actions or added things in the drawer. Deleted purely based on status.</p> <p>Upon re-submittal of the inspection, the system will re-generate the enforcement regardless of whether the other auto-generated enforcement was deleted or not (if the inspection still meets the criteria to auto-generate an enforcement). This also covers deleting the task that went with the auto-generated enforcement (if autogenerated enforcement was deleted). All children records of the enforcement will be deleted as well (tasks, notes, attachments, etc).</p> |
| FDDREQ-415 | Navigate_Away | Navigate Away Save Changes Warning | This requirement will cover adding a navigate away warning to the FIRST application if you have made any changes to data and try to either click another page in FIRST or navigate away from FIRST. Particularly of concern for the drawer because you can inadvertently click off the side panel in the drawer and that closes it. | <p>This requirement will cover adding a navigate away warning to the FIRST application if you have made any changes to data and try to either click another page in FIRST or navigate away from FIRST. Particularly of concern for the drawer because you can inadvertently click off the side panel in the drawer and that closes it.</p> <p>Technical note: This requirement does not cover extending an expiring MiLogin session. However, we do plan to store your changes locally related to this if requirement FDDREQ-417 is approved.</p> |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|--------------------|--|--|--|
| FDDREQ-416 | Subtypes | Subtype Maintenance Table | The system will allow an administrator to maintain the subtypes (including their questions and answers). | This requirement covers adding a new maintenance table for subtypes. A subtype is a grouping of questions and their answers related to an inspection. The subtypes (and their related questions/answers) are program specific and inspection type specific. An administrator can add whole new subtypes and inactivate existing ones. Within the subtype, an admin can maintain the questions and their answers. That includes adding and inactivating questions and configuring the data type of the answer/response. Answers can be configured as free-form text, yes/no, dates, numbers, and drop-downs (connected to lookup). This requirement also covers being able to add whole new types to lookup to aid in supporting new lookups and their values. |
| FDDREQ-418 | Subtypes | Maintain Inspection Subtype Version | The system must control the version of subtype an inspection uses to ensure the proper questions and their answers display based on when the inspection was started. | This requirement covers properly versioning subtypes once an administrator has the ability to maintain subtypes in the system (see FDDREQ-416). When an inspection is started, it will use the current version of the applicable subtypes and their questions/answers. Plan to display the subtype version within the subtype portion of inspection to aid the inspector in knowing which version is applicable to the inspection. Versioning allows the inspection to be reopened and preserve the subtype questions and answers applicable to the inspection. This covers displaying active subtypes, questions, and answers applicable to the version of the subtypes for the particular inspection (based on its program, inspection type, and date started). This requirement does not cover any additional search fields based on subtypes as the existing subtype search fields meet FDDs needs. This enhancement requires FDDREQ-416 to be approved, otherwise it is unnecessary. |
| FDDREQ-419 | Paper_Applications | New Paper Application Entity | The system will allow an authorized user to enter a paper application for a licensed Food Establishment operating without a license. | This requirement covers adding a new entity type of 'Paper Application'. It will be available in the main create area of FIRST and act similar to the entry of an unlicensed Food Establishment. But will have an additional field to track the license type they were operating as. Paper application entities will allow violations and fees but will not allow enforcements to be created on them. These entities will allow one and only one inspection type: Paper Application inspections. |
| FDDREQ-420 | Paper_Applications | New Paper Application Inspections | The system will allow an authorized user to track paper application inspections on paper application entities. | This requirement covers allowing inspectors to conduct paper application inspections like any other inspection in the system. Paper application inspections will be available on only one type of entity (Paper Application entities). Paper application inspections will be modelled like investigations but with no ability to create a seizure from it. These inspections will allow for violations and fees. But the fees will behave differently within these types of inspections. Even though these inspections will allow for violations, the ability to create an enforcement from them will be restricted. These inspection types will not allow for follow-ups or be included in the algorithm (will not trigger a routine). |
| FDDREQ-421 | Paper_Applications | Start Initial Inspection from Paper Application Inspection | The system will allow authorized users to start an initial inspection from a paper application inspection pre-populating certain information onto it. | This requirement covers adding new functionality to be able to start an initial inspection on a pending licensed Food Establishment from a submitted paper application inspection. This new start feature will be called 'Start from Paper Application'. It will work like the regular start inspection feature in terms of starting the inspection but the initial will be pre-populated with information from the paper application inspection. Plan to pre-populate (but inspector can change the information) information into the details, violations, and submittal from the selected paper application. If FDD plans to add operation codes, training or other entity details onto the paper application entity, those can be copied over as well (to be determined in JADs). Fees added to the paper application will not be brought over to the initial as they are not "real" fees. Also plan to attach the submitted inspection report and notice of fee/fine report from the paper application onto the initial as an attachment. Once an inspection has been started from the paper application, it will be deleted, along with its entity. |
| FDDREQ-422 | Paper_Applications | Configure Paper Application Fees | The system will allow authorized users to configure certain fees to be used on paper | This requirement covers the modifications to the fee/fine maintenance table to include new fees not configured to go to LPS. These fees will be added into the fee/fine |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-------------------------|---|---|---|
| | | | application inspections and these fees will not flow to LPS. | maintenance table during development as the fee/fine maintenance table does not include the ability to add new fees/fines. These fees will be the only fees configured to show up on paper application inspections and will not be allowed on other inspection types. This requirement also covers modifying inspection to only allow these fees on paper applications and not send these fees to LPS on submit. |
| FDDREQ-423 | License_Info | New Licensed Food Establishment Overview Card | Create a new overview card for licensed Food Establishments to be displayed on the entity, inspection, and enforcement overview screens. | This requirement covers developing a new overview card to display license information (i.e. license type, license specific information, etc). Once the card has been developed, it can be added to the entity, inspection, and enforcement overviews for licensed Food Establishments. |
| FDDREQ-424 | Pre-Licensure_Editing | Allow Amending of Name/Address during Stop the Clock | The system should allow an inspector to make name and address changes to an entity while in stop the clock state. | Currently, the system only allows an inspector to amend an entity's name and address while the entity is in the 'Pending' state (prior to issuing licensure). This requirement will also allow an inspector to amend the entity's name and address while in the 'Stop the Clock' state. Stop the Clock is only allowed prior to issuing licensure but in case the inspector forget to amend the name or physical address prior to issuing the stop the clock result, this would allow them to. |
| FDDREQ-425 | Algorithm/Migration | Block Migrated Inspections from Triggering Auto-Enforcements | The system should exclude migrated inspections from the algorithm to trigger auto-enforcement records. | This requirement covers altering the algorithm to ignore migrated inspections when it triggers auto-enforcement on an entity. Currently, the system is generating many auto-enforcement requests when migrated inspections have been introduced into the system. FDD does not like this as it causes more work for inspectors. Once this requirement is implemented, automatically generated enforcements will never be generated based on migrated inspections - only ones created through FIRST. However, any violations that are carried forward onto FIRST inspections can technically trigger an auto-generated enforcement from them. |
| FDDREQ-426 | License_Type_Assignment | Alter User Assignments to use Program, License Type, and District | The system shall alter the existing user assignments to map a user's license types within a single component that includes program, license type, and district. | This requirement covers removing the programs tab within users along with the license types one. These two facets of user assignments will be incorporated into the singular assignment functionality (side-by-side control) within the existing districts tab of the user's record. Rename this tab to Assignments and incorporate the license type in with the Program's districts to determine how both inspectors and supervisors will be defaulted on entities, inspections and enforcement throughout the system. Region will continue to be selected as part of the users assignments. Disclaimer: That this approach will not work if supervisors are also inspectors as the user assignment component is for the user as a whole. |
| FDDREQ-427 | License_Type_Assignment | Infer Supervisor in Complaints Using License Types | The system should default the Supervisor in Complaints based on the implicated entity's program, license type, and district. | This requirement covers modifying the way that the supervisor is inferred for complaint when the implicated entity is in FIRST. Currently, the system infers the supervisor using the implicated entity's program and district (based on physical address). Once changes have been made to the user - district/assignment functionality (see FDDREQ-426) then complaint supervisor will be also inferred using license type. |
| FDDREQ-429 | License_Type_Assignment | Alter Supervisor Dashboard to Account for License Types | The system should show a Supervisor the proper tasks, inspectors work, and applicable information on their dashboard based on the entity's program, license type, and district. | This requirement covers modifying what a supervisor sees on their dashboard to account for license type within assignment. Currently, the system displays a supervisor's staff based on work related to entities in the supervisor's program and district (based on physical address). Once changes have been made to the user - district/assignment functionality (see FDDREQ-426) then what the supervisor sees on their dashboard will also account for license type. NOTE: All cards within the dashboard are affected by this. And for complaints, it affects not only the implicated entities a supervisor sees but also the complaint's related entities. |
| FDDREQ-430 | License_Type_Assignment | Alter Notice of Fee/Fine Report to | The system should infer the proper Supervisor within a Notice of Fee/Fine report based on | This requirement covers modifying the existing Notice of Fee/Fine report to infer the proper supervisor within the wording of the report to also account for license type. |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-------------------------|--|---|--|
| | | Infer Supervisor based on License Type | the associated entity's program, license type, and district. | Currently, the system infers the supervisor based on the related entity and its program and district (based on physical address). Once changes have been made to the user - district/assignment functionality (see FDDREQ-426) then the supervisor inferred in the body of the report will also account for license type. |
| FDDREQ-431 | License_Type_Assignment | Alter Enforcement Supervisor for License Type | The system should infer the proper Supervisor for the enforcement based on the entity's program, license type, and district. | This requirement covers modifying the way that the supervisor is inferred for an enforcement when the enforcement request is sent for review. Currently, the system infers the supervisor using the entity's program and district (based on physical address). Once changes have been made to the user - district/assignment functionality (see FDDREQ-426) then the supervisor will be also inferred using license type. |
| FDDREQ-432 | License_Type_Assignment | Alter Inspection Send for Review to Account for License Type | The system should properly infer the Supervisor when an inspection is sent for review based on the entity's program, license type, and district. | This requirement covers modifying the existing send for review functionality within inspection to properly default the supervisor to also include license type. Currently, the system infers the supervisor based on the associated entity's program and district (based on physical address). Once changes have been made to the user - district/assignment functionality (see FDDREQ-426) then the default supervisor when an inspection is sent for review will also account for license type. |
| FDDREQ-433 | License_Type_Assignment | Alter Entity/Inspection Letters to Account for a Supervisor's License Type | The system needs to infer the proper Supervisor within entity and inspection letters that require approval based on the entity's program, license type, and district. | This requirement covers modifying which supervisor's name/information displays within the body of the letter. Two new letters (FDD-1629 and FDD-1852) are going to embed the supervisor's name and signature within letters that need approval. Once changes have been made to the user - district/assignment functionality (see FDDREQ-426) then the supervisor will be inferred including license type as well. |
| FDDREQ-434 | Notes | Alter Attachments and Notes to User with Edit to Control Active Status | The system should allow any user with proper edit permission to control the active and inactive status of an attachment or note regardless of whether they created it. | This requirement alters the attachments and notes features within the drawer (where turned on) to allow any user with the proper corresponding edit permission to control whether the attachment or is active or not. Originally the system was designed to allow anyone with the corresponding edit permission to edit anyone's notes or attachments. Then we altered the system to restrict editing of attachments and notes to be more like tasks and only the user that created it could edit it (and delete it). This requirement will pull out the active/inactive portion of the functionality to allow anyone to control the attachment or note status (as long as they have the corresponding edit permission). |
| FDDREQ-435 | License_Type_Assignment | Alter Complaint Response Report to Infer Supervisor based on License Type | The system should infer the proper Supervisor within a Complaint Response report based on the complaint primary entity's program, license type, and district. | This requirement covers modifying the existing Complaint Response Report to infer the proper supervisor within the wording of the report (MDARD Contact section) to also account for license type, when the complaint has a primary entity that is in FIRST. Currently, the system infers the supervisor based on the related primary entity and its program and district (based on physical address). Once changes have been made to the user - district/assignment functionality (see FDDREQ-426) then the supervisor inferred in the body of the report will also account for license type. When a Supervisor cannot be determined, the report will continue to use the Supervisor selected on the Complaint Details. |
| FDDREQ-436 | Reactivate | Reactivate inactivated Produce Farms and Unlicensed Food Establishments | The system must allow an authorized user to reactivate an inactive Produce Farm or unlicensed Food Establishment. | This requirement covers adding a new feature to reactivate an inactivated (status of Inactive) produce farm or unlicensed food establishment. This feature will be protected with a new special permission. Either a button or an action item option will be added within entity on inactive produce farms and unlicensed food establishments only to set the status back to active. Inactive licensed food establishments will have to be reactivated through LPS. This feature will simply set the status. Any inspections that may be needed once reactivated will need to be manually added on the entity. |
| FDDREQ-437 | Inactive | Allow editing of routine inspections when establishment set to inactive by LPS | The system shall alter the locking down of entity/inspections to allow for start a routine or follow-up to a routine when entity status is inactive from LPS and add a submit block message/functionality if attempting to submit | |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|---|--|---|
| | | | the routine or follow-up to a routine without an Out of Business inspection result. | |
| FDDREQ-442 | Plan_Review | Add New Entity Type for Plan Reviews | <p>The inspection system must allow for a new entity type to accommodate Food Establishments that should become licensed Food Establishments after initial plan review complete.</p> | <p>This requirement will add a new type of entity to support plan reviews. This entity type, named Plan Review, would be used for brand new Food Establishments that require a plan review prior to licensure. The new entity type will ultimately be an LFE, but is initially modeled like a UFE, along with the license type the firm intends to apply for. All data in the Entity Details section will be open for edit, similar to a UFE, but LPS owned data will be locked down and synchronized with LPS once the entity is transformed into an LFE. All other features of Entity (e.g., Op Codes, Training, Water & Waste, etc.) will be enabled and work the same as other entities. This new entity will only allow Consultations and Plan Review Inspections. This new type of entity will support preserving entity information when matching to the future application for license (that flows from LPS). The Plan Review inspection type is modeled after the Specialized Review Inspection Type but is intended to only include the Plan Review questions (as covered by FDDREQ-453). Only one RVW entity should be allowed for any given combination of Organization, Location, and License Type.</p> <p>When creating the Plan Review entity, the user will have the opportunity to associate the entity to an existing Organization and Location from LPS by searching or create a new one if the Organization does not exist. The Plan Review entity can also be created from an existing Organization using the new Organization Page added by requirement FDDREQ-454.</p> <p>During the creation of the Plan Review entity, the user will have the option to send a predefined fee to LPS or not. When applied, the fees will be sent to LPS immediately upon creation of the entity.</p> <p>When a new Organization and Location is to be created within FIRST and LPS, the system must collect the minimally required information to create an unlicensed Organization in LPS (addresses, contacts, etc.) including an email address to be used to send an invitation to the entity contact so they can claim this new Organization within the LPS public portal.</p> <p>The Plan Review inspection results are not sent to LPS, but the fees are (during the creation of the entity, when applicable). The fees are sent at the Organization level and will not prevent LPS from granting licensure when not paid.</p> <p>Like Paper Applications, Plan Review entities are not allowed to be selected as an entity on a Complaint (Implicated or Related). Once they are transformed into licensed entities, then they can be associated.</p> |
| FDDREQ-443 | Plan_Review | Transform Plan Review to License Food Establishment | <p>The inspection system must include functionality to accept a licensing application on an existing Plan Review entity and transform it to the applied License Type.</p> | <p>When the application comes from LPS and the Organization GUID, Location GUID, and License Type are a match to an existing Plan Review entity, then instead of creating a new entity the system will change the matching Plan Review entity to be a pending Licensed Food Establishment, and stub the Initial Inspection as defined in FDD-1099. All the history of the Plan Review (prior inspections, fees, etc.) will remain as part of the pending or licensed entity.</p> <p>Before approving the license, the inspector will have to ensure that the plan review fees have been paid.</p> |
| FDDREQ-444 | Enforcement | Prevent Enforcement from Being Created on Inactive | <p>The inspection system will prevent the creation of autogenerated enforcement requests when entities are placed Inactive.</p> | <p>This requirement covers preventing the system from generating an automatic enforcement request on inactive entities. There are three ways entities become inactive in FIRST. (1) Manually changing the status to Inactive and saving (applies to UFE and PF). (2)</p> |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------------|---|--|---|
| | | | | Submitting an inspection on an LFE with inspection results of OOB (submitting this inspection will NOT auto-trigger enforcement). (3) LPS flipping the status to Inactive. For scenario 3, we need to account for automatically re-triggering creating the enforcement, if the status change was done in error and flipped back to active in LPS. |
| FDDREQ-446 | LTA | Request LTA from Entity | The system must allow an authorized user to initiate a Licensed Type Adjustment request on eligible Licensed Food Establishments at the Entity level. | This requirement would allow an authorized user to request a License Type Adjustment for a Licensed Food Establishment initiated from FIRST to LPS. This option is similar to the one already done at the inspection level but done instead at the entity level. The user can select the new requested licensed type and provide comments to LPS. There is no real option or need to select approval for FIRST initiated LTAs as they are considered requested and approved all at once. FIRST will send the approved indicator to LPS along with the request. For a licensed FE to be eligible for an LTA means to not already be in a status of LTA Pending, Pending, or Inactive. FTM and FSF license types cannot be adjusted, so those entities are not eligible either. |
| FDDREQ-447 | LTA | Receive LPS initiated LTA requests | The system must allow an authorized user to respond to a Licensed Type Adjustment request that initiated in LPS. | This requirement would cover receiving LPS initiated LTA requests from LPS into FIRST through an API. These requests, including the requested License Type, would reside on the entity and create a task to the entity assigned inspector. Once FIRST receives one of these requests, an authorized user would need to respond to the LTA request sending back approval or denial to LTA (See requirement FDDREQ-448). Existing FIRST functionality only knows about the LTA because of a status change on the LPS side. This requirement allows us to handle the actual LTA as a distinct API data exchange with LPS. |
| FDDREQ-448 | LTA | Respond to LPS Initiated LTA Request | The system must allow an authorized user to approve or deny an LPS initiated LTA. | This requirement covers displaying and enabling the Approve/Deny LTA button at the entity level when a new LPS initiated LTA request flows over. It also includes responding using the Inspection Results on the submittal of an inspection. The user will have the ability to Approve or Deny it as well as entering comments. Since the request response can be done from two different places, inspection and entity, unsubmitted inspection results that have selected an LTA may need to be cleared out upon sending an LTA request to LPS from other area (other inspection or at the entity level). |
| FDDREQ-449 | Inspection_MRA_Report | Generate CRA Report | The system must allow an authorized user to generate the CRA Report on Unlicensed Food Establishments Inspections identified as CRA Regulated Facilities. | The Cannabis Regulatory Agency report must be available online as well as offline only for inspections on Unlicensed Food Establishments identified as CRA Regulated Facilities. It can be generated from the Inspection Actions menu by users with permissions to view inspections from all Inspection Types on those entities. This report will behave similar to the Inspection Report (available once it is started, stored when inspection is submitted, and reopen when the inspection is reopened). |
| FDDREQ-450 | Inspection_MRA_Report | Store CRA Report | The system must store the CRA Report as a PDF when the Inspection is submitted. | The information listed on the CRA report must be locked at the time the inspection is submitted like the inspection report. The system will need to re-store the CRA report if an inspection is reopened and resubmitted. This report will behave similar to the Inspection Report (available once it is started, stored when inspection is submitted, and reopen when the inspection is reopened). |
| FDDREQ-451 | Inspection_MRA_Report | Email CRA Report PDF | The system must allow a user to select the CRA Report as an attachment to the email. | This report must be available when emailing from any of the entity areas (Entity, Inspection Enforcement) like the Inspection Report. |
| FDDREQ-452 | Inspection_MRA_Report | Mark Inspection Reports on CRA Facilities Ineligible for MiSafe | The system must mark Inspection Reports on Inspections conducted on Unlicensed Food Establishments identified as CRA Facilities, as not eligible for MiSafe. | Inspection Reports for all inspections conducted on Unlicensed Food Establishments that have been identified as CRA Facilities, cannot be sent to MiSafe. |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-------------------|---|---|---|
| FDDREQ-453 | Plan_Review | Add New Inspection Type for Plan Reviews | The system must allow for a new inspection type to accommodate for reviews on Plan Review entities. | he Plan Review inspection type will be modeled like a Specialized Reviews inspection but only include the Plan Review subtype category. However, Violations and Seizures will not be enabled, and Follow-Ups will not be allowed. The inspection results are the same used on Specialized Reviews (from lookup codes). |
| FDDREQ-454 | Plan_Review | Choose Organization and Location for new Plan Review Entity | The inspection system must allow the selection of an Organization and Location when creating a Plan Review Entity. | <p>When creating a Plan Review entity, the system will allow the user to select an existing Organization in LPS by searching for them in LPS, or to create a new Organization.</p> <p>For existing Organizations, once the Organization is selected the system will allow the user to select an existing Location. If a new Location is needed, CLU will have to create the Location within LPS prior to creating the Plan Review entity within FIRST. This will require communication with CLU by the inspector.</p> <p>If new Organization and Location are created, the information required by LPS will be gathered in FIRST and sent to LPS as an Unlicensed Organization upon creation of the Plan Review entity.</p> <p>For new organizations there must be a physical and mailing address (they cannot be unknown).</p> |
| FDDREQ-455 | Plan_Review | Invite new Plan Review Contact to the LPS Organization | The inspection system must include functionality to invite the Plan Review Contact to the LPS Organization. | When creating the Plan Review. allow the user to indicate an email address to invite as a manager of the LPS Organization account within the customer portal. Send the invite whether the related Organization is an existing Organization or a new one. |
| FDDREQ-456 | Plan_Review | Display Organization Information | The inspection system must include functionality to display Organizations in FIRST and all the entities that belong to that specific Organization. | <p>A new field will be added to the entity details to display the Organization name and LPS reference number as a hyperlink to the new Organization details page. This page will list all the entities within FIRST that are associated with the Organization. Also, from this page the user can initiate the creation of a Plan Review entity, bypassing the Organization search step and instead beginning with the Location selection step.</p> <p>The system will also allow creation of unlicensed entities from this page (see FDDREQ-442)</p> <p>This requirement includes adding the organization name to the quick entity search.</p> |
| FDDREQ-457 | Plan_Review | Display Location Information for an Organization | The inspection system must include functionality to display the Locations of an Organization. | For an Organization in FIRST, as part of the displayed information list all the Locations that the Organization has in LPS to help with the creation of the Plan Reviews. |
| FDDREQ-458 | Plan_Review | Create Unlicensed Entity on Existing Organization | The inspection system must allow creating Produce Farms or Unlicensed Food Establishments associated to an existing Organization. | The user will be able to initiate the creation of Produce Farms or Unlicensed Food Establishments from the Organization Information screen. The create process is the same but the created entity will be associated to the existing Organization GUID, and the user will be allowed to select an existing Location or enter a brand-new address. |
| FDDREQ-459 | Inspection_Report | Alter Inspection Report for Seizures | Include the Lot Number or Production Code field in the Seizure Product information listed on the Inspection Report. | This includes adding the new field to the report and possible doing some minor adjustments to the Location of the product fields to accommodate for field sizes. (altering product fields to have vertical orientation vs horizontal) |
| FDDREQ-460 | Release 4 | Add Additional Release | This new release will follow existing patterns from previous releases and adhere to DTMB SUITE and SCM policies. A one week bug bash/QA environment prep, followed by approximately 3 weeks of Release UAT including test review and approval, a defined code freeze period, and then a formal release to Production. | Alter the release approach to split Release 3 into Release 3 and Release 4. |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-------------------|--|--|--|
| FDDREQ-461 | Entity | Alter Entity Information Overview Card for Supervisor | Add the Entity inferred Supervisor to the Entity Information Overview Card. | Add the Entity inferred Supervisor to the Entity Information Overview Card that displays on the overviews for Entity, Inspections, and Enforcements. |
| FDDREQ-462 | Inspection_Report | Alter Notice of Fee/Fine to use Physical Address | Alter the existing Notice of Fee/Fine Report to display the entity's physical address. | Alter the existing Notice of Fee/Fine Report to display the entity's physical address instead of the mailing address. Same placement and format. |
| FDDREQ-463 | Vending | Alter Add Vending Banks/Location to Inspection | The system should allow a user that is adding Vending Banks/Locations to an inspection to filter by the comments field of the Vending Banks/Locations record. | This requirement covers adding the comments field to the side by side control so that vending banks/locations can be filtered by the values on the comments field. Add the comments field to the control displayed details as well. However, because the comments field is large, display only the information that fits on a line. But the complete comments text should be included on the filter functionality. |
| FDDREQ-464 | Dashboard | New Recent Activity Card for Dashboard | The system should allow a user to subscribe to a new dashboard card that displays recent entities this user has visited. | The card should include a list of entities a user has visited with the date/timestamp each entity was last accessed, with the most recent sorted at the top. There will be one entry per entity which will be updated when the user access that entity or any of its children records (e.g., Inspections, Enforcements, etc.). This new card will include the features to select the number of rows, maximize. The entity information will display the Entity ID or License Number as a hyperlink to the specific entity. |
| FDDREQ-465 | Inspection_Report | Alter Inspector Report on Sample for Additional Fields | Alter the Inspector Report on Sample to include the License Number/Entity ID information corresponding to the Retailer, Manufacturer, and Warehouse/Distributor as provided on the sample. | Alter the Retailer, Manufacturer, and Warehouse/Distributor fields on the Inspector Report on Sample to include the corresponding License Number/Entity ID as provided on the sample. For each of the three fields, the corresponding License Number/Entity ID will be appended at the end of the provided name. Also include the License Number (licensed entities) or Entity ID (unlicensed entities) of the Sampling Inspection's Entity following the entity name under the area: Entity at Which Sampling Occurred. |
| FDDREQ-466 | License_Info | Display Latest Fee on the Entity Details/License Information Overview Card | The system shall display the latest application or licensed renewal fee received, for a licensed Food Establishment, on its Entity Details/License Information card (entity, inspection, and enforcement overviews). | For licensed Food Establishments only, on the License Information section of the Entity Details card, display the name and dollar amount of the latest fee received from LPS corresponding to application or license renewal fees. While offline, the fee displayed, on an entity available offline, corresponds to the latest information received from LPS prior to going offline. The license information was added to the Entity Details existing overview card and it is displayed on the overviews of entity, inspection, and enforcement. |
| FDDREQ-467 | Samples | Printing of Sample Stickers | The system shall allow an inspector to print either a designated number or a letter sequence (A-Z , AA-AZ) of sample stickers on a Sampling Inspection prior to filling out any Sample Detail | Provide the option to generate stickers for a Sample that are not directly tied to the Sample Details Sub-ID. This report is similar to the Sample Label Report but the Sub field will be an enumeration generated by the system based on a style selected by the inspector, the provided starting value, and for the number of stickers requested. The enumeration will have one two possible styles: Numeric or Alphabetic. |



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 **4**
to
Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | Contract Administrator | Sarah Platte | DTMB |
| | Justin Shaulis | | | (517) 241-7000 | |
| | 517-803-3217 | | | plattes3@michigan.gov | |
| | j.shaulis@kunzleigh.com | | | | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$2,047,927.00 | \$17,420.00 | \$2,065,347.00 | | |
| DESCRIPTION | | | | |
| Effective 2/9/2022 the parties add the attached Report Modification document to the Contract for the purpose of adjusting Contract language related to the development of reports. The parties also add \$17,420.00 to the Contract to support the attached Statement of Work, which will help enhance the current FIRST engagement. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, and DTMB Central Procurement approval. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|---------------------|--------------|---------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Laura Brancheau | 517-618-9646 | BrancheauL@michigan.gov |
| DTMB | Richard Stankiewicz | 989-780-3580 | Stankiewiczr@michigan.gov |

STATEMENT OF WORK - IT CHANGE NOTICE

| | |
|--|--|
| Project Title: Modification of Reports Development Requirement | Period of Coverage: 07/31/2023 |
| Requesting Department: MDARD | Date: 1/27/2022 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Dane Sjoquist/Richard Stankiewicz | Phone: 517-284-9773/989-780-3580 |

BACKGROUND:

The purpose of this change notice is to correct ambiguous language in the Contract, regarding the report's development.

PROJECT OBJECTIVE:

WHEREAS the original contract included the following requirement in the **FDA Contract Requirements Schedule** related to the development of reports:

| Business Specification Number | Process ID | Must/ Want/ Optional | Business Specification | Online / Offline / Both | How Contractor will deliver the business Specification |
|-------------------------------|------------|----------------------|--|-------------------------|---|
| Reports | Reports-03 | Must | The vendor must provide up to 37 reports as defined by MDARD that are selectable and runnable from within the inspection system. | Online | Contractor will develop 37 moderate-complexity reports or correspondence/letters or an equivalent aggregate value (not to exceed \$111,000) of low, moderate and high complexity reports. Reports will be priced as follows: Low (\$1,000), Moderate (\$3,000), or High (\$5,000) and has been included in the Pricing Schedule. The parties will mutually agree during JAD sessions whether each requested report is of Low, Moderate or High complexity. The parties may also agree in some situations that a report is so complex, it cannot be classified in the predefined categories defined above. In those situations, the Contractor will give a custom quote for the State's consideration. |

and the following Note in the **Pricing Schedule** under **Table 4: Implementation Services** related to the requirement shown above:

"2. Included as part of the above-stated \$1,784,229 total implementation cost, Contractor will develop 37 moderate-complexity reports or correspondence/letters or an equivalent aggregate value (not to exceed \$111,000) of low, moderate and high complexity reports. Reports will be priced as follows: Low (\$1,000), Moderate (\$3,000), or High (\$5,000) and has been included in the Pricing Schedule. The parties will mutually agree during JAD sessions whether each requested report is of Low, Moderate or High complexity. The parties may also agree in some situations that a report is so complex, it cannot be classified in the predefined categories defined above. In those situations, the Contractor will give a custom quote for the State's consideration."

WHEREAS the parties subsequently modified this contractual requirement from 37 reports with an aggregate value of \$111,000 to 35 reports with an aggregate value of \$104,200.

AND WHEREAS the parties now desire to further modify this contractual requirement.

SCOPE OF WORK:

NOW THEREFORE, the parties hereby agree:

1. The parties have scoped and defined the following reports:

| Report Title | Report Size |
|--|-------------|
| 1. FDD-849 View photo report | Moderate |
| 2. FDD-1395 Alter inspection report for complaints | Low |
| 3. FDD-847 View Chain of custody report (word Doc-online only) | Low |
| 4. FDD-848 View Inspector Report on Sample | Low |
| 5. FDD-1022 Admin Fine Letter Template | Low |
| 6. FDD-1038 View Sample Label Report | Moderate |
| 7. FDD-1145 General Letter Template | Low |
| 8. FDD-1021 Admin Fine and Warning LetterTemplate | Low |
| 9. FDD-1745 Alter Inspection Report for Subtypes | Low |
| 10. FDD-1624 Alter Notice of Fee Fine Report for LPSFees | Moderate |
| 11. FDD-1631 Produce Farm Data Report | Low |
| 12. FDD-1852 Inspection General Letter with ApprovalTemplate | Low |
| 13. FDD-1627 Inspection General Letter No Approval Template | Low |
| 14. FDD-1628 Entity General Letter No ApprovalTemplate | Low |
| 15. FDD-1629 Entity General Letter with Approval Template | Low |
| 16. FDD-943 SMV Certificate | Moderate |
| 17. FDD-1623 Pre-Paid Fair Report | Low |
| 18. FDD-1625 Operating without a License Report (akadelinquent license establishment report) | Low |
| 19. FDD-2025 Offline version Inspection Report on Sample | Moderate |
| 20. Offline version Complaint Response Report | Low |
| 21. Offline version Produce Farm Data Report | Low |
| 22. FDD-2026 Chain of Custody Report Template | Low |

2. Contractor will deliver the above-listed reports for the State's review, testing and acceptance in accordance with the processes defined in the contract, except the reports that the State has already formally accepted. Any reports beyond those listed above would need to be scoped and defined as future enhancements and be documented in Contract Change Notice(s).

3. Contractor will provide a \$51,600.00 credit to the State, which Contractor will apply against the costs of future enhancements requested by the State in such amounts as needed to cover the costs of those enhancements until the same has been fully applied. The parties will document the application of this credit in such future enhancement Contract Change Notice(s).
4. Once the State has formally accepted all above-listed reports and the above-referenced \$51,600.00 credit has been fully applied, this contractual requirement will be deemed to have been fulfilled.

TASKS:

Technical support is required to assist with the following tasks: N/A

DELIVERABLES:

Deliverables will not be considered complete until the Agency Project Manager has formally accepted them. Deliverables for this project include:

The above listed reports.

ACCEPTANCE CRITERIA:

Reserved from Contract

PROJECT CONTROL AND REPORTS:

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

1. **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.
2. **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
3. **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.

PAYMENT SCHEDULE:

Payment will not be changed and will be reserved from the Contract. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted

to the billing address on the State issued purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date and must be approved by the Agency 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 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.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Name: Ken Settimo
Department: MDARD
Phone Number: 517-284-5710
Email Address: SettimoK@michigan.gov

The designated DTMB Project Manager is:

Name: Dane Sjoquist
Department: DTMB
Phone Number: 517-284-9773
Email Address: SjoquistD@michigan.gov

The designated DTMB Project Manager is:

Name: Richard Stankiewicz
Department: DTMB
Phone Number: 989-780-3580
Email Address: StankiewiczR@michigan.gov

AGENCY RESPONSIBILITIES:

Agree during agree with the report title and report sizes based on Low, Moderate or High complexity.

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at:

N/A

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 overtime will be permitted.

This purchase order is a release from Contract Number 20000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 20000001272 constitute the entire agreement between the State and the Contractor.



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology – FIRST | Period of Coverage: |
| Requesting Department: MDARD | Date: 1/13/2021 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Richard Stankiewicz | Phone: 989-780-3580 |

PROJECT OBJECTIVE:

The purpose of this project is to enhance the current FIRST engagement to include migration of legacy inspection and violation data to provide better information to inspectors as they perform their duties in the new system.

SCOPE OF WORK:

KL&A will perform Extract, Translate, and Load (ETL) functions to legacy Accela data provided by DTMB. Data will be provided by DTMB in a predefined MS Excel format, and KL&A will analyze the data and create SQL load scripts that can be User Acceptance Tested by MDARD Subject Matter Experts.

During the analysis phase, multiple iterations of loading and validation are accounted for. Expectations are that MDARD will provide timely feedback in regards to data anomalies and issues that are identified.

The data migration is currently planned to occur after the current year renewal + late period completes; Extract and load into a test environment would happen early June 2021, with MDARD UAT and then deployment to the production environment happening throughout the month of June.

Values to be migrated into the FIRST system from the Accela export would include:

- License ID
- Inspection ID
- Inspection Date
- Inspector Name
- Seizure Indicator
- Violation ID
- Violation Description
- Swing Code
- Violation Comments
- Violation Status

DELIVERABLES:

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

Deliverables for this project include:

- Updates to the SEM-0601 Data Conversion Plan to accommodate mappings for legacy inspections and violations.

ACCEPTANCE CRITERIA:

DTMB and MDARD Project Managers will approve all completed deliverables.

PROJECT CONTROL AND REPORTS:

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

- **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.
- **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.

PAYMENT SCHEDULE:

Payment will be made on a satisfactory acceptance of each Milestone basis. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency 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 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.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Ken Settimo
Food Safety Specialist
MDARD
Constitution Hall
525 W. Allegan St.
Lansing, MI 48933
517-284-5710
settimok@michigan.gov

The designated DTMB Project Manager is:

Richard Stankiewicz
Sr. Project Manager
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
989-780-3580
stankiewiczr@michigan.gov

AGENCY RESPONSIBILITIES:

MDARD Product Owner, Project Manager, and Subject Matter Experts (SMEs) will be required to assist with the following project activities:

- Attend data migration sessions as needed
- Provide subject matter expertise as needed
- Participate in migration User Acceptance Testing
- Review and approve deliverables and SUITE documentation

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at combination of SOM offices, primarily Constitution Hall in Lansing, MI, and KL&A offices in Okemos, MI.

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 overtime will be permitted.

PROJECT PLAN and PAYMENT SCHEDULE:

| Event | Start | Finish | Invoice Date | Payment |
|---|-----------|-----------|---------------|--------------------|
| Legacy Inspection & Violation Migration | 1/25/2021 | 6/30/2021 | 7/1/2021 | \$17,420.00 |
| | | | TOTAL: | \$17,420.00 |

3. Schedule

This change notice does not include any impact to the overall FIRST implementation schedule.

4. Warranty

There change notice does not include any impact to the overall FIRST warranty period.

5. Cost

| Activity | Cost |
|--|--------------------|
| Legacy inspection and violation data migration | \$17,420.00 |
| TOTAL: | \$17,420.00 |



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 **3**
to
Contract Number **200000001272**

| | |
|-------------------|--------------------------------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC |
| | 28081 Southfield Road |
| | Lathrup Village, MI 48076-2816 |
| | Justin Shaulis |
| | 517-803-3217 |
| | j.shaulis@kunzleigh.com |
| | CV0036059 |

| | | | |
|--------------|-------------------------------|---|-------|
| STATE | Program Manager | Various | MDARD |
| | | | |
| | Contract Administrator | Sarah Platte | DTMB |
| | | (517) 241-7000 plattes3@michigan.gov | |

| CONTRACT SUMMARY | | | | |
|--|-------------------------|------------------------------------|---|-------------------|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING | |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$1,911,320.00 | \$136,607.00 | \$2,047,927.00 | | |
| DESCRIPTION | | | | |
| Effective 9/15/2021, the following amendment for enhancements is incorporated into this Contract per the attached Statement of Work. This contract is increased by \$136,607.00 to support the enhancements. | | | | |
| Please also note that the buyer has changed to Sarah Platte from Jarrod Barron. | | | | |
| All other terms, conditions, specifications, and pricing remain the same. Per contractor, agency, and DTMB Central Procurement approval. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|---------------------|--------------|---------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Dane Sjoquist | 517-284-9773 | SjoquistD@michigan.gov |
| DTMB | Richard Stankiewicz | 989-780-3580 | Stankiewiczr@michigan.gov |



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology – FIRST | Period of Coverage: |
| Requesting Department: MDARD | Date: 8/30/2021 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Richard Stankiewicz | Phone: 989-780-3580 |

Brief Description of Services to be provided:

PROJECT OBJECTIVE:

The purpose of this change notice is to further enhance the FIRST application with enhancements to allow FDD inspectors to better handle inspection data and processing.

Enhancements were captured and defined during JAD sessions with FDD and DTMB, and approved in scope prior to this Change Notice being submitted.

The enhancement migration will allow for the migration of legacy inspection and violation data into FIRST to allow for the automatic triggering of enforcement actions and other automated processes against food establishment entities using inspection and violation data from the legacy Accela system.

The original inspection and violation change notice, CN1, was only the migration of the data into the FIRST system without any accommodation of the new algorithm or other automated activities. This was to be a historical view only. This new expanded migration functionality will allow FDD to utilize the newly developed FIRST automation.

SCOPE OF WORK:

Enhancements to functionality within the FIRST system:

New functionality is defined by requirements in Appendix A.

Enhancements to legacy inspection and violation data migration:

In addition to the efforts called out in FIRST CN1, the legacy Inspection and Violation data will be thoroughly analyzed and then translated to fit the additional data needs of the FIRST scheduling and enforcement algorithm.

Expanded Extract, Translate, and Load (ETL) activities include:

- Analysis and identification of inspection hierarchy across 50,000+ inspections. This will allow the FIRST system to identify the parent and child relationships between associated inspections for an entity.
- Analysis and identification of violation hierarchy across 200,000+ violation records. This will allow the FIRST system to correctly identify violation counts to be used in enforcement activities, as well as violation carry-forward procedures in future inspections.
- Translation of legacy Accela values to be properly used and recognized by the FIRST system.

- Automated scheduling using FIRST defined algorithms for the next routine inspection for each migrated entity.

Testing and Validation:

- KL&A will stand up and host a temporary data validation environment to be used for analysis and initial validation.
- KL&A will facilitate a full User Acceptance Testing cycle of the migrated data on the SOM's QA environment.

Production Deploy:

- KL&A will assist with planning, deployment, and validation activities related to this data migration of legacy Accela inspection and violation data.

TASKS:

Technical support is required to assist with the following tasks:

- DTMB technical staff will be responsible for coordinating the extracts from the MDARD data warehouse.
- DTMB technical staff will be responsible for all RFC scheduling and approval processes.
- DTMB technical staff will be responsible for the configuration and deployment into the QA environment for formal UAT activities.
- DTMB technical staff will be responsible for the deployment into the Production environment.
- DTMB technical staff will be responsible for any Web Server or Database activities deemed necessary to help support the successful migration of this data.

DELIVERABLES:

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

Deliverables for this project include:

- All project deliverables will be handled as outlined in the PMM-0101 Project Charter. Enhancements will be developed and tested as part of normal project sprint activities.
- Updates to the SEM-0601 Data Conversion Plan to accommodate mappings for legacy inspections and violations.
- SEM-0702 Installation Plan

ACCEPTANCE CRITERIA:

DTMB and MDARD Project Managers will approve all completed deliverables.

PROJECT CONTROL AND REPORTS:

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

- **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.
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SPECIFIC DEPARTMENT STANDARDS:

Agency standards, if any, in addition to DTMB standards.

PAYMENT SCHEDULE:

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EXPENSES:

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PROJECT CONTACTS:

The designated Agency Project Manager is:

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stankiewiczr@michigan.gov

AGENCY RESPONSIBILITIES:

MDARD Product Owner, Project Manager, and Subject Matter Experts (SMEs) will be required to assist with the following project activities:

- Attend JAD and data migration sessions as needed
- Provide subject matter expertise as needed
- Participate in Sprint and Release User Acceptance Testing
- Review and approve deliverables and SUITE documentation

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at combination of SOM offices, primarily Constitution Hall in Lansing, MI, KL&A offices in Okemos, MI, and designated remote locations as appropriate.

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 overtime will be permitted.

This purchase order is a release from Contract Number 171-200000001272. This purchase order, statement of work, and the terms and conditions of Contract Number 171-200000001272 constitute the entire agreement between the State and the Contractor.

PROJECT PLAN and PAYMENT SCHEDULE:

| Event | Start | Finish | Invoice Date | Payment |
|---------------------|------------|------------|---------------|---------------------|
| Release 3 Sprint 27 | 11/29/2021 | 12/10/2021 | 1/1/2021 | \$27,322.00 |
| Release 3 Sprint 28 | 12/13/2021 | 12/28/2021 | 1/1/2022 | \$27,322.00 |
| Release 3 Sprint 29 | 12/29/2021 | 1/13/2022 | 2/1/2022 | \$27,321.00 |
| Release 3 Sprint 30 | 1/14/2022 | 1/28/2022 | 2/1/2022 | \$27,321.00 |
| Release 3 Sprint 31 | 1/31/2022 | 2/11/2022 | 3/1/2022 | \$27,321.00 |
| | | | TOTAL: | \$136,607.00 |

3. Schedule

The additional effort related to the migration activities, validation and testing, as well as the increased production deployment scope will result in the addition of 5 sprints and 1 additional release to the overall FIRST schedule.

The data migration will be handled as a distinct and separate production release, to be scheduled in early December 2021.

The updated project sprint and deploy schedule is below:

| Event | Start | Finish |
|---|------------|------------|
| Release 3 Construction & Testing | | |
| Release 3 Sprint 20 | 8/10/2021 | 8/23/2021 |
| Release 3 Sprint 21 | 8/24/2021 | 9/7/2021 |
| Release 3 Sprint 22 | 9/8/2021 | 9/21/2021 |
| Release 3 Sprint 23 | 9/22/2021 | 10/5/2021 |
| Release 3 Sprint 24 | 10/6/2021 | 10/19/2021 |
| Release 3 Sprint 25 | 10/27/2021 | 11/9/2021 |
| Release 3 Sprint 26 | 11/10/2021 | 11/24/2021 |
| Release 3 Sprint 27 | 11/29/2021 | 12/10/2021 |
| Release 3 Sprint 28 | 12/13/2021 | 12/28/2021 |
| Release 3 Sprint 29 | 12/29/2021 | 1/13/2022 |
| Release 3 Sprint 30 | 1/14/2022 | 1/28/2022 |
| Release 3 Sprint 31 | 1/31/2022 | 2/11/2022 |
| R3 UAT Prep | 2/14/2022 | 2/18/2022 |
| R3 UAT on SOM QA | 2/22/2022 | 3/7/2022 |
| R3 UAT Test Closure Report | 3/8/2022 | 3/14/2022 |
| Production Readiness | 3/15/2022 | 3/25/2022 |
| R3 Go-Live | 3/28/2022 | 3/28/2022 |
| Warranty | 3/29/2022 | 6/29/2023 |
| | | |
| Data Migration | | |

| | | |
|---------------------------------|------------|------------|
| UAT Prep | 10/20/2021 | 10/26/2021 |
| UAT Validation on SOM QA | 10/27/2021 | 11/19/2021 |
| UAT Acceptance | 11/19/2021 | 11/19/2021 |
| Production Readiness | 11/22/2021 | 12/6/2021 |
| Production Deploy – 2 Day Event | 12/7/2021 | 12/8/2021 |
| Data Migration Live | 12/8/2021 | 12/8/2021 |

4. Warranty

There is no extension of existing warranty period dates. The FIRST warranty period dates will shift correspondingly with the addition of sprints and release activities, but remain at the current 15 calendar months.

Data Migration Warranty Conditions:

KL&A is only responsible for data errors resulting from the translation and loading of legacy data. Data errors deemed to be the result of the processing by the Accela system, bad source data from either Accela or the MDARD data warehouse, or as part of extraction errors from the MDARD data warehouse are not covered under the warranty period or activities.

5. Cost

| Functional Area | Cost |
|-----------------|---------------------|
| Algorithm | \$9,380.00 |
| Correspondence | \$9,380.00 |
| Enforcement | \$4,020.00 |
| Entity | \$9,380.00 |
| Migration | \$36,107.00 |
| Search | \$16,080.00 |
| Security | \$6,700.00 |
| Vending | \$45,560.00 |
| | |
| TOTAL: | \$136,607.00 |

1. Overview

These requested changes are to add enhancements to the FIRST application implementation.

The specifics of each enhancement are listed in section 2, along with the corresponding requirements captured and approved by MDARD staff. The column definitions for the new requirements are defined below.

New Requirements:

| Column | Description |
|-------------------------|--|
| Jira ID | The ID documented within the project system of record |
| Functional Area | The functional area that the requested enhancement pertains to |
| Requirement Title | A short title that summarizes the requirement |
| Requirement Description | A short description of the necessary business, functional, or technical requirement |
| Comments | Additional comments that help better define this requirement and it's implementation |

2. New Enhancements

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|------------------------------|---|----------|
| FDDREQ-356 | Entity | Multiple Entity Reassignment | <p>FDD will like a way to change the assignment of multiple entities from one inspector to another instead of doing one at the time:</p> <p>For Food or Produce</p> <ol style="list-style-type: none"> Search Capabilities <ul style="list-style-type: none"> Program Type and Zip Code and County and Entity Type Such as Food Retail (FRE, FRF) or Processing (FLP, FFP, FFW) Once the Search is finished and a list is generated <ul style="list-style-type: none"> The ability to select all (check box, etc.) to do a bulk re-assignment | |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|--|---|----------|
| | | | NOTE: This will only affect the inspector assigned to the Entity and upcoming, but not yet started, system-generated inspections. | |
| FDDREQ-376 | Algorithm | Allowing Negative Op Codes for Produce | This will help move to the bottom of the list "qualified exempt" and "processing exempt" farms because these farms will not get routine inspection since they are exempt. Produce likes having them on the list but plans on doing a consultation instead of a routine. If a negative to an op code can't be applied then these farms will allow land at the top of list and never move down without assigning a negative op code. Currently, Op code only can have a positive number applied from 0-999. FDD would like the option to apply a number from -999 to 999. | |
| FDDREQ-377 | Security | Remove program restriction for additional inspectors | Right now, you can only choose to add an additional inspector on a report from the same program. FDD would like for a Produce inspector to be able to add a food inspector to assist in an inspection and vice versa which would also include inspector signature. Removing program restriction is only for inspectors between programs. Supervisors or other agencies assisting in an inspection will just be noted in the comments. | |
| FDDREQ-378 | Search | Add entity search by covered/not covered commodities | Currently, you can search by specific commodities but you cannot search whether a farm has covered or not covered commodities. FDD would like to search by whether they have covered or not covered commodities. | |
| FDDREQ-379 | Entity | Make phone type not required | Not sure why this is but please make it an unrequired field. FDD typically does not know. | |
| FDDREQ-380 | Entity | Add a field to capture URL on entity details | FDD would like the ability to add a website to the entity general details with all the other business info. Currently, the workaround is to do it under contacts but it does not show anywhere and you have to add for example "Joe's business" as a contact in order to put in a URL. | |
| FDDREQ-381 | Algorithm | Determine the easiest way to have specific training affect produce algorithm differently | Currently, if any training is put into the system for Produce it only adds a +1 to the algorithm. However, not all training that will be input into the system should do that. Only specific training that Produce is tracking should add +1. Similar to no training, other miscellaneous trainings input into FIRST for tracking purposes should add +18 to the algorithm since it doesn't meet the specific training criteria being tracked by the algorithm. Does KL&A have | |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|----------------------------|---|----------|
| | | | any simple solutions on how to allow certain trainings to flag the algorithm differently. For instance, could we modify the existing maintenance table for training so produce can drop a flag on a specific training so it hits the produce algorithm appropriately? Flagged training would be +1 point while unflagged trainings would be +18 points. Or any other simple options to accomplish this. | |
| FDDREQ-382 | Entity | Inactivate training option | FDD would like the ability to be able to inactivate a training in addition to the current functionality already built that allows for deleting training. | |
| FDDREQ-383 | Security | Drawer delete permission | <p>FDD does not like the ability that any items in the drawer can be deleted by someone else (i.e. tasks etc.). The only person who should be able to delete is the person who created. They can be inactivated by someone else but not deleted by someone who did not create it.</p> <ul style="list-style-type: none"> • Alter entity notes feature in the drawer to only allow the user that created the note to edit it • Alter entity notes feature in the drawer to allow users with entity_edit to remove a note they created • Alter inspection notes feature in the drawer to only allow the user that created the note to edit it • Alter inspection notes feature in the drawer to allow users with inspection_edit to remove a note they created • Alter enforcement notes feature in the drawer to only allow the user that created the note to edit it • Alter enforcement notes feature in the drawer to allow users with enforcement_edit to remove a note they created • Alter complaint notes feature in the drawer to only allow the user that created the note to edit it • Alter complaint notes feature in the drawer to allow users with complaint_edit to remove a note they created • Alter seizure notes feature in the drawer to only allow the user that created the note to edit it • Alter seizure notes feature in the drawer to allow users with seizure_edit to remove a note they created | |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|---------------------------------|--|--|
| | | | <ul style="list-style-type: none"> Alter entity attachments feature in the drawer to only allow the user that created the attachment to edit it Alter entity attachments feature in the drawer to allow users with entity_edit to remove an attachment they created Alter inspection attachments feature in the drawer to only allow the user that created the attachment to edit it Alter inspection attachments feature in the drawer to allow users with inspection_edit to remove an attachment they created Alter enforcement attachments feature in the drawer to only allow the user that created the attachment to edit it Alter enforcement attachments feature in the drawer to allow users with enforcement_edit to remove an attachment they created Alter complaint attachments feature in the drawer to only allow the user that created the attachment to edit it Alter complaint attachments feature in the drawer to allow users with complaint_edit to remove an attachment they created Alter seizure attachments feature in the drawer to only allow the user that created the attachment to edit it Alter seizure attachments feature in the drawer to allow users with seizure_edit to remove an attachment they created | |
| FDDREQ-384 | Search | Search for Inspections | <p>The inspection system must allow MDARD users to search for and view inspections by a variety of criteria.</p> <p>KL&A will provide inspection search functionality with up to 10 inspection-specific search parameters.</p> | Exact search criteria will be determined in JADs, but FDD mentioned inspection type, inspection date (range), inspection status, license type, com |
| FDDREQ-385 | Search | View List of Inspection Reports | The inspection system must allow MDARD users to download inspection reports from a list of inspections. | <p>Individual not zipped inspection reports and if inspection not submitted, no report to download</p> <p>This goes with FDDREQ-384, cannot be implemented without inspection search</p> |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|--|---|--|
| FDDREQ-386 | Search | View Inspections as a Map | The inspection system must allow users to view a list of inspection search results as a map with corresponding inspection records pinpointed on the map (when lat/long is available). | This would use corresponding entity's physical address to pinpoint the inspection record. |
| FDDREQ-387 | Search | Search for Enforcements | The inspection system must allow MDARD users to search for and view enforcement by a variety of criteria. KL&A will provide enforcement search functionality with up to 10 enforcement-specific search parameters. | Exact search criteria will be determined in JADs |
| FDDREQ-389 | Enforcement | Define Set of Observations by Inspector | The inspection system must allow Inspectors to select applicable observations for an associated violative condition while preparing an enforcement request. | This is for inspectors to define prior to sending to the Enforcement Senior. Editing will be locked down once sent for review. |
| FDDREQ-390 | Enforcement | Define Set of Observations by Enforcement Senior | The inspection system must allow Enforcement Seniors to select applicable observations for an associated violative condition while preparing an enforcement request. | This is for Enforcement Senior to define the final set. Their set will start from what the inspectors selected but they can modify them. Editing will be locked down once enforcement approved. |
| FDDREQ-391 | Enforcement | Use Selected Observations for Letters | The inspection system will use the finalized set of observations associated to the violative condition when crafting letters. | The create/edit functionality will not be changing related to this requirement but the output of the letter will (to no longer use all observations and only use selected ones). The finalized set means the set the EC Senior selects (in terms of the observations). |
| FDDREQ-392 | Correspondence | Alter Letter Templates | The inspection system must allow an Administrator to maintain letter templates within the FIRST system. | Add a maintenance screen to allow admins the ability to modify the letter templates without developer intervention. Admins will be able to download the current version of the Word document template as well as upload and overwrite with a new version. History will be maintained within the database, but no historical or version control will be provided through the front end maintenance screens. Only existing templates can be edited, no new templates can be added and existing templates cannot be deleted. No modifications to existing letter template parameters are allowed. |
| FDDREQ-393 | Correspondence | Alter Letter Approval Flow | The inspection system must allow an Administrator to define whether a letter template needs formal approval within the FIRST system. | This will most likely be implemented as a flag in the letter template maintenance table to bypass the formal letter approval for the individual letter. If flag set to bypass approval, then the send for approval and approval functions within the letter functionality will be no longer required and a letter can be delivered without approval. |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|---|--|--|
| FDDREQ-394 | Correspondence | Determine Need for Letter Delivery Confirmation | The inspection system must allow an Administrator to define whether a letter template requires a delivery confirmation within the FIRST system. | This will most likely be implemented as a flag in the letter template maintenance table to indicate whether delivery confirmation number is required for the individual letter. If flag set to not require it, then the delivery confirmation field within the letter delivery functionality will be optional. |
| FDDREQ-395 | Correspondence | Mark Letter as Undeliverable | The inspection system must allow an authorized user to mark a letter as undeliverable after it has been delivered. | This will enable another button within the letter functionality to mark letters with a new status of undeliverable. |
| FDDREQ-396 | Correspondence | Clone a Letter | The inspection system must allow an authorized user to clone a letter after it has been delivered. | We will need to determine in JADs what portions of the letter are cloned (i.e. status) and whether the cloned letter needs to be re-approved. |
| FDDREQ-397 | Entity | Determine Supervisor for Assigned Entity Task | The inspection system should attempt to assign an individual Supervisor to the assigned entity task when an entity has an address/district and one Supervisor can be determined. | This was brought up by FDD after initial entity assignment tasks were built. |
| FDDREQ-398 | Security | Associate License Types to User | The inspection system must allow an Administrator to associate a user to one or more license types. | |
| FDDREQ-399 | Entity | Auto-Assign Entity by License Type | The inspection system must also factor in auto-assigning licensed Food Establishments by license type. | This will alter the existing auto-assignment of entities to include license type (in addition to program, district/region). |
| FDDREQ-400 | Vending | Capture Vending Information from LPS | The inspection system must be able to capture how many vending banks a vending base has from LPS. | We will need to alter entities in FIRST to store how many vending banks a vending base has for entites with a license type of FVB. Once received from LPS, the number of vending banks will be modifiable in FIRST and be sent over yearly from LPS at renewal time. |
| FDDREQ-401 | Vending | Capture Vending Bank Attachment from LPS | The inspection system must be able to capture and attach an initial list of vending bank information on a new vending base entity from LPS (if one provided). | When we stub the new vending base entity (for new vending bases only) and inspection we will attach the vending back list to the entity in FIRST (if one was provided to LPS). Once received from LPS, the vending bank information will reside in our system only. |
| FDDREQ-402 | Vending | Alter Entity Details for Vending Information | The inspection system must be able to capture vending information on an entity in FIRST from LPS. | We will need to alter entities in FIRST to store vending information for entites with a license type of FVB. Based on discussions with FDD, this would include number of vending banks and number of delivery trucks. Number of vending banks will come |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|---|--|--|
| | | | | <p>over initially from LPS and updated yearly at renewal time.</p> <p>NOTE: on delivery trucks, the field is added but everything about inspecting them and tracking inspection information will be part of narrative.</p> |
| FDDREQ-403 | Vending | Parse Vending Bank List | The inspection system must be able to parse and store the vending bank information on a vending base from a pre-defined template. | <p>If the vending base has existing vending bank records, then the loading of any parsed data will append vending bank information. It will be up to the person importing the data to ensure only new vending banks in the import file. The pre-defined template will include bank level information (bank name, bank address, location name, type of bank (i.e. micro-market), and types of machines at location) with no real machine level data (no serial numbers). Plan to have types of machines as duplicative chips (i.e. Coffee Machine, Coffee Machine) to infer count of the types of machines at the bank.</p> <p>This requirement does not include running the file through SmartyStreets. Would have to edit each vending bank record to force SmartyStreets validation.</p> |
| FDDREQ-404 | Vending | Maintain Vending Bank Information on a Vending Base | The inspection system must allow a user to maintain the list of vending banks on licensed Food Establishments that are vending bases. | This requirement covers viewing, adding, editing, and removing (or inactivating up to FDD) vending base records on an entity. These vending bank records will include no individual machine level information (only machine types and machine counts). This is planned to be turned on for all FVB license types |
| FDDREQ-405 | Vending | Export List of Vending Banks | The inspection system must be able to support exporting a list of vending banks from a vending base in the exact format of the pre-defined template. | FDD expressed needing this to support re-sending this file during renewal to the vending base. |
| FDDREQ-406 | Vending | Select Vending Banks to Inspect | The inspection system must allow a user to select which vending banks to inspect at their vending base inspection. | Display the date the vending bank was last inspected on the selection tool to aid in selecting the vending banks to inspect at the next inspection. |
| FDDREQ-407 | Vending | Maintain Vending Bank Information on an Inspection | The inspection system must allow a user to maintain the list of vending banks that were inspected at a particular inspection. | This requirement covers viewing, adding, and removing vending banks that will be inspected on an inspection. You will only be able to add vending banks based on the available entity's vending banks. |

| Jira ID | Functional Area | Requirement Title | Requirement Description | Comments |
|------------|-----------------|---|--|---|
| | | | | Included as part of FDDREQ-406. |
| FDDREQ-408 | Vending | Track Vending Bank Last Inspected | The inspection system must track the last inspected date of the vending bank at the entity level. | <p>This will be used to aid in manually determining which vending banks need to be inspected at next inspection.</p> <p>Included as part of FDDREQ-406</p> |
| FDDREQ-409 | Vending | Vending Bank Section Inspection Report | The inspection system must include a list of vending banks on vending base inspection reports. | Notes from discussion: A new section on the inspection report with a list of banks that were inspected at that inspection. |
| FDDREQ-410 | Vending | Track Vending Banks as Locations | The inspection system must track vending banks as locations on entities vs vending banks. | Emily expressed at prior discussions that locations may be needed on Produce Farms. Instead of designing vending banks as a tab called Vending Banks on FVBs only, we could explore a design that allows locations (plus GIS component to viewing them) on other entity types |
| FDDREQ-411 | Migration | Legacy Inspection and Violation Migration | <p>In addition to the efforts called out in FIRST CN1, the legacy Inspection and Violation data will be thoroughly analyzed and then translated to fit the additional data needs of the FIRST scheduling and enforcement algorithm.</p> <p>Expanded Extract, Translate, and Load (ETL) activities include:</p> <ul style="list-style-type: none"> • Analysis and identification of inspection hierarchy across 50,000+ inspections. This will allow the FIRST system to identify the parent and child relationships between associated inspections for an entity. • Analysis and identification of violation hierarchy across 200,000+ violation records. This will allow the FIRST system to correctly identify violation counts to be used in enforcement activities, as well as violation carry-forward procedures in future inspections. • Translation of legacy Accela values to be properly used and recognized by the FIRST system. • Automated scheduling using FIRST defined algorithms for the next routine inspection for each migrated entity. | <p>Testing and Validation:</p> <ul style="list-style-type: none"> • KL&A will stand up and host a temporary data validation environment to be used for analysis and initial validation. • KL&A will facilitate a full User Acceptance Testing cycle of the migrated data on the SOM's QA 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 **2**
 to
 Contract Number **200000001272**

| | | | | | |
|-------------------|--------------------------------|--------------|-------------------------------|-----------------------|-------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC | STATE | Program Manager | Various | MDARD |
| | 28081 Southfield Road | | | | |
| | Lathrup Village, MI 48076-2816 | | | | |
| | Justin Shaulis | | Contract Administrator | Jarrod Barron | DTMB |
| | 517-803-3217 | | | (517) 249-0406 | |
| | j.shaulis@kunzleigh.com | | | barronj1@michigan.gov | |
| | CV0036059 | | | | |

| CONTRACT SUMMARY | | | | |
|---|-------------------------|------------------------------------|------------------------|---|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | July 31, 2023 | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | |
| | | | | |
| ALTERNATE PAYMENT OPTIONS | | | | EXTENDED PURCHASING |
| <input type="checkbox"/> P-Card <input type="checkbox"/> PRC <input type="checkbox"/> Other | | | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | |
| \$1,895,000.00 | \$16,320.00 | \$1,911,320.00 | | |
| DESCRIPTION | | | | |
| Effective 5/4/2021, the parties add \$16,320.00 for the flagging and grouping enhancement services detailed in the attached statement of work. All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency, and DTMB Central Procurement approval. | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|---------------------|--------------|---------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Dane Sjoquist | 517-284-9773 | SjoquistD@michigan.gov |
| DTMB | Richard Stankiewicz | 989-780-3580 | Stankiewiczr@michigan.gov |



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

| | |
|---|-------------------------------|
| Project Title: Food Inspection Regulatory System Technology (FIRST) – Flagging and Grouping Changes | Period of Coverage: |
| Requesting Department: MDARD | Date: 4/15/2021 |
| Agency Project Manager: Ken Settimo | Phone: 517-284-5710 |
| DTMB Project Manager: Richard Stankiewicz | Phone: 989-780-3580 |

Brief Description of Services to be provided:

PROJECT OBJECTIVE:

The purpose of this change is add functionality requested by MDARD FDD Subject Matter Experts to allow the FIRST application to better meet their business needs.

SCOPE OF WORK:

Implement enhancements:

1. FDDREQ-363 “Citation/Violation Flagging”
2. FDDREQ-364 “Regulations Grouping”
3. FDDREQ-365 “Ability to change buckets within Algorithm”

TASKS:

There is no technical support necessary for these new enhancements.

DELIVERABLES:

All project deliverables will be handled as outlined in the PMM-0101 Project Charter. Enhancements will be developed and tested as part of normal project sprint activities.

ACCEPTANCE CRITERIA:

DTMB and MDARD Project Managers will approve all completed deliverables and validate that the functionality exists once the system is live.

PROJECT CONTROL AND REPORTS:

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

1. **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.
2. **Accomplishments:** Indicate what was worked on and what was completed during the current reporting period.
3. **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.

PAYMENT SCHEDULE:

Payment will be made on a satisfactory acceptance of the requirement. DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued

purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency 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 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.

PROJECT CONTACTS:

The designated Agency Project Manager is:

Ken Settimo
Food Safety Specialist
MDARD
Constitution Hall
525 W. Allegan St.
Lansing, MI 48933
517-282-5710
settimok@michigan.gov

The designated DTMB Project Manager is:

Richard Stankiewicz
Sr. Project Manager
DTMB
Atrium, Conn Hall
525 W. Allegan St.
Lansing, MI 48933
989-780-3580
stankiewiczr@michigan.gov

AGENCY RESPONSIBILITIES:

MDARD Product Owner, Project Manager, and Subject Matter Experts (SMEs) will be required to assist with the following project activities:

- Attend discovery and JAD sessions
- Attend Sprint Planning and Demonstration events
- Participate in all Sprint and Release User Acceptance Testing
- Provide subject matter expertise as needed
- Review and approve deliverables and SUITE documentation

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:

Consultants will work at combination of SOM offices, primarily Constitution Hall in Lansing, MI, and KL&A offices in Okemos, MI.

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 overtime will be permitted.

PROJECT PLAN and PAYMENT SCHEDULE:

The work associated with this change notice will be implemented after FIRST Release 1. A single additional sprint will be added to the overall schedule, resulting in a 10 business day shift for all final R3 go-live and warranty activities. A new sprint 26 priced at \$16,320 will be added to the December 2021 invoice.

1. Overview

These requested changes are to add enhancements to the FIRST application implementation.

The specifics of each enhancement are listed in section 2, along with the corresponding requirements captured and approved by MDARD staff. The column definitions for the new requirements are defined below.

New Requirements:

| Column | Description |
|-------------------------|---|
| Jira ID | The ID documented within the project system of record |
| Requirement Title | A short title that summarizes the requirement |
| Requirement Description | A short description of the necessary business, functional, or technical requirement |

2. New Enhancements

| Jira ID | Requirement Title | Requirement Description |
|------------|--|---|
| FDDREQ-363 | Citation/Violation Flagging | <ul style="list-style-type: none"> create new column on regulations table to flag one or more regulations with a special message modify existing regulations maintenance screen to add/remove flags create new maintenance table to manage flag messages inspection violations screen modifications: while adding violations, if they have the flag the message will show up directly underneath each corresponding violations, as well as some sort of "IMPORTANT" identifier for each row inspection submit screen modification: right above the final submit button a summary list of the unique messages from the collection of violations will be displayed as a final reminder to the user this would allow for multiple flagging conditions, giving FDD far more flexibility than a single indicator |
| FDDREQ-364 | Regulations Grouping | <ul style="list-style-type: none"> create new column on regulations table to group one or more regulations into a higher-level grouping modify existing regulations maintenance screen to add/remove groups on individual regulations create new maintenance table to manage the display text for these groupings if no value is present for the grouping column, no grouping will occur for that regulation (works exactly as it does currently) These changes for grouping will only affect the enforcement Violation Condition field and the way that it is grouped. No impact to inspection, entity violation grouping/counts, or the inspection report. |
| FDDREQ-365 | Ability to Change "buckets" in Algorithm | <ul style="list-style-type: none"> add in additional configuration parameters and alter the food + produce algorithms so that FDD will be able to tailor the number of 'points' that determine what bucket an entity falls into, as well as the base frequency of each bucket. the number of buckets will be hardcoded and is not a configurable parameter |

3. Schedule

1 sprint will be added to the overall schedule, resulting in a 10 business day extension of all Release 3 go-live and warranty activities. The proposed schedule is below:

| | Start | Finish | Business Days |
|------------------------------|---------------------|--------------|---------------|
| Sprint Zero | Mon 8/3/20 | Thu 10/15/20 | 53 |
| Project Kickoff (JADs Start) | Wed 8/19/20 | Wed 8/19/20 | 1 |
| | | | |
| Release 1 | (11 Sprints) | | |
| S1 | Fri 10/16/20 | Thu 10/29/20 | 10 |
| S2 | Fri 10/30/20 | Mon 11/16/20 | 10 |
| S3 | Tue 11/17/20 | Wed 12/2/20 | 10 |
| S4 | Thu 12/3/20 | Wed 12/16/20 | 10 |
| S5 | Thu 12/17/20 | Tue 1/5/21 | 10 |
| S6 | Wed 1/6/21 | Wed 1/20/21 | 10 |
| S7 | Thu 1/21/21 | Wed 2/3/21 | 10 |
| S8 | Thu 2/4/21 | Thu 2/18/21 | 10 |
| S9 | Fri 2/19/21 | Thu 3/4/21 | 10 |
| S10 | Fri 3/5/21 | Thu 3/18/21 | 10 |
| S11 | Fri 3/19/21 | Thu 4/1/21 | 10 |
| UAT Prep | Fri 4/2/21 | Thu 4/8/21 | 5 |
| UAT | Fri 4/9/21 | Thu 4/22/21 | 10 |
| Test Closure | Fri 4/23/21 | Thu 4/29/21 | 5 |
| Go/No-Go | Thu 4/29/21 | Thu 4/29/21 | 1 |
| Code Freeze | Fri 4/30/21 | Thu 5/13/21 | 9 |
| Go-Live | Fri 5/14/21 | Fri 5/14/21 | 1 |
| | | | |
| Release 2 | (8 Sprints) | | |
| S12 | Fri 4/9/21 | Thu 4/22/21 | 10 |
| S13 | Fri 4/23/21 | Thu 5/6/21 | 10 |
| S14 | Fri 5/7/21 | Thu 5/20/21 | 10 |
| S15 | Fri 5/21/21 | Fri 6/4/21 | 10 |
| S16 | Mon 6/7/21 | Fri 6/18/21 | 10 |
| S17 | Mon 6/21/21 | Fri 7/2/21 | 10 |
| S18 | Tue 7/6/21 | Mon 7/19/21 | 10 |
| S19 | Tue 7/20/21 | Mon 8/2/21 | 10 |
| UAT Prep | Tue 8/3/21 | Mon 8/9/21 | 5 |
| UAT | Tue 8/10/21 | Mon 8/23/21 | 10 |
| Test Closure | Tue 8/24/21 | Mon 8/30/21 | 5 |
| Go/No-Go | Mon 8/30/21 | Mon 8/30/21 | 1 |
| Code Freeze | Tue 8/31/21 | Mon 9/13/21 | 9 |
| Go-Live | Tue 9/14/21 | Tue 9/14/21 | 1 |
| | | | |
| Release 3 | (7 Sprints) | | |

| | | | |
|--------------|--------------|--------------|----|
| S20 | Tue 8/10/21 | Mon 8/23/21 | 10 |
| S21 | Tue 8/24/21 | Tue 9/7/21 | 10 |
| S22 | Wed 9/8/21 | Tue 9/21/21 | 10 |
| S23 | Wed 9/22/21 | Tue 10/5/21 | 10 |
| S24 | Wed 10/6/21 | Tue 10/19/21 | 10 |
| S25 | Wed 10/20/21 | Tue 11/2/21 | 10 |
| S26 (new) | Wed 11/3/21 | Wed 11/17/21 | 10 |
| UAT Prep | Thu 11/18/21 | Wed 11/24/21 | 5 |
| UAT | Mon 11/29/21 | Fri 12/10/21 | 10 |
| Test Closure | Mon 12/13/21 | Fri 12/17/21 | 5 |
| Go/No-Go | Fri 12/17/21 | Fri 12/17/21 | 1 |
| Code Freeze | Mon 12/20/21 | Wed 1/5/22 | 9 |
| Go-Live | Thu 1/6/22 | Thu 1/6/22 | 1 |
| Warranty | Fri 1/7/22 | Fri 3/31/23 | |

4. Warranty

Warrant length remains the same, but starts 10 business days later due to the added sprint. Warranty end correspondingly shifts from 3/17/2023 to 3/31/2023.

5. Cost

| Requirements | Cost |
|------------------------------|--------------------|
| New Enhancements (section 2) | \$16,320.00 |
| TOTAL: | \$16,320.00 |



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 1
to
Contract Number 200000001272

| | |
|-------------------|--------------------------------|
| CONTRACTOR | KUNZ LEIGH & ASSOCIATES INC |
| | 28081 Southfield Road |
| | Lathrup Village, MI 48076-2816 |
| | Justin Shaulis |
| | 517-803-3217 |
| | j.shaulis@kunzleigh.com |
| | CV0036059 |

| | | | |
|--------------|-------------------------------|---|-------|
| STATE | Program Manager | Various | MDARD |
| | | | |
| | Contract Administrator | Jarrod Barron | DTMB |
| | | (517) 249-0406 barronj1@michigan.gov | |

| CONTRACT SUMMARY | | | | | | | |
|--|------------------------------|------------------------------------|---------------------|---|--|--|--|
| MDARD FOOD INSPECTION & ENFORCEMENT SYSTEM | | | | | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | | EXPIRATION DATE BEFORE | | | |
| August 1, 2020 | July 31, 2023 | 7 - 1 Year | | July 31, 2023 | | | |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | | | | | |
| | | | | | | | |
| ALTERNATE PAYMENT OPTIONS | | | | EXTENDED PURCHASING | | | |
| <input type="checkbox"/> P-Card | <input type="checkbox"/> PRC | <input type="checkbox"/> Other | | <input checked="" type="checkbox"/> Yes <input 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"/> | | July 31, 2023 | | | |
| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE | | | | | |
| \$1,895,000.00 | \$0.00 | \$1,895,000.00 | | | | | |
| DESCRIPTION | | | | | | | |
| Effective 1/5/2021, the parties transfer the maintenance services scope from this contract to new Contract 171-210000000295 using a consolidated maintenance services delivery model for multiple systems. Contractor will continue to system implementation and enhancement services through this contract. All other terms, conditions, specification and pricing remain the same. Per Contractor, Agency, DTMB Procurement and State Administrative Board approval on 1/5/2021. | | | | | | | |

**Program Managers
for
Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|--------|---------------|--------------|------------------------|
| MDARD | Ken Settimo | 517-284-5710 | SettimoK@michigan.gov |
| DTMB | Dane Sjoquist | 517-284-9773 | SjoquistD@michigan.gov |



STATE OF MICHIGAN PROCUREMENT
Department of Technology, Management & Budget
525 W. Allegan Street, Lansing, MI 48909

NOTICE OF CONTRACT

NOTICE OF CONTRACT NO. **171-200000001272**

between
THE STATE OF MICHIGAN
and

| | |
|-------------------|--------------------------------|
| CONTRACTOR | Kunz, Leigh & Associates |
| | 28081 Southfield Road |
| | Lathrup Village, MI 48076-2816 |
| | Justin Shaulis |
| | 517-803-3217 |
| | j.shaulis@kunzleigh.com |
| | CV0036059 |

| | | | |
|--------------|-------------------------------|-----------------------|------|
| STATE | Program Manager | Various | |
| | | | |
| | | | |
| | Contract Administrator | Jarrod Barron | DTMB |
| | | 517-249-0406 | |
| | | BarronJ1@michigan.gov | |

| CONTRACT SUMMARY | | | |
|---|-------------------------|---------------------------|---|
| DESCRIPTION: MDARD Food Inspection & Enforcement System | | | |
| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW |
| 08/01/2020 | 07/31/2023 | 7-1 year | 07/31/2023 |
| PAYMENT TERMS | | DELIVERY TIMEFRAME | |
| Net 45 | | N/A | |
| ALTERNATE PAYMENT OPTIONS | | | EXTENDED PURCHASING |
| <input type="checkbox"/> P-card <input type="checkbox"/> Payment Request (PRC) <input type="checkbox"/> Other | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| MINIMUM DELIVERY REQUIREMENTS | | | |
| N/A | | | |
| MISCELLANEOUS INFORMATION | | | |
| New Contract established from RFP # 171-190000000400. MDARD Program Manager: Ken Settimo, 517-388-3510, SettimoK@michigan.gov. DTMB Program Manager: Dane Sjoquist, 517-242-9765, SjoquistD@michigan.gov. | | | |
| ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION | | | \$1,895,000.00 |

FOR THE CONTRACTOR:

Company Name

Authorized Agent Signature

Authorized Agent (Print or Type)

Date

FOR THE STATE:

Signature

Jarrod Barron – IT Category Specialist
Name & Title

DTMB – Central Procurement Services
Agency

Date



STATE OF MICHIGAN

CONTRACT TERMS CUSTOM SOFTWARE DEVELOPMENT

This CUSTOM SOFTWARE DEVELOPMENT CONTRACT (this “**Contract**”) is agreed to between the State of Michigan (the “**State**”) and Kunz, Leigh & Associates (“**Contractor**”), a Michigan corporation. This Contract is effective on August 1, 2020 (“**Effective Date**”), and unless earlier terminated, will expire on July 31, 2023 (the “**Term**”).

This Contract may be renewed for up to seven additional one-year period(s). Renewal must be by written agreement of the parties and will automatically extend the Term of this Contract.

The parties agree as follows:

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

“**Acceptance**” has the meaning set forth in **Section 10.5**.

“**Acceptance Tests**” means such tests as may be conducted in accordance with **Section 10** and the Statement of Work to determine whether any Software Deliverable meets the requirements of this Contract and the Specifications and Documentation.

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

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

“**Allegedly Infringing Materials**” has the meaning set forth in **Section 19.3(b)(ii)**.

“**API**” means all Application Programming Interfaces and associated API Documentation provided by Contractor, and as updated from time to time, to allow the Software to integrate with various State and Third Party Software.

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

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

“Background Technology” means all Software, data, know-how, ideas, methodologies, specifications, and other technology in which Contractor owns such Intellectual Property Rights as are necessary for Contractor to grant the rights and licenses set forth in **Section 15.1**, and for the State (including its licensees, successors and assigns) to exercise such rights and licenses, without violating any right of any Third Party or any Law or incurring any payment obligation to any Third Party. Background Technology must: (a) be identified as Background Technology in the Statement of Work; and (b) have been developed or otherwise acquired by Contractor prior to the date of the RFP.

“Business Day” means a day other than a Saturday, Sunday or other day on which the State is authorized or required by Law to be closed for business.

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

“Business Requirements Specification” means the specification setting forth the State’s business requirements regarding the features and functionality of the Software, as set forth in the Statement of Work.

“Change” has the meaning set forth in **Section 2.2**.

“Change Notice” has the meaning set forth in **Section 2.2(b)**.

“Change Proposal” has the meaning set forth in **Section 2.2(a)**.

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

“Confidential Information” has the meaning set forth in **Section 23.1**.

“Contract” has the meaning set forth in the preamble, together with all Schedules, Exhibits, including the Statement of Work.

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

“Contractor” has the meaning set forth in the preamble.

“Contractor’s Bid Response” means the Contractor’s proposal submitted in response to the RFP.

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

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

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

“Dispute Resolution Procedure” means the procedure for resolving disputes under this Contract as set forth in **Section 27**.

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

“DTMB” means the Michigan Department of Technology, Management and Budget.

“Effective Date” has the meaning set forth in the preamble.

“Fees” has the meaning set forth in **Section 12.1**

“Financial Audit Period” has the meaning set forth in **Section 25.1**.

“Force Majeure” has the meaning set forth in **Section 28.8**.

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

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

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

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

“Key Personnel” means any Contractor Personnel identified as key personnel in the Statement of Work.

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

“Maintenance and Support Schedule” means the schedule attached as **Schedule B**, setting forth the Maintenance and Support Services, the Support Fees, and the parties’ additional rights and obligations with respect to such services.

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

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

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

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

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

“Open-Source Components” means any software component that is subject to any open-source copyright license contract, including any GNU General Public License or GNU Library or

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

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

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

"Permitted Subcontractor" has the meaning set forth in **Section 5.4**.

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

"Pricing Schedule" means the schedule attached as **Schedule C**, setting forth the fees, rates and prices payable under this Contract.

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

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

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

"Services" means any of the services Contractor is required to or otherwise does provide under this Contract, the Statement of Work, or the Maintenance and Support Schedule.

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

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

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

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

"Specifications" means, for any Software, the specifications collectively set forth in the Business Requirements Specification and Technical Specification, together with any other specifications set forth in the Statement of Work or any attachment thereto.

"State" means the State of Michigan.

"State Data" has the meaning set forth in **Section 22.1**.

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

"State Resources" has the meaning set forth in **Section 7.1**.

"Statement of Work" means the statement of work attached as **Schedule A** to the Contract.

"Stop Work Order" has the meaning set forth in **Section 17**.

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

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

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

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

"Testing Period" has the meaning set forth in **Section 10.1**.

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

"Third-Party Materials" means any materials and information, including documents, data, know-how, ideas, methodologies, specifications, software, content, and technology, in any form

or media, in which any Person other than the State or Contractor owns any Intellectual Property Right, but excluding Open-Source Components.

“Transition Period” has the meaning set forth in **Section 16.3**.

“Transition Responsibilities” has the meaning set forth in **Section 16.3**.

“Unauthorized Removal” has the meaning set forth in **Section 5.3(b)**.

“Unauthorized Removal Credit” has the meaning set forth in **Section 5.3(c)**.

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

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

2. Statement of Work. Contractor shall provide Services and Deliverables pursuant to the Statement of Work. The terms and conditions of this Contract will apply at all times to the Statement of Work. The State shall have the right to terminate the Statement of Work as set forth in **Section 16**. Contractor acknowledges that time is of the essence with respect to Contractor’s obligations under the Statement of Work and agrees that prompt and timely performance of all such obligations in accordance with this Contract and the Statement of Work (including the Implementation Plan and all Milestone Dates) is strictly required.

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

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

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

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

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

- (i) Business Requirements Specification;
 - (ii) Technical Specification; and
 - (iii) a description of the Documentation to be provided;
- (e) an Implementation Plan, including all Milestones, the corresponding Milestone Dates and the parties' respective responsibilities under the Implementation Plan;
- (f) the due dates for payment of Fees and any invoicing requirements, including any Milestones on which any such Fees are conditioned, and such other information as the parties deem necessary;
- (g) disclosure of all Background Technology, Approved Third-Party Materials, Approved Open-Source Components (each identified on a separate exhibit to the Statement of Work), in each case accompanied by such related documents as may be required by this Contract;
- (h) description of all liquidated damages associated with this Contract; and
- (i) a detailed description of all State Resources required to complete the Implementation Plan.

2.2 Change Control Process. The State may at any time request in writing (each, a "**Change Request**") changes to the Statement of Work, including changes to the Services, Work Product, Implementation Plan, or any Specifications (each, a "**Change**"). Upon the State's submission of a Change Request, the parties will evaluate and implement all Changes in accordance with this **Section 2.2**.

- (a) As soon as reasonably practicable, and in any case within twenty (20) Business Days following receipt of a Change Request, Contractor will provide the State with a written proposal for implementing the requested Change ("**Change Proposal**"), setting forth:
- (i) a written description of the proposed Changes to any Services, Work Product, or Deliverables;
 - (ii) an amended Implementation Plan reflecting: (A) the schedule for commencing and completing any additional or modified Services, Work Product, or Deliverables; and (B) the effect of such Changes, if any, on completing any other Services or Work Product under the Statement of Work;
 - (iii) any additional Third-Party Materials, Open-Source Components, and State Resources Contractor deems necessary to carry out such Changes; and

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

(b) Within thirty (30) Business Days following the State's receipt of a Change Proposal, the State will by written notice to Contractor, approve, reject, or propose modifications to such Change Proposal. If the State proposes modifications, Contractor must modify and re-deliver the Change Proposal reflecting such modifications, or notify the State of any disagreement, in which event the parties will negotiate in good faith to resolve their disagreement. Upon the State's approval of the Change Proposal or the parties' agreement on all proposed modifications, as the case may be, the parties will execute a written agreement to the Change Proposal ("**Change Notice**"), which Change Notice will be signed by the State's Contract Administrator and will constitute an amendment to the Statement of Work to which it relates; and

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

- (i) require Contractor to perform the Services under the Statement of Work without the Change;
- (ii) require Contractor to continue to negotiate a Change Notice;
- (iii) initiate a Dispute Resolution Procedure; or
- (iv) notwithstanding any provision to the contrary in the Statement of Work, terminate this Contract under **Section 16.2**.

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

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

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

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

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

3.2 Third-Party Materials.

(a) Contractor will not include in any Software, and operation of all Software in accordance with its Specifications and Documentation will not require, any Third-Party Materials, other than Approved Third-Party Materials, which must be specifically approved by the State and identified and described in the Statement of Work, and will be licensed to the State in accordance with **Section 15.3**.

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

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

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

4.1 Adequacy of Documentation. All Documentation must include all such information as may be reasonably necessary for the effective installation, testing, use, support, and maintenance of the applicable Software by the Intended User, including the effective configuration, integration,

and systems administration of the Software and performance of all other functions set forth in the Specifications.

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

4.3 Third-Party Documentation. Other than Documentation for Approved Third-Party Materials and Approved Open-Source Components, no Documentation will consist of or include Third-Party Materials. To the extent Documentation consists of or includes Third-Party Materials, Contractor must secure, at its sole cost and expense, all rights, licenses, consents, approvals and authorizations specified in **Section 15.3** with respect to Approved Third-Party Materials.

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

5.1 Contractor Personnel.

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

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

- (i) ensure that such Contractor Personnel have the legal right to work in the United States;
- (ii) require such Contractor Personnel to execute written agreements, in form and substance acceptable to the State, that bind such Contractor Personnel to confidentiality provisions that are at least as protective of the State's information (including all Confidential Information) as those contained in this Contract and Intellectual Property Rights provisions that grant the State rights in the Work Product consistent with the provisions of **Section 14.1** and, upon the State's request, provide the State with a copy of each such executed Contract; and
- (iii) perform background checks on all Contractor Personnel prior to their assignment, including as required by Schedule D. The scope is at the discretion of the State and documentation must be provided as requested. Contractor is responsible for all costs associated with the requested background checks. The State, in its sole discretion, may also perform background checks on Contractor Personnel.

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

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

(e) Contractor will comply with the requirements of Schedule D, including Position Sensitivity Designations, Homeland Security Presidential Directive, Rosters, and Notification pertaining to employees who will stop working.

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

(a) Contractor's Project Manager must:

- (i) have the requisite authority, and necessary skill, experience, and qualifications, to perform in such capacity;
- (ii) be responsible for overall management and supervision of Contractor's performance under this Contract; and
- (iii) be the State's primary point of contact for communications with respect to this Contract, including with respect to giving and receiving all day-to-day approvals and consents.

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

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

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

- (ii) the State consents in writing to any removal requested by Contractor in writing;
- (iii) Contractor's Project Manager ceases to be employed by Contractor, whether by resignation, involuntary termination or otherwise.

(d) Contractor will promptly replace its Project Manager on the occurrence of any event set forth in **Section 5.2(c)**. Such replacement will be subject to the State's prior written approval.

5.3 Contractor's Key Personnel.

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

(b) Contractor will not remove any Key Personnel from their assigned roles on this Contract without the prior written consent of the State. The Contractor's removal of Key Personnel without the prior written consent of the State is an unauthorized removal ("**Unauthorized Removal**"). An Unauthorized Removal does not include replacing Key Personnel for reasons beyond the reasonable control of Contractor, including illness, disability, leave of absence, personal emergency circumstances, resignation, or for cause termination of the Key Personnel's employment. Any Unauthorized Removal may be considered by the State to be a material breach of this Contract, in respect of which the State may elect to terminate this Contract for cause under **Section 16.1**.

(c) It is further acknowledged that an Unauthorized Removal will interfere with the timely and proper completion of this Contract, to the loss and damage of the State, and that it would be impracticable and extremely difficult to fix the actual damage sustained by the State as a result of any Unauthorized Removal. Therefore, Contractor and the State agree that in the case of any Unauthorized Removal in respect of which the State does not elect to exercise its rights under **Section 16.1**, Contractor will issue to the State the corresponding credits set forth below (each, an "**Unauthorized Removal Credit**"):

- (i) For the Unauthorized Removal of any Key Personnel designated in the applicable Statement of Work, the credit amount will be \$25,000 per individual if Contractor identifies a replacement approved by the State and assigns the replacement to shadow the Key Personnel who is leaving for a period of at least 30 calendar days before the Key Personnel's removal.

- (ii) If Contractor fails to assign a replacement to shadow the removed Key Personnel for at least 30 calendar days, in addition to the \$30,000 credit specified above, Contractor will credit the State \$1,000 per calendar day for each day of the 30 calendar-day shadow period that the replacement Key Personnel does not shadow the removed Key Personnel, up to \$30,000 maximum per individual. The total Unauthorized Removal Credits that may be assessed per Unauthorized Removal and failure to provide 30 calendar days of shadowing will not exceed \$60,000 per individual.

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

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

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

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

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

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

- (i) obtain from such Permitted Subcontractor confidentiality, work-for-hire and intellectual property rights assignment agreements, in form and substance acceptable by the State, giving the State rights consistent with those set forth in **Section 14.1** and **Section 22** and, upon request, provide the State with a fully-executed copy of each such contract; and

- (ii) with respect to all Permitted Subcontractor employees providing Services or Work Product, comply with its obligations under **Section 5.1(b)**.

6. Data Privacy and Information Security.

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

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

6.3 Security Accreditation Process. If requested by the State, Contractor must assist the State with its security accreditation process through the development, completion and ongoing updating of a system security plan using the State's automated governance, risk and compliance (GRC) platform

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

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

6.6 State's Right to Termination for Deficiencies. The State reserves the right, at its sole election, to immediately terminate this Contract or the Statement of Work without limitation and without liability if the State determines that Contractor fails or has failed to meet its obligations under this **Section 6**.

6.7 In all circumstances, Contractor must comply with the requirements set forth in Schedule D to this Contract, which provisions govern over any conflict with any other provision in this Contract or any other Schedule.

7. State Obligations.

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

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

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

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

8. Pre-Delivery Testing.

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

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

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

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

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

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

9. Delivery and Installation.

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

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

10. Acceptance Testing; Acceptance.

10.1 Acceptance Testing.

(a) Upon installation of each Software Deliverable, Acceptance Tests will be conducted as set forth in this **Section 10.1** to ensure the Software Deliverable, including all Software and Documentation, conforms to the requirements of this Contract, including the applicable Specifications and, in the case of the Software, the Documentation.

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

- (i) for Acceptance Tests conducted by the State, if requested by the State, Contractor will make suitable Contractor Personnel available to observe or participate in such Acceptance Tests; and
- (ii) for Acceptance Tests conducted by Contractor, the State has the right to observe or participate in all or any part of such Acceptance Tests.

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

(c) Upon delivery and installation of the Aggregate Software, including any API, under the Statement of Work, additional Acceptance Tests will be performed on the Aggregate Software as a whole to ensure full operability, integration, and compatibility among all elements of the Aggregate Software ("**Integration Testing**"). Integration Testing is subject to all procedural and other terms and conditions set forth in **Section 10.1**, **Section 10.3**, and **Section 10.4**.

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

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

(a) If such notice is provided by either party and identifies any Non-Conformities, the parties' rights, remedies, and obligations will be as set forth in **Section 10.3** and **Section 10.4**.

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

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

- (i) notify Contractor in writing of Non-Conformities the State has observed in the Software Deliverable or, in the case of Integration Testing, Aggregate Software, and of the State's non-acceptance thereof, whereupon the parties' rights, remedies and obligations will be as set forth in **Section 10.3** and **Section 10.4**; or
- (ii) provide Contractor with a written notice of its Acceptance of such Software Deliverable or Aggregate Software, which must be signed by the State's Business Owner and Project Manager.

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

- (a) completion of such Acceptance Tests, in the case of Acceptance Tests conducted by Contractor; or
- (b) receipt of the State's notice under **Section 10.1(a)** or **Section 10.2(c)(i)**, identifying any Non-Conformities.

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

- (a) continue the process set forth in this **Section 10**;
- (b) accept the Software Deliverable as a nonconforming deliverable, in which case the Fees Such Software Deliverable will be reduced equitably to reflect the value of the Software Deliverable as received relative to the value of the Software Deliverable had it conformed; or
- (c) deem the failure to be a non-curable material breach of this Contract and the Statement of Work and terminate this Contract for cause in accordance with **Section 16.1**.

10.5 Acceptance. Acceptance ("**Acceptance**") of each Software Deliverable (subject, where applicable, to the State's right to Integration Testing) and Aggregate Software will occur on the date that is the earliest of the State's delivery of a notice accepting such Software Deliverable under **Section 10.2(b)**, or **Section 10.2(c)(ii)**.

11. Training; Maintenance and Support.

11.1 Training. With respect to all Software, Contractor will provide the State with initial training as set forth in the Statement of Work at the rates set forth in the Pricing Schedule. The State may request, and if so requested, Contractor must provide on a timely basis, additional training at the rates specified in the Pricing Schedule. Contractor is also subject to the Training requirements in Schedule D.

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

- (a) free of charge, during the Warranty Period, it being acknowledged and agreed by the parties that the Fees include full consideration for such Services during such period; and

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

12. Fees.

12.1 Fees. Subject to all terms and conditions set forth in this **Section 12** and Contractor's performance of Services to the State's satisfaction and the State's Acceptance of the applicable Deliverables, the State will pay the fees set forth in the Statement of Work and Pricing Schedule ("**Fees**").

12.2 Firm Pricing. The Pricing set forth in the Pricing Schedule is firm and may not be modified during the Term.

13. Invoices and Payment.

13.1 Invoices. Contractor will invoice the State for Fees in accordance with the requirements set forth in the Statement of Work, including any requirements that condition the rendering of invoices and the payment of Fees upon the successful completion of Milestones. Contractor must submit each invoice via such delivery means and to such address as are specified by the State in the Statement of Work. Each separate invoice must:

- (a) clearly identify the Contract to which it relates, in such manner as is required by the State;
- (b) list each Fee item separately;
- (c) include sufficient detail for each line item to enable the State to satisfy its accounting and charge-back requirements;
- (d) for Fees determined on a time and materials basis, report details regarding the number of hours performed during the billing period, the skill or labor category for such Contractor Personnel and the applicable hourly billing rates; and
- (e) include such other information as may be required by the State as set forth in the Statement of Work.

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

13.3 Taxes. The State is exempt from State sales tax for direct purchases and may be exempt from federal excise tax, if Services or Deliverables purchased under this Contract are for the State's exclusive use.

13.4 Payment Disputes. The State may withhold from payment any and all payments and amounts the State disputes in good faith, pending resolution of such dispute, provided that the State:

- (a) timely renders all payments and amounts that are not in dispute;
- (b) notifies Contractor of the dispute prior to the due date for payment, specifying in such notice:
 - (i) the amount in dispute; and
 - (ii) the reason for the dispute set out in sufficient detail to facilitate investigation by Contractor and resolution by the parties;
- (c) works with Contractor in good faith to resolve the dispute promptly; and
- (d) promptly pays any amount determined to be payable by resolution of the dispute.

Contractor shall not withhold any Services or fail to perform any obligation hereunder by reason of the State's good faith withholding of any payment or amount in accordance with this **Section 13.4** or any dispute arising therefrom.

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

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

13.7 Support Not to be Withheld or Delayed. Contractor will not withhold, delay, or fail to perform any Services or obligations under this Contract by reason of the State's good faith withholding of any payment or amount in accordance with this **Section 13**.

14. Intellectual Property Rights.

14.1 State Ownership of Work Product. Except as set forth in **Section 14.3**, the State is and will be the sole and exclusive owner of all right, title, and interest in and to all Work Product, including all Intellectual Property Rights. In furtherance of the foregoing, subject to **Section 14.3**:

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

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

- (i) assigns, transfers, and otherwise conveys to the State, irrevocably and in perpetuity, throughout the universe, all right, title, and interest in and to such Work Product, including all Intellectual Property Rights; and
- (ii) irrevocably waives any and all claims Contractor may now or hereafter have in any jurisdiction to so-called “moral rights” or rights of *droit moral* with respect to the Work Product.

14.2 Further Actions. Contractor will, and will cause the Contractor Personnel to, take all appropriate action and execute and deliver all documents, necessary or reasonably requested by the State to effectuate any of the provisions or purposes of **Section 14.1**, or otherwise as may be necessary or useful for the State to prosecute, register, perfect, record, or enforce its rights in or to any Work Product or any Intellectual Property Right therein. Contractor hereby appoints the State as Contractor’s attorney-in-fact with full irrevocable power and authority to take any such actions and execute any such documents if Contractor refuses, or within a period deemed reasonable by the State otherwise fails, to do so.

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

(a) Contractor is and will remain the sole and exclusive owner of all right, title, and interest in and to the Background Technology, including all Intellectual Property Rights therein, subject to the license granted in **Section 15.1**.

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

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

14.4 State Materials. The State will remain the sole and exclusive owners of all right, title, and interest in and to State Materials, including all Intellectual Property Rights therein. Contractor will have no right or license to, and will not, use any State Materials except solely during the Term of this Contract for which they are provided to the extent necessary

to perform the Services and provide the Work Product to the State. All other rights in and to the State Materials are expressly reserved by the State.

15. Licenses.

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

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

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

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

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

15.3 Approved Third-Party Materials.

(a) Prior to the delivery date for any Deliverables under the Statement of Work, Contractor will secure for the State, at Contractor's sole cost and expense, such rights, licenses, consents and approvals for any Approved Third-Party Materials, that will allow the State to use and otherwise exploit perpetually throughout the universe for all or any purposes whatsoever the Work Product, to the same extent as if the State owned the Approved Third-Party Materials,

without incurring any fees or costs to any Third-Party (other than the Fees set forth under this Contract) in respect of the Approved Third-Party Materials.

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

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

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

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

16.1 Termination for Cause.

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

(b) If the State terminates this Contract under this **Section 16.1**, the State will issue a termination notice specifying whether Contractor must: (a) cease performance immediately, or (b) continue to perform for a specified period. If it is later determined that Contractor was not in breach of this Contract, the termination will be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties will be limited to those provided in **Section 16.2**.

(c) The State will only pay for amounts due to Contractor for Services and Deliverables accepted by the State on or before the date of termination, subject to the State's right to set off any amounts owed by the Contractor for the State's reasonable costs in terminating this Contract. Contractor must promptly reimburse to the State any Fees prepaid by the State prorated to the date of such termination, including any prepaid Support Fees. The

Contractor must pay all reasonable costs incurred by the State in terminating this Contract for cause, including administrative costs, attorneys' fees, court costs, transition costs, and any costs the State incurs to procure the Services from other sources.

16.2 Termination for Convenience. The State may immediately terminate this Contract in whole or in part, without penalty and for any reason, including but not limited to, appropriation or budget shortfalls. The termination notice will specify whether Contractor must: (a) cease performance immediately, or (b) continue to perform in accordance with **Section 16.3**. If the State terminates this Contract for convenience, the State will pay all reasonable costs, as determined by the State, for State approved Transition Responsibilities.

16.3 Transition Responsibilities. Upon termination or expiration of this Contract for any reason, Contractor must, for a period of time specified by the State (not to exceed 180 calendar days, unless otherwise agreed to by the parties)(the "**Transition Period**"), provide all reasonable transition assistance requested by the State, to allow for the expired or terminated portion of the Contract to continue without interruption or adverse effect, and to facilitate the orderly transfer of the Services to the State or its designees. Such transition assistance may include but is not limited to: (a) continuing to perform the Services at the established Contract rates; (b) taking all reasonable and necessary measures to transition performance of the work, including all applicable Services and Deliverables to the State or the State's designee; (c) taking all necessary and appropriate steps, or such other action as the State may direct, to preserve, maintain, protect, or return to the State all State Materials and State Data; (d) transferring title in and delivering to the State, at the State's discretion, all completed or partially completed Deliverables prepared under this Contract as of the Contract termination or expiration date; and (e) preparing an accurate accounting from which the State and Contractor may reconcile all outstanding accounts (collectively, the "**Transition Responsibilities**"). This Contract is automatically extended through the end of the Transition Period.

16.4 Effect of Expiration or Termination.

- (a) Upon termination or expiration of this Contract for any reason:
 - (i) Contractor will be obligated to perform all Transition Responsibilities specified in **Section 16.3**.
 - (ii) All licenses granted to Contractor in the State Materials and State Data will immediately and automatically also terminate. Contractor must promptly return to the State all State Materials and State Data not required by Contractor for its Transition Responsibilities, if any.
 - (iii) Contractor will (A) return to the State all documents and tangible materials (and any copies) containing, reflecting, incorporating, or based on the State's Confidential Information, (B) permanently erase the State's Confidential Information from its computer systems and (C) certify in writing to the State

that it has complied with the requirements of this **Section 16.4(a)(iii)**, in each case to the extent such materials are not required by Contractor for Transition Responsibilities, if any.

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

16.5 Survival. This **Section 16** survives termination or expiration of this Contract.

17. Stop Work Order. The State may, at any time, order the Services of Contractor fully or partially stopped for its own convenience for up to ninety (90) calendar days at no additional cost to the State. The State will provide Contractor a written notice detailing such suspension (a "**Stop Work Order**"). Contractor must comply with the Stop Work Order upon receipt. Within 90 days, or any longer period agreed to by Contractor, the State will either: (a) issue a notice authorizing Contractor to resume work, or (b) terminate this Contract. The State will not pay for any Services, Contractor's lost profits, or any additional compensation during a stop work period.

18. Contractor Representations and Warranties.

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

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

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

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

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

(e) Contractor is neither currently engaged in nor will engage in the boycott of a person based in or doing business with a strategic partner as described in 22 USC 8601 to 8606; and

(f) Contractor is not debarred, suspended, or aware of debarment or suspension proceedings against it with respect to the Federal Government. See Federal Acquisition Regulation 52.209-6.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

19. Indemnification.

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

19.2 Indemnification Procedure. The State will notify Contractor in writing if indemnification is sought; however, failure to do so will not relieve Contractor, except to the extent that Contractor is materially prejudiced. Contractor must, to the satisfaction of the State, demonstrate its financial ability to carry out these obligations. The State is entitled to: (i) regular updates on proceeding status; (ii) participate in the defense of the proceeding; (iii) employ its own counsel; and to (iv) retain control of the defense, at its own cost and expense, if the State deems necessary. Contractor will not, without the State's prior written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. Any litigation activity on behalf of the State or any of its

subdivisions, under this **Section 19**, must be coordinated with the Department of Attorney General. An attorney designated to represent the State may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

19.3 Infringement Remedies.

(a) The remedies set forth in this **Section 19.3** are in addition to, and not in lieu of, all other remedies that may be available to the State under this Contract or otherwise, including the State's right to be indemnified for such actions.

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

- (i) procure for the State the right to continue to use such Software or component thereof to the full extent contemplated by this Contract; or
- (ii) modify or replace the materials that infringe or are alleged to infringe ("**Allegedly Infringing Materials**") to make the Software and all of its components non-infringing while providing fully equivalent features and functionality.

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

- (i) refund to the State all amounts paid by the State in respect of such Allegedly Infringing Materials and any other aspects of the Aggregate Software provided under the Statement of Work for the Allegedly Infringing Materials that the State cannot reasonably use as intended under this Contract; and
- (ii) in any case, at its sole cost and expense, secure the right for the State to continue using the Allegedly Infringing Materials for a transition period of up to six (6) months to allow the State to replace the affected features of the Software without disruption.

(d) If Contractor directs the State to cease using any Software under **Section 19.3(c)**, the State may terminate this Contract for cause under **Section 16.1**.

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

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

- (ii) Modification of the Software by the State without the prior knowledge and approval of Contractor;

unless the claim arose against the Software independently of any of the above specified actions.

20. Liquidated Damages.

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

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

20.3 The assessment of liquidated damages will not constitute a waiver or release of any other remedy the State may have under this Contract for Contractor's breach of this Contract, including without limitation, the State's right to terminate this Contract for cause under **Section 16.1**, and the State will be entitled in its discretion to recover actual damages caused by Contractor's failure to perform its obligations under this Contract. However, the State will reduce such actual damages by the amounts of liquidated damages received for the same events causing the actual damages.

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

21. Damages Disclaimers and Limitations.

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

21.2 The State's Limitation of Liability. IN NO EVENT WILL THE STATE'S AGGREGATE LIABILITY TO CONTRACTOR UNDER THIS CONTRACT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR BY STATUTE OR OTHERWISE, FOR ANY CLAIM RELATED TO OR ARISING UNDER THIS

CONTRACT, EXCEED THE MAXIMUM AMOUNT OF FEES PAYABLE UNDER THIS CONTRACT.

22. State Data.

22.1 Ownership. The State's data ("**State Data**," which will be treated by Contractor as Confidential Information) includes the State's data collected, used, processed, stored, or generated as the result of the Services, including but not limited to (a) personally identifiable information ("**PII**"). State Data is and will remain the sole and exclusive property of the State and all right, title, and interest in the same is reserved by the State. This **Section 22.1** survives termination or expiration of this Contract.

22.2 Contractor Use of State Data. Contractor is provided a limited license to State Data for the sole and exclusive purpose of providing the Services, including a license to collect, process, store, generate, and display State Data only to the extent necessary in the provision of the Services. Contractor must: (a) keep and maintain State Data in strict confidence, using such degree of care as is appropriate and consistent with its obligations as further described in this Contract and applicable law to avoid unauthorized access, use, disclosure, or loss; (b) use and disclose State Data solely and exclusively for the purpose of providing the Services, such use and disclosure being in accordance with this Contract, any applicable Statement of Work, and applicable law; and (c) not use, sell, rent, transfer, distribute, or otherwise disclose or make available State Data for Contractor's own purposes or for the benefit of anyone other than the State without the State's prior written consent. This **Section 22.2** survives termination or expiration of this Contract.

22.3 Loss of Data. In the event of any act, error or omission, negligence, misconduct, or breach by Contractor that compromises or is suspected to compromise the security, confidentiality, or integrity of State Data or the physical, technical, administrative, or organizational safeguards put in place by Contractor that relate to the protection of the security, confidentiality, or integrity of State Data, Contractor must, as applicable: (a) notify the State as soon as practicable but no later than twenty-four (24) hours of becoming aware of such occurrence; (b) cooperate with the State in investigating the occurrence, including making available all relevant records, logs, files, data reporting, and other materials required to comply with applicable law or as otherwise required by the State; (c) in the case of PII, at the State's sole election, (i) notify the affected individuals who comprise the PII as soon as practicable but no later than is required to comply with applicable law, or, in the absence of any legally required notification period, within five (5) calendar days of the occurrence; or (ii) reimburse the State for any costs in notifying the affected individuals; (d) in the case of PII, provide third-party credit and identity monitoring services to each of the affected individuals who comprise the PII for the period required to comply with applicable law, or, in the absence of any legally required monitoring services, for no less than twenty-four (24) months following the date of notification to such individuals; (e) perform or take any other actions required to comply with applicable law as a result of the occurrence; (f) pay for any costs associated with the occurrence, including but not limited to any costs incurred by the State in investigating and resolving the occurrence, including

reasonable attorney's fees associated with such investigation and resolution (g) without limiting Contractor's obligations of indemnification as further described in this Contract, indemnify, defend, and hold harmless the State for any and all claims, including reasonable attorneys' fees, costs, and incidental expenses, which may be suffered by, accrued against, charged to, or recoverable from the State in connection with the occurrence; (h) be responsible for recreating lost State Data in the manner and on the schedule set by the State without charge to the State; and (i) provide to the State a detailed plan within ten (10) calendar days of the occurrence describing the measures Contractor will undertake to prevent a future occurrence. Notification to affected individuals, as described above, must comply with applicable law, be written in plain language, and contain, at a minimum: name and contact information of Contractor's representative; a description of the nature of the loss; a list of the types of data involved; the known or approximate date of the loss; how such loss may affect the affected individual; what steps Contractor has taken to protect the affected individual; what steps the affected individual can take to protect himself or herself; contact information for major credit card reporting agencies; and, information regarding the credit and identity monitoring services to be provided by Contractor. The State will have the option to review and approve any notification sent to affected individuals prior to its delivery. The parties agree that any damages relating to a breach of this **Section 22.3** are to be considered direct damages and not consequential damages. This **Section 22.3** survives termination or expiration of this Contract.

23. Confidential Information. Each party acknowledges that it may be exposed to or acquire communication or data of the other party that is confidential in nature and is not intended to be disclosed to third parties. This **Section 23** survives termination or expiration of this Contract.

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

23.2 Obligation of Confidentiality. The parties agree to hold all Confidential Information in strict confidence and not to copy, reproduce, sell, transfer, or otherwise dispose of, give or disclose such Confidential Information to third parties other than employees, agents, or

subcontractors of a party who have a need to know in connection with this Contract or to use such Confidential Information for any purposes whatsoever other than the performance of this Contract. The parties agree to advise and require their respective employees, agents, and subcontractors of their obligations to keep all Confidential Information confidential. Disclosure to the Contractor's subcontractor is permissible where: (a) the subcontractor is a Permitted Subcontractor; (b) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Permitted Subcontractor's responsibilities; and (c) Contractor obligates the Permitted Subcontractor in a written contract to maintain the State's Confidential Information in confidence. At the State's request, any of the Contractor's Representatives may be required to execute a separate agreement to be bound by the provisions of this **Section 23.2**.

23.3 Cooperation to Prevent Disclosure of Confidential Information. Each party must use its best efforts to assist the other party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the foregoing, each party must advise the other party immediately in the event either party learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Contract. Each party will cooperate with the other party in seeking injunctive or other equitable relief against any such person.

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

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

24. ADA Compliance. The State is required to comply with the Americans with Disabilities Act of 1990 (ADA), and has adopted a formal policy regarding accessibility requirements for websites and software applications. Contractor's Software must comply, where relevant, with level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0.

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

25.1 Right of Audit. The State or its designee may audit Contractor to verify compliance with this Contract. Contractor must retain, and provide to the State or its designee and the auditor general upon request, all financial and accounting records related to this Contract through the Term of this Contract and for three (3) years after the latter of termination, expiration, or final payment under this Contract or any extension (“**Financial Audit Period**”). If an audit, litigation, or other action involving the records is initiated before the end of the Financial Audit Period, Contractor must retain the records until all issues are resolved.

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

25.3 Application. This **Section 25** applies to Contractor, any Affiliate, and any Permitted Subcontractor that performs Services in connection with this Contract.

26. Insurance Requirements.

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

| Insurance Type | Additional Requirements |
|--|---|
| Commercial General Liability Insurance | |
| <u>Minimal Limits:</u> \$1,000,000 Each Occurrence Limit \$1,000,000 Personal & Advertising Injury Limit \$2,000,000 General Aggregate Limit \$2,000,000 Products/Completed Operations <u>Deductible Maximum:</u> \$50,000 Each Occurrence | Contractor must have its policy: (1) endorsed to add “the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents” as additional insureds using endorsement CG 20 10 11 85, or both CG 2010 07 04 and CG 2037 07 04. |
| Umbrella or Excess Liability Insurance | |
| <u>Minimal Limits:</u> | Contractor must have its policy: (1) |

| | |
|---|--|
| \$5,000,000 General Aggregate | endorsed to add “the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents” as additional insureds. |
| Automobile Liability Insurance | |
| <u>Minimal Limits:</u> \$1,000,000 Per Occurrence | |
| Workers' Compensation Insurance | |
| <u>Minimal Limits:</u> Coverage according to applicable laws governing work activities. | Waiver of subrogation, except where waiver is prohibited by law. |
| Employers Liability Insurance | |
| <u>Minimal Limits:</u> \$100,000 Each Accident \$100,000 Each Employee by Disease \$500,000 Aggregate Disease. | |
| Privacy & Security Liability (Cyber Liability) Insurance | |
| <u>Minimal Limits:</u> \$1,000,000 Each Occurrence \$1,000,000 Annual Aggregate | Contractor must have its policy: (1) endorsed to add “the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents” as additional insureds; and (2) cover information security and privacy liability, privacy notification costs, regulatory defense and penalties, and website media content liability. |

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

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

effective date, the Contractor must purchase extended reporting coverage for a minimum of three (3) years after completion of work.

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

26.5 This **Section 26** is not intended to and is not be construed in any manner as waiving, restricting or limiting the liability of either party for any obligations under this Contract (including any provisions hereof requiring Contractor to indemnify, defend and hold harmless the State)

27. Dispute Resolution.

27.1 Unless otherwise specified in the Statement of Work, the parties will endeavor to resolve any Contract dispute in accordance with **Section 27**. The initiating party will reduce its description of the dispute to writing (including all supporting documentation) and deliver it to the responding party's Project Manager. The responding party's Project Manager must respond in writing within five (5) Business Days. The initiating party has five (5) Business Days to review the response. If after such review resolution cannot be reached, both parties will have an additional five (5) Business Days to negotiate in good faith to resolve the dispute. If the dispute cannot be resolved within a total of fifteen (15) Business Days, the parties must submit the dispute to the parties' Contract Administrators. The parties will continue performing while a dispute is being resolved, unless the dispute precludes performance. A dispute involving payment does not preclude performance.

27.2 Litigation to resolve the dispute will not be instituted until after the dispute has been elevated to the parties' Contract Administrators, and either Contract Administrator concludes that resolution is unlikely, or fails to respond within fifteen (15) Business Days. The parties are not prohibited from instituting formal proceedings: (a) to avoid the expiration of statute of limitations period; (b) to preserve a superior position with respect to creditors; or (c) where a party makes a determination that a temporary restraining order or other injunctive relief is the only adequate remedy. This **Section 27** does not limit the State's right to terminate this Contract.

28. Miscellaneous.

28.1 Effect of Contractor Bankruptcy. All rights and licenses granted by Contractor under this Contract are and will be deemed to be rights and licenses to "intellectual property," and all Work Product is and will be deemed to be "embodiments" of "intellectual property," for purposes of, and as such terms are used in and interpreted under, Section 365(n) of the United States Bankruptcy Code (the "**Code**"). If Contractor or its estate becomes subject to any bankruptcy or

similar proceeding, the State retains and has the right to fully exercise all rights, licenses, elections, and protections under this Contract, the Code and all other applicable bankruptcy, insolvency, and similar Laws with respect to all Software and other Work Product. Without limiting the generality of the foregoing, Contractor acknowledges and agrees that, if Contractor or its estate shall become subject to any bankruptcy or similar proceeding:

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

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

28.2 Conflicts and Ethics. Contractor will uphold high ethical standards and is prohibited from: (a) holding or acquiring an interest that would conflict with this Contract; (b) doing anything that creates an appearance of impropriety with respect to the award or performance of the Contract; (c) attempting to influence or appearing to influence any State employee by the direct or indirect offer of anything of value; or (d) paying or agreeing to pay any person, other than employees and consultants working for Contractor, any consideration contingent upon the award of the Contract. Contractor must immediately notify the State of any violation or potential violation of these standards. This **Section 28.2** applies to Contractor, any Affiliate, and any Permitted Subcontractor that Performs Services in connection with this Contract.

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

28.4 Nondiscrimination. Under the Elliott-Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and Executive Directive 2019-09, Vendor and its subcontractors agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex (as defined in Executive Directive 2019-09), height, weight, marital status, partisan considerations, any mental or physical disability, or genetic information that is unrelated to the person's ability to perform the duties of a particular job or position. Breach of this covenant is a material breach of the Contract.

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

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

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

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

- (a) acts of God;
- (b) flood, fire or explosion;
- (c) war, terrorism, invasion, riot, or other civil unrest;
- (d) embargoes or blockades in effect on or after the date of this Contract;
- (e) national or regional emergency; or
- (f) any passage of law or governmental order, rule, regulation or direction, or any action taken by a governmental or public authority, including imposing an embargo, export or import restriction, quota or other restriction or prohibition.

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

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

28.10 Media Releases. News releases (including promotional literature and commercial advertisements) pertaining to this Contract or project to which it relates must not be made without

the prior written approval of the State, and then only in accordance with the explicit written instructions of the State.

28.11 Notices. All notices, requests, consents, claims, demands, waivers and other communications under this Contract must be in writing and addressed to the parties as follows (or as otherwise specified by a party in a notice given in accordance with this **Section 28.11**):

| | |
|-------------------|---|
| If to Contractor: | Kunz, Leigh & Associates 2164 University Park Drive, Okemos, MI 48864 Email: j.shaulis@kunzleigh.com Attention: Justin Shaulis, KL&A Partner |
| If to State: | 525 W. Allegan, 1 st Floor, Lansing, MI 48913 Email: BarronJ1@michigan.gov Attention: Jarrod Barron, IT Category Specialist |

Notices sent in accordance with this **Section 28.11** will be deemed effectively given: (a) when received, if delivered by hand (with written confirmation of receipt); (b) when received, if sent by a nationally recognized overnight courier (receipt requested); (c) on the date sent by email (with confirmation of transmission), if sent during normal business hours of the recipient, and on the next Business Day, if sent after normal business hours of the recipient; or (d) on the fifth (5th) calendar day after the date mailed, by certified or registered mail, return receipt requested, postage prepaid.

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

28.13 Schedules All Schedules that are referenced herein and attached hereto are hereby incorporated by reference. The following Schedules are attached hereto and incorporated herein:

| | |
|-------------------|----------------------------------|
| Schedule A | Statement of Work |
| Schedule B | Maintenance and Support Schedule |
| Schedule C | Pricing Schedule |
| Schedule D | FDA Contract Requirements |
| Schedule E | Data Retention Requirements |

28.14 Administrative Fee and Reporting. Contractor must pay an administrative fee of 1% on all payments made to Contractor under the Contract including transactions with the State (including its departments, divisions, agencies, offices, and commissions), MiDEAL members,

and other states (including governmental subdivisions and authorized entities). Administrative fee payments must be made by check payable to the State of Michigan and mailed to:

Department of Technology, Management and Budget
Cashiering
P.O. Box 30681
Lansing, MI 48909

Contractor must submit an itemized purchasing activity report, which includes at a minimum, the name of the purchasing entity and the total dollar volume in sales. Reports should be mailed to MiDeal@michigan.gov.

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

28.15 Extended Purchasing Program. This contract is extended to MiDEAL members. MiDEAL members include local units of government, school districts, universities, community colleges, and nonprofit hospitals. A current list of MiDEAL members is available at www.michigan.gov/mideal. Upon written agreement between the State and Contractor, this contract may also be extended to: (a) State of Michigan employees and (b) other states (including governmental subdivisions and authorized entities).

If extended, Contractor must supply all Contract Activities at the established Contract prices and terms. The State reserves the right to impose an administrative fee and negotiate additional discounts based on any increased volume generated by such extensions.

Contractor must submit invoices to, and receive payment from, extended purchasing program members on a direct and individual basis.

28.16 Entire Agreement. This Contract, together with all Schedules, constitutes the sole and entire agreement of the parties to this Contract with respect to the subject matter of this Contract and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter. In the event of any inconsistency between the statements made in the body of this Contract and the Schedules, the following order of precedence governs: (a) first, this Contract and Schedule D, excluding the other Schedules; (b) second, the Statement of Work as of the Effective Date; and (c) third, the remaining Schedules to this Contract as of the Effective Date. NO TERMS ON CONTRACTORS INVOICES, WEBSITE, BROWSE-WRAP, SHRINK-WRAP, CLICK-WRAP, CLICK-THROUGH OR OTHER NON-NEGOTIATED TERMS AND CONDITIONS PROVIDED WITH ANY OF THE SERVICES, OR DOCUMENTATION HEREUNDER WILL CONSTITUTE A PART OR AMENDMENT OF THIS CONTRACT OR IS BINDING ON THE STATE OR ANY AUTHORIZED USER FOR ANY PURPOSE. ALL SUCH OTHER TERMS AND CONDITIONS HAVE NO FORCE AND EFFECT AND ARE DEEMED REJECTED BY THE STATE AND THE AUTHORIZED USER, EVEN IF ACCESS TO OR USE OF SUCH SERVICE OR

DOCUMENTATION REQUIRES AFFIRMATIVE ACCEPTANCE OF SUCH TERMS AND CONDITIONS.

28.17 Assignment. Contractor may not assign or otherwise transfer any of its rights, or delegate or otherwise transfer any of its obligations or performance, under this Contract, in each case whether voluntarily, involuntarily, by operation of law or otherwise, without the State's prior written consent. For purposes of the preceding sentence, and without limiting its generality, any merger, consolidation or reorganization involving Contractor (regardless of whether Contractor is a surviving or disappearing entity) will be deemed to be a transfer of rights, obligations, or performance under this Contract for which the State's prior written consent is required. No delegation or other transfer will relieve Contractor of any of its obligations or performance under this Contract. Any purported assignment, delegation, or transfer in violation of this **Section 28.15** is void.

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

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

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

28.21 Equitable Relief. Each party acknowledges that a breach by a party of **Section 14** (Intellectual Property Rights; Ownership), **Section 22** (State Data), or **Section 23** (Confidential Information) may cause the non-breaching party immediate and irreparable harm, for which an award of damages would not be adequate compensation. Each party agrees that, in the event of such breach or threatened breach, the non-breaching party will be entitled to equitable relief, including in the form of orders for preliminary or permanent injunction, specific performance, and any other relief that may be available from any court. Such remedies will not be deemed to be

exclusive but will be in addition to all other remedies available under this Contract, at law or in equity, subject to any express exclusions or limitations in this Contract to the contrary.

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

SCHEDULE A

Statement of Work

1. PURPOSE

Using agile methodology, Contractor will develop, implement and maintain a custom-developed Food Inspection and Enforcement system ("Solution"). The Solution will be hosted on-premise in the State's environment.

2. SPECIFIC STANDARDS

IT Policies, Standards and Procedures (PSP)

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

Public IT Policies, Standards and Procedures (PSP):

https://www.michigan.gov/dtmb/0,5552,7-358-82547_56579_56755---,00.html

Note: Not all applicable PSP's are available publicly. Any applicable Controlled PSP's are available after signing and returning to the State the required Nondisclosure Agreement (NDA) agreement.

Secure Web Application Security Standard

Contractor's solution must meet the State's Secure Application Development Standards as mandated by the State.

Secure Application Development Life Cycle (SADLC)

Contractor is required to meet the States Secure Application Development Life Cycle requirements that include:

Application Scanning

Contractor is required to grant the right to the State to scan either the application code or a deployed version of the solution; or in lieu of the State performing a scan, Contractor will provide the State a vulnerabilities assessment after Contractor has used a State approved application scanning tool. These scans must be completed and provided to the State on a regular basis or at least for each major release.

For COTS or vendor owned applications, Contractor, at its sole expense, must provide resources to complete the scanning and to complete the analysis, remediation and validation of vulnerabilities identified by the scan as required by the State Secure Web Application Standards.

Application scanning and remediation must include the following types of scans and activities:

- Dynamic Application Security Testing (DAST) - Scanning interactive application for vulnerabilities, analysis, remediation and validation (May include IAST)
- Static Application Security Testing (SAST) - Scanning source code for vulnerabilities, analysis, remediation and validation
- Application scanning and remediation may include the following types of scans and activities as required based on data classification and/or composition
 - Software Composition Analysis (SCA) - Third Party and/or Open Source Scanning for vulnerabilities, analysis, remediation and validation
- Native mobile application software scanning (if applicable) including any interaction with an Application Programming Interface (API)

- Penetration Testing - Simulated attack on the application and infrastructure to identify security weaknesses

Infrastructure Scanning

The State must have access to scan SOM hosted application and systems using its infrastructure scanning tools and Contractor, at its sole expense, must remediate identified vulnerabilities in contracted applications, in compliance with SOM PSP's documented remediation time frames.

Acceptable Use Policy

To the extent that Contractor has access to the State's computer system, Contractor must comply with the State's Acceptable Use Policy, see https://www.michigan.gov/documents/dtmb/1340.00.01_Acceptable_Use_of_Information_Technology_Standard_458958_7.pdf. All Contractor Personnel will be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State's system. The State reserves the right to terminate Contractor's access to the State's system if a violation occurs.

Look and Feel Standard

All software items provided by the Contractor must adhere to the State of Michigan Application/Site standards which can be found at www.michigan.gov/standards.

Mobile Responsiveness

The Solution must utilize responsive design practices to ensure the application is accessible via a mobile device.

ADA Compliance

The State is required to comply with the Americans with Disabilities Act of 1990 (ADA), and has adopted a formal policy regarding accessibility requirements for websites and software applications. The Solution, where relevant, must meet level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0. Contractor may consider, where relevant, the W3C's Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT) for non-web software and content. The State may require Contractor to complete a Voluntary Product Accessibility Template for WCAG 2.0 (WCAG 2.0 VPAT) or other comparable document for the proposed Solution.

http://www.michigan.gov/documents/dmb/1650.00_209567_7.pdf?20151026134621

3. USER TYPE AND CAPACITY

The Solution shall meet the expected number of total and concurrent Users below:

| Type of User | User Role | Access Type | Number of Users | Number of Concurrent Users |
|-----------------|----------------------|-------------|-----------------|----------------------------|
| State Employees | Agency Administrator | Admin | 3 | 3 |
| State Employees | System Administrator | Admin | | 5 |
| State Employees | Regional Enforcement | Read/Write | | 12 |
| State Employees | Program Desk | Read/Write | | 30 |
| State Employees | Regional Supervisor | Read/Write | | 15 |
| State Employees | Inspector | Read/Write | | 90 |

The User Roles are defined as follows:

Agency Administrator

Responsible for overall agency goals and direction. Reviews KPIs and sets target goals with program area management.

System Administrator

Provide day-to-day support including access to the system, role assignment, workflow management, updates to look-up data tables, and report maintenance.

Regional Enforcement

The designated Regional enforcement representative with the authority to review cases recommended for enforcement. They will review case information and determine appropriate adverse action including fines along with recommends such as referral to the Michigan Attorney General's Office.

Program Desk

Provides administrative support to program inspectors and supervisors. They are responsible for generating reports; mailing enforcement communications; and handling inquiries from the Public, Governor's Office, State Legislature, Federal agencies, etc.

Regional Supervisor

Provides direct supervision to Inspectors within designated regions across the State. They are responsible for work tasks assignments, reporting of work performance, and request use access and roles for direct reports.

Inspector

A front-line field staff designated with the authority to conduct inspections related to food and produce activities. If food or produce is used in a way not in accordance with State law/program policies, the Inspector may take action including warning letters, removal of food or produce, or recommend enforcement action.

4. ACCESS CONTROL AND AUDIT

The Solution must integrate with the State's IT Identity and Access Management (IAM) environment as described in the State of Michigan Digital Strategy (http://www.michigan.gov/dtmb/0,5552,7-150-56345_56351_69611-336646--,00.html), which consist of:

1. MILogin/Michigan Identity, Credential, and Access Management (MICAM)
 - a. An enterprise single sign-on and identity management solution based on IBM's Identity and Access Management products including, IBM Security Identity Manager (ISIM), IBM Security Access Manager for Web (ISAM), IBM Tivoli Federated Identity Manager (TFIM), IBM Security Access Manager for Mobile (ISAMM), and IBM DataPower, which enables the State to establish, manage, and authenticate user identities for the State's Information Technology (IT) systems.
2. MILogin Identity Federation
 - a. Allows federated single sign-on (SSO) for business partners, as well as citizen-based applications.
3. MILogin Multi Factor Authentication (MFA, based on system data classification requirements)
 - a. Required for those applications where data classification is Confidential and Restricted as defined by the 1340.00 Michigan Information Technology Information Security standard (i.e. the proposed solution must comply with PHI, PCI, CJIS, IRS, and other standards).
4. MILogin Identity Proofing Services (based on system data classification requirements)

- a. A system that verifies individual's identities before the State allows access to its IT system. This service is based on "life history" or transaction information aggregated from public and proprietary data sources. A leading credit bureau provides this service.

To integrate with the SOM MILogin solution, the Solution must support HTTP Headers based SSO, or SAML, or OAuth or OpenID interfaces for the SSO purposes.

5. DATA RETENTION

The Solution shall meet the FDD Records Retention and Disposal Schedule, attached as **Schedule D** and shall conform with any future alterations to the FDD Data Retention Policy.

6. SECURITY

The Solution will be storing sensitive data.

The solution must comply with the following:

- If vendor hosted, must provide a GovCloud Solution that is hosted in a FedRAMP authorized computing environment.
- Must be capable of meeting compliance requirements for hosting in a FedRAMP authorized computing environment
- Must be encrypted in transit and at rest using AES 256 bit or higher encryption modules.
- Must have multi-factor authentication for privileged/administrative access, however this level does not require a hard token at this time. Some other method such as SMMS text with passcode, phone call with temporary passcode or other approved multi-factor authentication method must be used.
- Must remain compliant with FISMA and the NIST Special Publication 800.53 (most recent version) MOD controls using minimum control values as established in the applicable State PSPs.

On-Premise

Contractor is responsible for establishing and maintaining a data privacy and information security program, including physical, technical, administrative, and organizational safeguards, that is designed to: (a) ensure the security and confidentiality of the State Data; (b) protect against any anticipated threats or hazards to the security or integrity of the State Data; (c) protect against unauthorized disclosure, access to, or use of the State Data; (d) ensure the proper disposal of State Data; and (e) ensure that all Contractor personnel comply with all of the foregoing. In no case will the safeguards of Contractor's data privacy and information security program be less stringent than the safeguards used by the State, and Contractor must at all times comply with all applicable State IT policies and standards, which are available at http://www.michigan.gov/dtmb/0,4568,7-150-56355_56579_56755---,00.html.

7. END USER OPERATING ENVIRONMENT

Development teams must accommodate the latest browser versions (including mobile browsers) as well as some pre-existing browsers. To ensure that users with older browsers are still able to access online services, applications must, at a minimum, display and function correctly in standards-compliant browsers and the state standard browser without the use of special plugins or extensions. The rules used to base the minimum browser requirements include:

- Over 2% of site traffic, measured using Sessions or Visitors (or)
- The current browser identified and approved as the State of Michigan standard

This information can be found at www.michigan.gov/browserstats. Please use the most recent calendar quarter to determine browser statistics. For those browsers with over 2% of site traffic, except Internet Explorer which requires support for at minimum version 11, the current browser version as well as the previous two major versions must be supported.

8. SOFTWARE

In addition to the software that Contractor shall custom develop for the State, the Solution shall rely on the following third-party open source software:

| Software Item |
|--|
| The Apache Software Foundation License, Version 2.0 (Apache V2) |
| The GNU Lesser General Public License, version 2.1 (LGPL) |
| The Massachusetts Institute of Technology License (MIT) |
| The Microsoft Public License (MS-PL) |
| The Simplified Berkeley Software Distribution 2-Clause License (BSD) |

9. SOLUTION REQUIREMENTS VALIDATION METHODOLOGY

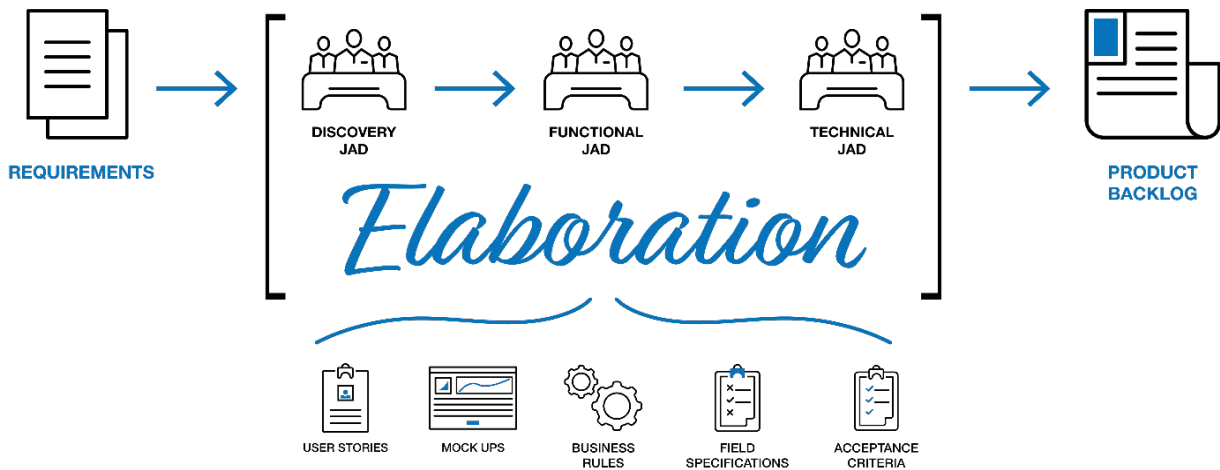
The State has provided the specifications detailed in **Schedule A - Attachment 1 – Business Specification Worksheet**. Contractor shall use the Scrum framework of the Agile methodology to deliver software iteratively. This process demands an iterative approach to requirements validation, thus providing the development team with enough information to work continuously while providing the State with the agility to change priorities as the project progresses.

The project will begin with a planning phase called sprint zero in which Contractor will work with the State to confirm/plan a release schedule that identifies, at a high-level, when specific functionality will be released. Release planning will consider MDARD's business priorities, as well as structural dependencies necessary to develop code in the most efficient manner.

The release schedule will drive the order of the requirements validation and elaboration process. Once the release schedule is decided, the business and quality analysts will begin the requirements validation and elaboration process on the highest-priority requirements. They will continue this process throughout the project. That is, they will work on a group of selected requirements, generating the detail needed for development activities to commence. They will continue the process, working on block after block of requirements until all the requirements have been validated and elaborated.

Figure 1, below, depicts the requirements validation and elaboration process Contractor will use, which comprises a series of joint application design (JAD) sessions.

Figure 1. Requirement Validation & Elaboration Process



Discovery JADs

Contractor will conduct *discovery JADs* in which Contractor will work with MDARD business users and other stakeholders to review workflows and map requirements to those workflows to identify gaps and opportunities for automation. Contractor will begin by loading all the business, functional and technical requirements detailed in **Schedule A - Attachment 1 – Business Specification Worksheet** into Jira, the product backlog, sprint planning and management, and defect tracking tool. Jira provides functionality for:

- Reviewing and approving requirements, epics, and user stories;
- Tracking development and testing activities;
- Tracking defects; and
- Linking all these elements together to provide detailed traceability information.

Functional JADs

Once Contractor has validated business, functional, and technical requirements for a block of functionality, Contractor will conduct *functional JADs* wherein Contractor will work collaboratively with business users to break the requirements down into epics and user stories. For example:

- A Business Requirement: The system shall allow users to manage contacts.
 - The Epic: As a user with the correct permission, I need a user interface to manage contacts so that I can ensure up-to-date information is available for technicians who will create and maintain inspection cases.
 - User Story 1: As a user with the appropriate permissions, I need the ability to create a contact record, so that I can attach it to inspection and enforcement activities.
 - User Story 2: As a user with the appropriate permissions, I need the ability to edit a contact's record, so that I can correct inaccurate or outdated information.
 - User Story 3: As a user with the appropriate permissions, I need the ability to delete a contact record that is not associated with an existing case, so that I can remove an incorrect record.

Contractor will also create screen mockups to facilitate the *functional JADs* that allow users to see the functional design and provide feedback. Mockups will be updated to reflect feedback and they will be associated with the applicable user stories to provide the developers with a clear vision of the required functionality.

Technical JADs

Thereafter, Contractor will conduct *technical JADs* in which it will capture field specifications and acceptance criteria. The acceptance criteria follow the pattern of *given, when, then*, where:

- *Given* communicates conditions necessary for testing the functionality,

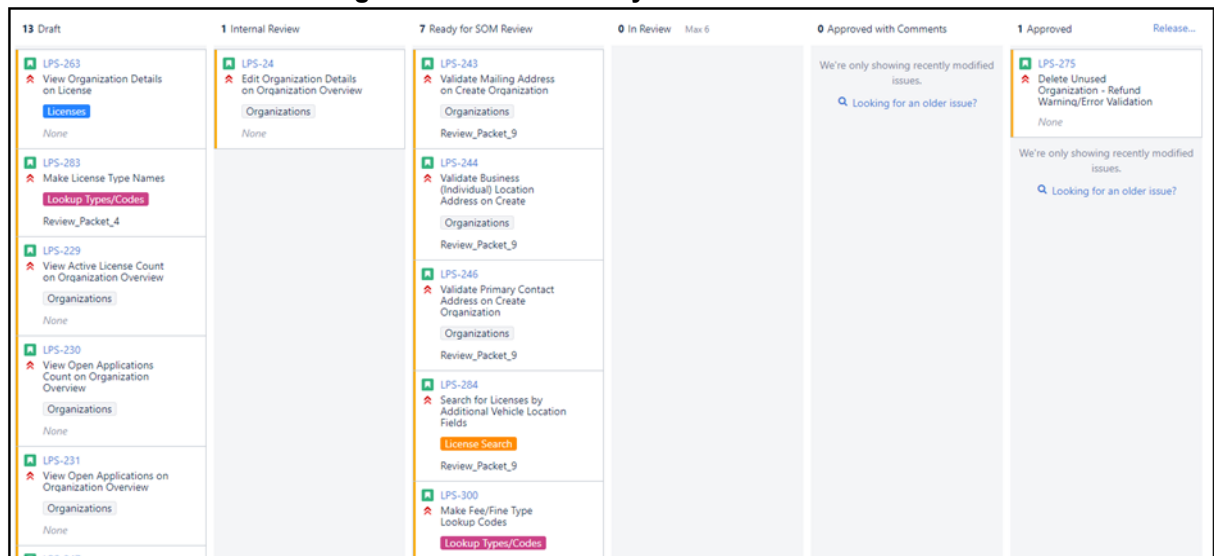
- *When* communicates specific actions the user will take, and
- *Then* communicates the expected result of each action.

Acceptance criteria clearly communicate to the development team all the details necessary to build the functionality and they serve as the basis for all testing activities.

User Story Review and Approval Process

Contractor will provide identified MDARD stakeholders with access to Jira. Contractor will use Jira to manage user story review and approval, among other project activities. Figure 2, below, shows a sample User Story Review Board in Jira.

Figure 2. Jira User Story Review Board



As Contractor works through the JADs, it will begin adding user stories that will appear in the **Draft** column of the project's Story Review Board. Each story will contain a link to the applicable business or functional requirement(s).

Once a user story is completed, the authoring BA will move it to the **Internal Review** column. Another Contractor BA will peer review the story to verify that it complies with our established best practices, ensuring that it is clear and complete. If there are any issues with the story, the reviewer will work with the authoring BA to get the issues remedied.

When the user story passes all internal quality checks, the peer reviewer will move it to the **Ready for SOM Review** column. During a specified review period, an identified State stakeholder will move the story to the **In Review** column while the State is reviewing it. This serves to communicate to all stakeholders the progress of review for each and every story. When the State is finished reviewing, it will take one of three actions:

- If the State reviewer approves the story and all related artifacts (e.g., mockups, field specifications, business rules, etc.), the reviewer will move it to the **Approved** column.
- If the State reviewer wants minor modifications, the reviewer will move it to the **Approved with Comments** column. The authoring BA will work with the person who made the comments to get the story updated. The revised story will be collaboratively reviewed in a sprint planning session, then moved to the **Approved** column by the State product owner.
- If the State reviewer feels the story misses the mark completely, the reviewer will add comments and move the story back to the **Draft** column.

Once the stories are approved, they are officially in the product backlog, ready and waiting to be added to a development sprint.

10. INTEGRATION

Contractor shall ensure that the Solution integrates with the following systems in the manner detailed in below:

| Current Technology | Volume of Data | Contractor Actions |
|---|---|--|
| DTMB Center for Shared Solutions (GIS) | Real time interface used less than 200 times a day (50 total users' x 4 GIS submissions per day) Note: this is not the number of GIS waypoints selected, but submissions. | <p>The Solution will integrate with ArcGIS data from CSS using the ArcGIS API for JavaScript to perform GIS-based searches, as well as plotting locations for inspection planning and coordination.</p> <p>Utilizing this integration, the Solution will provide the following functionality:</p> <ul style="list-style-type: none">• Waypoint marking via the CSS ArcGIS integration.• Sending of Latitude/Longitude coordinates to be used in mapping and searching functions.• Geospatial searching of inspection and location data.• Receipt of geolocation data and the presentation of a map image that can be displayed and interacted with by the MDARD users.• Dashboard functionality will utilize CSS GIS integration to display a map image with filterable inspection locations and data. |

| Current Technology | Volume of Data | Contractor Actions |
|---|--|---|
| MiLogin | Real time interface which acts as a Login and authentication portal for State of Michigan users to access both the internal website and mobile application component of the Food Inspection System (FIS). Expected volume is approximately 300 logins per day. | <p>The Solution will integrate with MiLogin's Single Sign-On (SSO) Federated Identity Management via SAML to handle all system authentication.</p> <p>A user will request access through MiLogin. The Solution will receive this request and will send an email notification to the appropriate approver. The new user will be unable to access the Solution until a system administrator approves that access and grants roles, regions, and sections to that user.</p> <p>Access to the Solution while off the SOM network is handled via the External-Worker MiLogin portal. Access to the Solution while on the SOM network will be handled via the Internal-Worker MiLogin portal.</p> <p>The Solution will be configured to use MFA for the External-Worker MiLogin portal.</p> |
| MDARD Data Warehouse (Under Development) | Batch interface. Data pulls are from the Food Inspection System (FIS) on a nightly basis if FIES is SOM hosted; else, data will be sent nightly to a SOM FTP site from FIS vendor hosting site. Number of records is expected to be approximately 300 per day. Size of records TBD. Data pulls when SOM Hosted will be done by MDARD Data Warehouse team. Data pull when vendor hosted will be done by vendor then pushed to SOM FTP site. | <p>The Solution will be hosted on DTMB managed VDC infrastructure.</p> <p>The Solution will be configured to allow for DTMB to perform nightly extracts of data.</p> |
| Laboratory Information Management System | Batch interface. Average volume of transactions is 1,600 per year. Each sample information record is assumed to be approximately less than 3KB. Assume about 6 samples per day. | <p>The Solution will interface with the current LIMS provider via a defined-format Excel file for both the sending of lab sample data and the receipt of lab sample results data.</p> <p>The existing format will be evaluated and modified as necessary to allow for FDD's business and data needs.</p> |

| Current Technology | Volume of Data | Contractor Actions |
|---|--|---|
| MiSafe | Real time interface. Volumes are expected to be around 13,500 transactions per year. Average size of PDFs are expected to be about 30KB. | Inspectors will select a MiSafe indicator as part of the Generate Inspection Report process, and finalized reports from the Solution will be shared with MiSafe. The set of reports will only include FOIA-able inspections reports, excluding FDA Contract inspections or other information MDARD has defined are not eligible for MiSafe inclusion. |
| Electronic Document Management (CM9) | Real time interface. Volumes are expected to be around 25,000-35,000 transactions per year. Average size of each document type is anywhere from 30KB to 100MG. | The Solution will interface with HPE Content Manager v9 via the HPE Content Manager .NET SDK. Integration will be as seamless as possible, allowing users to focus on the inspection and enforcement tasks instead of switching between systems to attach and view necessary documents and images. During JAD sessions, KL&A will collaborate with DTMB and MDARD to define the proper integration points and data sharing to be implemented. |
| SmartyStreets | Real time interface and batch interfacing. Volumes are expected to be around 5,000 transactions per year (after initial volume in first year of approximately 20,000). Average size of each return is approximately 1KB. | The Solution integrates with MDARD's subscription to SmartyStreets to provide all address cleansing and normalization. This cleansing and normalization is enabled by default on all address types within the Solution. All addresses are presented to the user to allow them to choose either the SmartyStreets cleansed version or the address that was originally entered. An indicator is tracked and displayed within the Solution showing all users the condition of the address (system verified, user verified, or unverified). |
| MDARD Forms Library (SharePoint) | Real time interface via SharePoint REST. Approximately 700 documents in the library. Volumes are expected to be around 50 transactions per day. Document size ranges from 25KB to 500KB. | The Solution will interface with MDARD Forms Library via the Microsoft SharePoint REST API. Integration will be as seamless as possible, allowing users to focus on the inspection and enforcement tasks instead of switching between systems to attach and view necessary documents and images. During JAD sessions, KL&A will collaborate with DTMB and MDARD to define the proper integration points and data sharing to be implemented. |

| Current Technology | Volume of Data | Contractor Actions |
|-------------------------------|--|--|
| MDARD Licensing Portal | Real time interface. Volume of data transactions are roughly expected to around 60,000/year through web services from Food Inspection System (FIS) to the Licensing Portal System (LPS). All calls will originate from FIS to LPS. Most expected call sizes will be 2K or less, but others could be larger due to nature of call (e.g., historic inquiry) in which case the size might be upwards to 10-15k – these types will be 5% or lower due to historic data being in the Data Warehouse and outside of the scope of this project. | <p>KL&A resides in the unique position of implementing the MDARD Licensing Portal Solution and the corresponding APIs that are used to communicate between systems. This gives us a keen understanding of both the licensing and inspection/enforcement sides of the business processes, as well as the data needs of both areas.</p> <p>The Solution will always initiate the communication, and depending on the transaction being performed, the response will be immediate or queued for processing on the Licensing Portal Solution side with a response to be gathered at a later point.</p> |

11. MIGRATION

Contractor shall migrate all data, records and attributes associated with all firms inspected by the State into the Solution. Contractor will work with the State staff to assure queries created by MDARD staff map to the new Solution's physical database design. As part of early sprint construction activities, Contractor will coordinate with the State to identify the source data and will include migration tasks in the work breakdown structure. Contractor will leverage the agency's SmartyStreets subscription for address verification and cleansing for all records prior to being loaded into the Solution.

Contractor's approach to the migration will be iterative. During the early portion of Sprint Zero, MDARD, DTMB and Contractor will collaboratively discuss the legacy data as well as the new Solution data needs, including how far back historically data is needed. The following fields will be mapped to actual tables and data elements within the Data Warehouse, and Contractor will begin ETL (Extract, Transform, and Load) development as soon as possible, typically within the first three sprints:

- License ID
- Establishment Name
- Address
- Risk Category (Text)
- Last Date of Inspection
- Farm Sales Category
- Commodities Grown (May be one or many fields – Ex: carrots, apples, blueberries, etc)

Prior to the migration data being available in the SOM Development environment, MDARD will be responsible for all non-configuration data entry for testing. An example of this would be the entering of establishment records prior to being able to start an inspection. If the migrated establishment data is not yet available, MDARD would be responsible for hand entering those records to help facilitate their testing. Contractor will work with MDARD and make efforts to retain the previously entered data as much as possible between sprints to help ease data entry efforts on MDARD. Testing functionality beyond areas that the migration data affects will require MDARD and DTMB to hand enter data as needed.

Once the migration data is available in the SOM Development environment, MDARD and DTMB will be responsible for user acceptance testing of the latest iteration of the ETL process. Contractor will work with the State to identify and track all bad data within the source records including but will not be limited to:

- Orphaned records
- Duplicate keys
- Invalid dates
- Incomplete addresses
- Incorrect indicators
- Null fields

All data anomalies and cleanup issues are expected to be performed by the State in the source system, and not as part of the ETL processes. Contractor will be responsible for addressing any discrepancies resulting from the ETL process. This iterative process will continue throughout the construction phase, allowing for multiple pulls and loads of the data, and multiple validations with the State, with the goal being the cleanest seed data possible upon system go live.

As part of the technical documentation, Contractor will provide a data dictionary of the underlying Solution data structure and data schema documentation. Contractor will perform walkthroughs of this document with selected State staff to ensure they can appropriately modify existing queries to work in the new Solution environment.

12. TRAINING SERVICES

Contractor shall provide administration and end-user training for implementation, go-live support, and transition to customer self-sufficiency. Contractor will provide a trainer who will produce the necessary training materials and user guides and who will conduct administrator and user training after each major release. In addition to formal training, State users who participate in user acceptance testing (UAT) will receive training before each UAT cycle.

Train-the-Trainer

Contractor will employ a train-the-trainer approach, whereby Contractor will conduct training for up to 20 selected individuals who will then train other users in their respective groups and locales.

Required Resources

At the State's option, Contractor will perform training at either its Okemos office or at State facilities. If training will be conducted at State facilities, the State will provide projection capabilities and internet access. Regardless of training location, the State will provide each trainee with a computer on which to conduct training exercises.

Optimum Class Size

Contractor recommends no more than 20 trainees per session. To further self-sufficiency, Contractor will:

- make the user's and administrator's guides available from within the Solution;
- provide a mechanism for State users to upload additional documents that can be helpful to users; and

Training Plan

During sprint zero, Contractor's project manager will work with the State to develop a Training Plan (SEM-0703) that:

- spells out the scope and objectives of training;
- identifies roles and responsibilities;
- clarifies evaluation practices for determining if learning outcomes are achieved;
- addresses training strategy;
- identifies required training resources, locations, and environments;
- identifies training dates and times; and
- specifies who will attend each section of training.

13. HOSTING

The State will host the Solution in its own environment.

14. SUPPORT AND OPERATIONS

Contractor shall comply with the Maintenance and Support schedule attached below as **Schedule B**.

15. DOCUMENTATION

Contractor shall develop and submit for State approval complete, accurate, and timely Solution documentation to support all users, and will update any discrepancies, or errors through the life of the contract pursuant to the [State Unified Information Technology Environment \(SUITE\)](#) methodology requirements. After go-live, Contractor shall update documentation with each minor and release, as required. Contractor's user documentation must provide detailed information about all software features and functionality, enabling the State to resolve common questions and issues prior to initiating formal support requests.

16. TRANSITION SERVICES

Upon termination or expiration of the agreement, Contractor must, for a period of time specified by the State (not to exceed 90 calendar days), provide all reasonable transition assistance requested by the State, to allow for the expired or terminated portion of the agreement to continue without interruption or adverse effect, and to facilitate the orderly transfer of the services to the State or its designees. Such transition assistance may include but is not limited to: (a) continuing to perform the services at the established rates; (b) taking all reasonable and necessary measures to transition performance of the work, including all applicable services to the State or the State's designee; (c) taking all necessary and appropriate steps, or such other action as the State may direct, to preserve, maintain, protect, or return (in a format specified by the State) to the State all data stored in the solution; and (d) preparing an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

17. CONTRACTOR KEY & NON-KEY PERSONNEL

Key Personnel

The following roles are Key Personnel:

- Contractor Project Manager
- Contractor Service Manager
- Contractor Security Officer
- Contractor Quality Assurance/Test Manager

Non-Key Personnel

The following roles are non-Key Personnel:

- Contractor Contract Administrator
- Contractor Trainer

Contractor Team's Roles and Responsibilities

Contractor shall provide the following team members:

| Role | Designee | Responsibility | Participation Commitment |
|-----------------------------|---|---|--|
| KL&A contract administrator | Justin Shaulis 2164 University Park Drive Okemos, MI 48664 517-803-3217 j.shaulis@kunzleigh.com | The KL&A contract administrator will be the primary point of contact for contract-related communications. The KL&A contract administrator will be responsible for: <ul style="list-style-type: none">• Facilitating, documenting and monitoring contractor responsibilities and activities in the fulfillment of contract requirements.• Providing executive oversight to the KL&A team. | <ul style="list-style-type: none">• Must attend all meetings related to contract negotiation |
| KL&A project manager | Dave Desrochers 2164 University Park Drive Okemos, MI 48664 248-559-7910 d.desrochers@kunzleigh.com | The KL&A project manager will interact with designated personnel from the State to ensure a smooth transition into the project, as well as a smooth transition to the new system. The project manager will coordinate all activities of KL&A personnel assigned to the project and create all reports required by the State. The KL&A project manager's responsibilities include at a minimum: <ul style="list-style-type: none">• Manage all defined KL&A responsibilities in the scope of services• Develop the Project Management Plan and project schedule, updating as needed• Serve as the point person for all project issues• Coordinate and oversee the day-to-day project activities• Escalate project issues, project risks, and other concerns• Review all project deliverables and provide feedback• Proactively propose/suggest options and | <ul style="list-style-type: none">• Must attend daily standups• Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions and make decisions• Must attend Steering Committee, Change Control Board, and Project Leadership meetings• Attend JAD and testing sessions as needed |

| Role | Designee | Responsibility | Participation Commitment |
|----------------------|--|---|--|
| | | <p>alternatives for consideration</p> <ul style="list-style-type: none"> • Use change control procedures • Prepare project documents and materials • Manage the planning process • Manage overall project schedule • Facilitate sprint planning & retrospective • Own and assign action items • Report project status to DTMB PM and MDARD Product Owner • Assess and mitigate risks • Find and remove roadblocks • Facilitate communication between roles for every aspect of the project • Keep release/project information consolidated, organized, and up to date • Drive the cross-functional team at all levels • Drive the execution of sprints | |
| KL&A service manager | <p>Sara Duval 2164 University Park Drive Okemos, MI 48864 248-559-7910 s.duval@kunzleigh.com</p> | <p>Primary contact with respect to the Services, who will have the authority to act on behalf of Contractor in matters pertaining to the receipt and processing of Support Requests and the Support Services.</p> <p>The KL&A service manager will be responsible for:</p> <ul style="list-style-type: none"> • Leading and organizing business analysis activities • Facilitating meetings • Elaborating and validating functional and technical requirements • Performing gap analyses • Documenting use case scenarios • Performing business and workflow analysis • Drafting, managing, and executing test | <ul style="list-style-type: none"> • Must attend daily standups • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions • Attend technical discussions and design sessions • Attend JAD and testing sessions as necessary |

| Role | Designee | Responsibility | Participation Commitment |
|-----------------------|---|---|--|
| | | <p>scripts that satisfy documented scenarios as mapped against the requirements traceability matrix</p> <ul style="list-style-type: none"> • Processing support requests and providing support services • Managing the provision of services as the primary point of contact • Triaging defects during the warranty and maintenance and support phases of the contract • Overseeing defect resolution activities during the warranty and maintenance and support phases of the contract, ensuring services levels are met • Preparing service-level metrics to aid the project manager with status report development during the design, development and implementation (DDI) phase of the project • Working with MDARD business users to analyze stakeholder impact and assist with organizational change management • Facilitating problem resolution • Supporting the team with business analysis and quality assurance activities • Assisting with documentation development | |
| KL&A security officer | <p>Jason Kusnier 2164 University Park Drive Okemos, MI 48664 248-559-7910 j.kusnier@kunzleigh.com</p> | <p>Primary contact who responds to State inquiries regarding the security of the Contractor's systems. This person must have sufficient knowledge of the security of the Contractor Systems and the authority to act on behalf of Contractor in matters pertaining thereto.</p> <p>The KL&A security officer will be responsible for</p> | <ul style="list-style-type: none"> • Must attend daily standups • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions |

| Role | Designee | Responsibility | Participation Commitment |
|-------------------|---|--|--|
| | | <p>the overall security of system data, including:</p> <ul style="list-style-type: none"> Working with the team to ensure all architecture and designs adhere to data security best practices Ensuring all DTMB, MCS and SUITE security assessments and documentation are completed Designing and developing web services for secure data sharing Performing data security risk assessments and develop mitigation strategies Performing any necessary scans and penetration testing to ensure data security | <ul style="list-style-type: none"> Attend technical discussions and design sessions Attend JAD and testing sessions as necessary |
| KL&A test manager | <p>Heath Cleland 2164 University Park Drive Okemos, MI 48864 248-559-7910 h.cleland@kunzleigh.com</p> | <p>Primary contact who responds to State inquiries regarding the testing of the Contractor's systems. This person must have sufficient knowledge to conduct testing, including regression testing, with State of Michigan employees on the Contractor Systems and the authority to act on behalf of Contractor in matters pertaining thereto.</p> <p>The KL&A test manager will be responsible for:</p> <ul style="list-style-type: none"> Developing test plans, test cases, test scripts Organizing, leading, and overseeing all testing activities Working with MDARD to regularly triage UAT defects Conducting UAT kickoff meetings Facilitating sprint and release UAT activities Delivering testing metrics data to the KL&A project manager for inclusion in weekly status reports | <ul style="list-style-type: none"> Must attend daily standups Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions Attend technical discussions and design sessions Attend JAD and testing sessions as necessary Must attend testing kickoff meetings |
| KL&A | TBD (non-Key) | The KL&A technical lead/solution architect will | <ul style="list-style-type: none"> Must attend daily |

| Role | Designee | Responsibility | Participation Commitment |
|-----------------------------------|---------------|---|--|
| technical lead/solution architect | | <p>be responsible for technical oversight and direction for all aspects of the solution and project, including:</p> <ul style="list-style-type: none"> • Leading cross-functional teams of subject matter experts, developers, and business analyst and will facilitate workgroup meetings • Leading and/or consulting on the development of the system architecture and working closely with the DTMB architect to ensure the FIES Solution satisfies requirements and will function as designed | <p>standups</p> <ul style="list-style-type: none"> • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions • Must attend Change Control Board and Project Leadership meetings • Attend technical discussions and design sessions • Attend JAD and testing sessions as necessary |
| KL&A data architect | TBD (non-Key) | <p>The KL&A data architect will be responsible for:</p> <ul style="list-style-type: none"> • Designing and developing the architecture for the FIES Solution data stores • Providing guidance and standards in support of the overall data architecture to include data analysis, data modeling, data transformation, database performance, data mapping and as applicable, quality assurance of the maintained data • Migrating, consolidating and cleansing data • Analyzing data for optimization and efficiency • Conducting data retention analysis and/or services | <ul style="list-style-type: none"> • Must attend daily standups • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions • Attend technical discussions and design sessions • Attend JAD and testing sessions as necessary |
| KL&A database administrator | TBD (non-Key) | <p>The KL&A database administrator will be responsible for:</p> <ul style="list-style-type: none"> • The day-to-day administration of the datasets and data bases that support the | <ul style="list-style-type: none"> • Must attend daily standups • Must attend sprint planning and sprint |

| Role | Designee | Responsibility | Participation Commitment |
|---------------------|---------------|---|---|
| | | <p>FIES Solution</p> <ul style="list-style-type: none"> • Performing data quality reviews • Optimizing the database • Executing database maintenance | <p>demo/retro meetings and be available in a timely manner to answer questions</p> <ul style="list-style-type: none"> • Attend technical discussions and design sessions • Attend JAD and testing sessions as necessary |
| KL&A GIS specialist | TBD (non-Key) | The KL&A GIS specialist will be responsible for designing and developing GIS-related functionality including integration with ESRI ArcGIS. | <ul style="list-style-type: none"> • Must attend or call-in to daily standups • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions • Attend technical discussions and design sessions as necessary • Attend JAD and testing sessions as necessary |
| KL&A lead developer | TBD (non-Key) | <p>The KL&A lead developer will serve as the primary developer working in conjunction with the system architect and data architect to:</p> <p>Provide direction to the overall development team</p> <p>Ensure best development practices and standards are being followed</p> | <ul style="list-style-type: none"> • Must attend daily standups • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions • Attend technical discussions and design sessions • Attend JAD and testing |

| Role | Designee | Responsibility | Participation Commitment |
|-------------------------|--|---|---|
| KL&A trainer | Heath Cleland 2164 University Park Drive Okemos, MI 48864 248-559-7910 s.duval@kunzleigh.com | Individual to respond to State inquiries regarding the training on the Contractor's systems. This person must have sufficient knowledge to train State of Michigan employees on the Contractor Systems and the authority to act on behalf of Contractor in matters pertaining thereto. The KL&A training coordinator will be responsible for developing documentation, training materials and conducting training sessions. | <p>sessions as necessary</p> <ul style="list-style-type: none"> • Must attend or call-in to daily standups • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions • Attend technical discussions and design sessions as necessary • Attend JAD and testing sessions as necessary • Conduct training sessions |
| KL&A software engineers | TBD (non-Key) | The KL&A software engineers will be responsible for the construction, implementation, and unit testing of the new solution. | <ul style="list-style-type: none"> • Must attend or call-in to daily standups • Must attend sprint planning and sprint demo/retro meetings and be available in a timely manner to answer questions • Attend technical discussions and design sessions as necessary • Attend JAD and testing sessions as necessary |

18. CONTRACTOR PERSONNEL REQUIREMENTS

Contractor must present certifications evidencing satisfactory Michigan State Police Background checks ICHAT and drug tests for all staff identified for assignment to this project. In addition, proposed Contractor personnel will be required to complete and submit an RI-8 Fingerprint Card for the National Crime Information Center (NCIC) Finger Prints, if required by project. Contractor will pay for all costs associated with ensuring their staff meets all requirements.

19. STATE RESOURCES/RESPONSIBILITIES

The State will provide the following resources as part of the implementation and ongoing support of the Solution.

State Contract Administrator. The State Contract Administrator is the individual appointed by the State to (a) administer the terms of this Contract, and (b) approve and execute any Change Notices under this Contract.

State Project Manager. The State Project Manager will serve as the primary contact with regard to implementation Services who will have the authority to act on behalf of the State in approving Deliverables, and day to day activities.

Agency Business Owner. The Agency Business Owner will serve as the primary contact for the business area with regard to business advisement and who will have the authority to act on behalf of the State in matters pertaining to the business Specifications.

State Technical Lead. The State Technical Lead will serve as the primary contact with regard to implementation technical advisement.

20. MEETINGS

Contractor must attend the meetings listed below at no additional cost to the State. Contractor will make every attempt to provide meeting agendas to the State one week in advance of meetings when MDARD and/or DTMB staff are required to ensure the right subject matter experts can attend. There will be times, however, when meetings will need to be called on shorter notice; the expectation is that MDARD and DTMB will make every attempt to make stakeholders available in these instances. Agendas will not be provided or shared for internal KL&A specific meetings, such as the technical team's daily scrum meeting.

| Meeting Types | Purpose | Frequency | Attendees |
|--|---|--------------------------------------|--|
| Kickoff meeting | To bring together project stakeholders to review and agree upon approach, work breakdown structure, schedule, milestone, deliverables, known risks and issues, mitigation strategies, escalation protocols, change control processes, and formats and frequency for various reports and communications. | Once at the beginning of the project | Stakeholders to be identified by each party prior to Kickoff |
| Joint application design sessions (JADs) | To bring together applicable stakeholders for validating and elaborating requirements and collaboratively designing the user interface. JADs are scheduled as needed. | As needed, throughout the project | Stakeholders to be identified on or before kickoff meeting |

| | | | |
|-----------------------------|---|---|---|
| Sprint planning sessions | To collaboratively plan the work that will be completed in the sprint. Work is pulled off the top of the prioritized Product Backlog. | Once per sprint | KL&A development team, MDARD product owner and DTMB Project Manager |
| Sprint review/demo sessions | To demonstrate new functionality developed in the sprint, gaining MDARD feedback before the functionality is migrated to the QA or testing environment. | Once per sprint | KL&A development team and identified MDARD stakeholders |
| Daily Scrums | For each team member to report what they did yesterday, what they are doing today, and any impediments they are experiencing. This serves forward momentum and fast resolution of impediments. | Daily | KL&A development team |
| Sprint retrospectives | To discuss what went well and what did not go well. The team collaboratively decides on action plans to correct or avoid identified problems and sets norms based on previous action plans that were effective. This continuous reflection improves team cohesiveness and velocity. | End of each sprint | KL&A development team |
| UAT kickoff sessions | To clarify what is being tested and by whom and to answer any questions UAT testers may have. | Prior to each sprint UAT cycle and to release UAT | KL&A test manager & identified MDARD UAT testers |
| Defect triage sessions | To review defects reported during UAT or production use for verifying impact, categorizing defect classification, and prioritizing their position in the product backlog per the MDARD product owner's wishes. | Several times per week during UAT cycles | KL&A test manager, MDARD product owner and DTMB Project Manager |
| Weekly status meetings | To review project status, work completed, upcoming work, risks and issues, and any other topic requiring MDARD and DTMB's attention | Weekly | KL&A project manager, MDARD product owner and DTMB Project Manager |
| Monthly status meetings | To review: <ul style="list-style-type: none"> • Maintenance release planning and the defects to be included in the next scheduled maintenance releases; • Completed defects since the last meeting; • Progress of any new development contracted during the maintenance period; and • Service levels for compliance with Service Level Agreement. | Monthly after go-live | KL&A project manager and identified MDARD and DTMB stakeholders |

| | | | |
|-----------------|---|-----------|--|
| Ad hoc meetings | To discuss any issue requiring collaboration between one or more parties. | As needed | KL&A project manager and applicable parties from MDARD or DTMB |
|-----------------|---|-----------|--|

21. PROJECT REPORTS

Once the Project Kick-Off meeting has occurred, the Contractor Project Manager will monitor project implementation progress and report on a weekly basis to the State's Project Manager the following:

- Progress to complete milestones, comparing forecasted completion dates to planned and actual completion dates
- Accomplishments during the reporting period
- Tasks planned for the next reporting period
- Identify any existing issues which are impacting the project and the steps being taken to address those issues
- Identify any new risks and describe progress in mitigating high impact/high probability risks previously identified

The Contractor PM will develop the weekly status report based on metric data tracked in the following applications:

- Microsoft Project – Contractor will use Microsoft Project to track actual milestone delivery against planned timelines.
- Jira – Contractor will use Jira to track the product backlog, sprint progress, team velocity, test cycle progress, application defects and resolutions, and enhancement requests.
- Risk and issue tracking logs – Contractor will use an internal Project Portfolio Management (PPM) tool for tracking risks/mitigation strategies and project issues/resolutions and will work with the DTMB Project Manager to ensure that risks and issues are also entered into the State's PPM tool.

After go-live, Contractor will provide a monthly status report that that will be maintenance oriented, reporting the progress and contents of maintenance releases, planning for upcoming releases, and service-level metrics such as the timeliness of defect resolution and defect counts by classification. All this information will come from Jira.

The format of each report type will be reviewed at the kickoff meeting to gain State approval and will be used throughout the duration of the project. The Contractor PM will ensure that the reporting requirements are captured in the Project Management Plan deliverable.

22. MILESTONES AND DELIVERABLES

Contractor will provide full software development lifecycle (SDLC) services, using the Scrum development framework. The Scrum framework will employ iterative development cycles, called sprints, with the goal of getting functional software in the hands of users within weeks or months, rather than years.

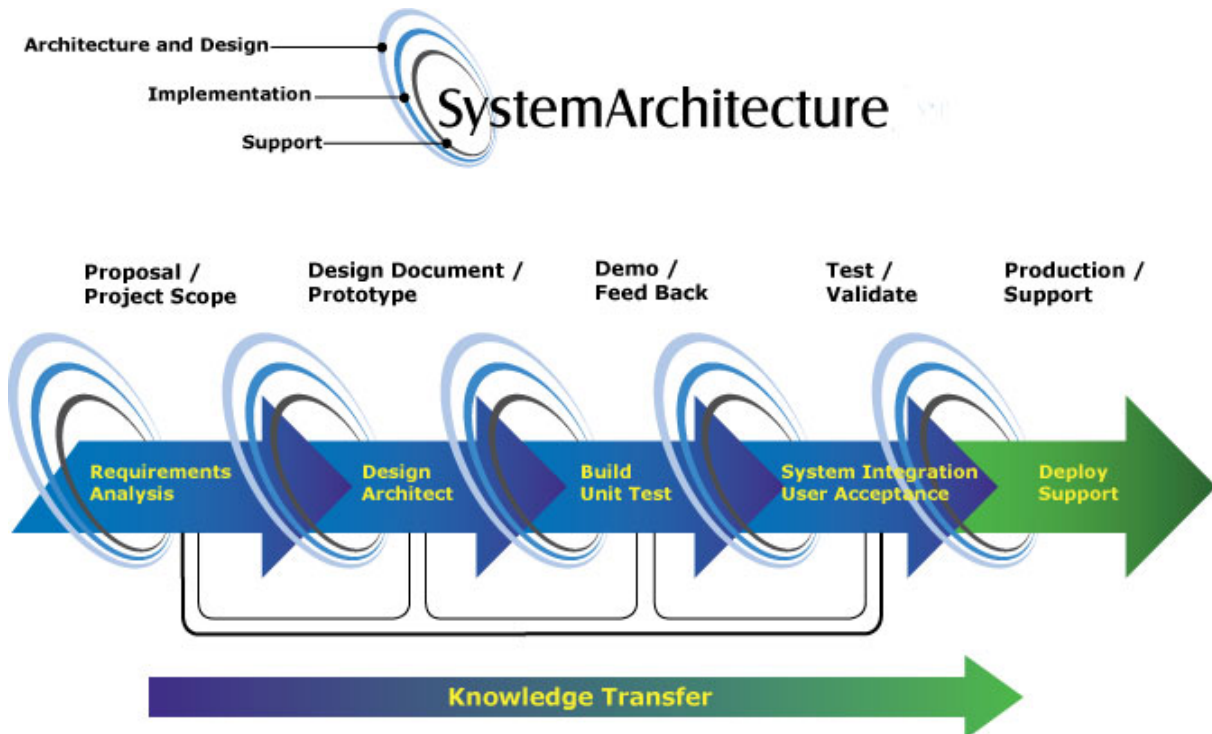
Contractor shall deliver develop and implement the Solution on the follow schedule:

| Milestone Event | Associated Milestone Deliverable(s) | Schedule |
|-----------------|---|--------------------------------------|
| Sprint Zero | <ul style="list-style-type: none"> • Project Kickoff • Project Charter (PMM-0101) • Project Management Plan (PMM-0102) • Preliminary Enterprise Architecture Solution Assessment (EASA) | Contract Execution + 40 working days |

| | | |
|---|---|--|
| | <ul style="list-style-type: none"> • Preliminary Project Schedule • Preliminary Project Backlog • Preliminary SEM-0302 Software Configuration Management Plan • Preliminary SEM-0603 Detailed Test Plan • Preliminary SEM-0703 Training Plan | |
| Release 1 | <ul style="list-style-type: none"> • Sprints 1-9: Per Sprint: <ul style="list-style-type: none"> ◦ Sprint Planning ◦ Sprint Demo ◦ SEM-0185 Sprint Review and Approval • SEM-0702 Installation Plan • Installation on QA Environment • User Acceptance Testing (UAT) • SEM-0185 Release Review and Approval • SEM-0606 Test Cases • SEM-0607 Test Closure Report • Installation on Production Environment | Contract Execution + 161 working days |
| Release 2 | <ul style="list-style-type: none"> • Sprints 10-17: Per Sprint: <ul style="list-style-type: none"> ◦ Sprint Planning ◦ Sprint Demo ◦ SEM-0185 Sprint Review and Approval • SEM-0702 Installation Plan • Installation on QA Environment • User Acceptance Testing (UAT) • SEM-0185 Release Review and Approval • SEM-0606 Test Cases • SEM-0607 Test Closure Report • Installation on Production Environment | Contract Execution + 245 working days |
| Release 3 | <ul style="list-style-type: none"> • Sprints 18-25: Per Sprint: <ul style="list-style-type: none"> ◦ Sprint Planning ◦ Sprint Demo ◦ SEM-0185 Sprint Review and Approval • SEM-0702 Installation Plan • Installation on QA Environment • User Acceptance Testing (UAT) • SEM-0185 Release Review and Approval • SEM-0606 Test Cases • SEM-0607 Test Closure Report • Installation on Production Environment | Contract Execution + 330 working days |
| Project Closeout/Transition to Warranty | <ul style="list-style-type: none"> • SEM-0301 Maintenance Plan • SEM-0302 Software Change Management Plan • SEM-0501 Functional Design • SEM-0603 Detailed Test Plan • SEM-0604 System Design • SEM-0606 Test Cases | Contract Execution + 346 working days |

| | | |
|-----------------------------|--|---|
| | <ul style="list-style-type: none"> SEM-0703 Training Plan | |
| Production Warranty | <ul style="list-style-type: none"> Resolution of production defects | Begins at Release 1 Installation on Production Environment and continues through to end of warranty period post Release 3 Installation on Production Environment as defined below |
| Production Support Services | <ul style="list-style-type: none"> Ongoing after Final Acceptance | Ongoing |

Sprints will generally be two weeks long but may be adjusted by mutual agreement based on the State's needs. Each sprint encompasses all phases of the SDLC: requirements analysis/prioritization, design, development, testing, and release.



Throughout the project, Contractor will conduct requirements validation and elaboration workshops and joint application design sessions with business users, subject matter experts, and other project stakeholders in the manner described in the **Solution Requirements Validation Methodology** section above. These activities occur at the beginning of the project to validate or define the scope of the project and to develop a list of high-level requirements, referred to as the "product backlog." Contractor will also conduct these collaborative sessions at the beginning of each sprint to define the work that will be completed in the sprint and to clarify how the design will meet the selected requirements.

Toward the end of each sprint, Contractor will conduct product demonstrations of new or modified functionality to elicit feedback that can be implemented prior to the release of the sprint. Contractor will thoroughly test the new or enhanced features and the system to ensure quality,

after which Contractor will facilitate user acceptance testing to ensure that the features meet business needs. Contractor will also provide end-user manuals and on-site training.

Contractor will execute this project as described in the subsections below:

Sprint Zero

Sprint zero will begin on day one of the project and will encompass project initiation, planning, requirements validation and elaboration, environment provisioning, and initial application design phases. It will transpire over 40 business days with construction beginning at the end of sprint zero.

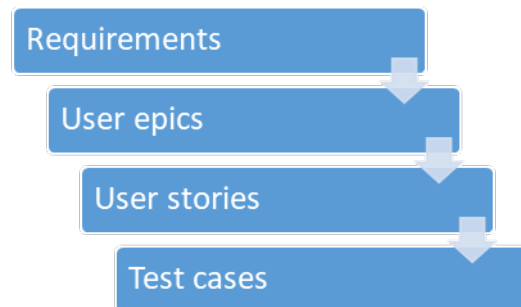
At the beginning of the project, Contractor will meet with project stakeholders from MDARD and DTMB to gather the necessary information to produce a Project Charter and a Project Management Plan. The initiation portion of sprint zero will include the following activities:

- Establishing project communication and status reporting guidelines.
- Performing an initial risk and issues assessment, agreeing upon mitigation strategies, and defining the agreed-upon risk and issue tracking tool.
- Validating the business, functional, and technical requirements detailed in **Schedule A - Attachment 1 – Business Specification Worksheet**. Contractor will conduct workshops with key stakeholders and subject matter experts to ensure that the parties have a complete and valid list of requirements.
- Walking through the Work Breakdown Structure and project schedule to verify all parties agree with the project dates, timelines, milestones, and deliverables.
- Solidifying change management procedures.
- Working with DTMB to complete the System Security Plan process and earn security accreditation.
- Working with Microsoft to establish the necessary environments.
- Conducting a project kickoff meeting.

Requirement elaboration and application design also begin during sprint zero and continue through the project. Contractor's project team will facilitate joint application design (JAD) sessions with business users and other subject matter experts to clarify business rules and processes, gather input for user-interface design, and other information necessary to decompose the requirements into user epics and user stories. The team will also work collaboratively to define acceptance criteria in each user stories that will drive testing activities. This process is described in more detail in the **Solution Requirements Validation Methodology** section above.

This decomposition will happen in Jira so that the user epics and user stories can be linked to the business, functional, and technical requirements, beginning traceability that will ultimately show that each requirement has been developed, tested, and accepted by MDARD users. The project team will:

- Decompose the highest priority user epics into user stories to prepare for the first sprint planning sessions.
- Develop the initial System Design, Enterprise Architecture Security Assessment (EASA), and the System Security Plan.
- Develop the initial Functional Design.
- Develop a high-level Test Plan that specifies the types of testing to be performed, who will do the testing, when, in which environment, etc.



The iterative nature of the Scrum approach will require Contractor to continuously perform these activities throughout the project and the corresponding deliverables to be updated with each sprint.

Application Development

The first sprint will commence 41 business days into the project and there will be 25, 10-day sprints grouped into two releases.

Each sprint executes as follows:

- Backlog grooming—the product owner, an appointed MDARD representative, will review the backlog to verify the highest priority items are at the top of the list.
- Sprint planning—the Contractor team will conduct a sprint planning session in which they select as many of the highest priority user stories as can be developed in the two-week timeframe.
- Development/testing—the developers begin work. The developers will record their progress in Jira daily, which will display real-time sprint burn-down charts that Contractor will make available to the State as needed. The developers will test their code before handing it off to the business/quality analyst (BAs) for functional and system integration testing. Testing in tandem with development will allow for maximum compression of activities, resulting in faster delivery.
- Sprint review/demo—toward the end of the sprint, Contractor's project team will conduct a sprint review meeting in which they demonstrate the new functionality developed during the sprint. This will provide an opportunity to field the State's feedback. Feedback within the scope of the approved user story, depending upon the associated work, will either be acted upon before the end of the sprint or at the beginning of the next sprint. Any feedback that requires an increase to scope or change to the originating requirement, will be deferred to the change control process for further evaluation by the appropriate parties.
- User acceptance—after each sprint and before each release, the Contractor test coordinator will facilitate user acceptance testing (UAT) based on the acceptance criteria captured in each user story. Sprint UAT is focused on user stories, while release testing is more holistic, focusing on user epics and the ability to use all the functionality in the release to accomplish job functions. Appointed State business users will perform UAT. Testing will be executed on-site at the State, in the Contractor-provided quality assurance test environment for sprint UAT and for release UAT. State testers will access the UAT test cases in Jira, where they can pass or fail the test cases and open defect tickets that are linked to the applicable test cases. Jira provides traceability through a series of linkages from test case, to user story, to user epic, to the original business, functional, and technical requirement, providing full traceability. The Contractor test coordinator will work closely with the State's test manager to monitor and manage testing efforts, with several defect triage meetings each week. Test cases that are failed due to malfunctioning code, or code that does not meet the requirements, will generally be remedied in the next sprint based on the direction of the State's test manager. Any other feedback born of UAT will be evaluated for project impact and either added to the backlog or deferred to the change control process. When all UAT test cases show a passed status, the release will be considered user accepted.
- At the end of each sprint, the Contractor project team will also update all applicable deliverables, such as the functional and system design documents, user manuals, training materials, etc.

Implementation

Contractor will migrate the Solution to the production environment in three production releases. After each scheduled release is user accepted, the Contractor team will work with eMichigan to gain approval for production release and will execute the DTMB Request for Change (RFC) process to deploy the Solution release to production.

Closeout

After the final release, project closure activities will commence, and the project will transition to warranty. During project closeout, final versions of all project deliverables that are iteratively

maintained throughout the project will be submitted to the State, in addition to a Project Closure Report (PMM-0104). The State will review the Project Closure Report, per the agreed upon milestone review process which will be documented in the Project Management Plan. If the State requests updates, Contractor will incorporate the provided feedback and resubmit. Once the State feedback is incorporated, the State will provide project closure approval in writing.

Warranty

The State does not anticipate using the full functionality all at once; rather, certain features are expected to be first used during specific times of the year in accordance with FDD's normal business cycle. Accordingly, the Warranty Period shall begin upon acceptance of the first incremental working deliverable and shall continue until 15 months after acceptance of the final product.

The Warranty Period shall be used for remediating defects in accordance with **Schedule B - Maintenance and Support** schedule of the applicable set of Contract Terms (listed as **Schedule B in both sets of Contract Terms**). This work will be performed at no additional cost to the State.

The State will provide the single point of contact for reporting and recording defects. The Contractor is required to have team members immediately available (during normal business hours) for escalated questions, research and defect identification and Critical Service Error resolution. All other defects will be recorded in the Product Backlog.

The Contractor Project Manager will be responsible for maintaining an MS Project schedule (or approved alternative) identifying tasks, durations, forecasted dates and resources – both Contractor and State - required to meet the timeframes as agreed to by both parties.

At the State's option, changes to scope, schedule or cost must be addressed through a formal change request process with the State and the Contractor to ensure understanding, agreement and approval of authorized parties to the change and clearly identify the impact to the overall project.

SUITE Documentation

In managing its obligation to meet the above milestones and deliverables, the Contractor is required to utilize the applicable [State Unified Information Technology Environment \(SUITE\)](#) methodologies. There should be no additional costs from the Contractor, since it is expected that Contractor is already following industry best practices which are at least similar to those that form SUITE's foundation. Contractor shall use SUITE's companion templates to document project progress or deliverables.

Throughout the project, Contractor will develop all project artifacts to communicate and document project scope, design, progress, and completion. These artifacts typically include:

- Business analysis documents, such as flow diagrams of existing business processes and proposed re-engineered processes, data definitions, data mapping crosswalks, UML diagrams, vision documents, screen mock-ups, and requirements specifications;
- Project planning documents, such as project charters, project management plans, project schedules, work breakdown structures, status reports, and risk reports and mitigation plans;
- Development documents, such as security and architecture assessments, and system, interface, and functional designs;
- Testing/quality assurance documents, such as comprehensive test plans, test cases, test results, and traceability matrices;
- End-user documents, such as user guides, system administration guides, training plans, and training materials;
- Project closeout documents, such as implementation plans and transition plans; and

- All documentation required by the State's SUITE methodology.

23. ADDITIONAL INFORMATION

The State reserves the right to purchase any additional services or products from the Contractor during the duration of the Contract.

Schedule A - Attachment 1 – Business Specification Worksheet

Schedule A - Attachment 1 – Business Specification Worksheet

| Business Specification Number | Process ID | Must/ Want/ Optional | Business Specification | Online/ Offline/ Both | Comments | Current Capability | Requires Configuration | Modification to Software Required | Future Enhancement | Not Available | How Contractor will deliver the business Specification |
|-------------------------------|------------|----------------------------|--|-----------------------------|----------|-----------------------|---------------------------|--|-----------------------|------------------|--|
| General | | | | | | | | | | | |
| | General-01 | Must | The workflow utilized for the inspection system must be configurable to support MDARD's business rules and processes. | Online | | X | | | | | The Solution allows for administrative configuration of: - workgroups - letters and correspondence - narratives (structured text for reports and correspondence) - lookup values - enforcement fees and fines - laws and regulatory information for violations - litigation and other holds |
| | General-02 | Must | The inspection system must contain functionality that will allow MDARD to conduct both Food and Produce related inspections as workflows; as well as collecting, storing, and displaying historical facility data including past inspection data, facility status, and enforcement activities. | Both | | X | | | | | The Solution includes the ability to conduct and record inspections and related enforcements. All inspections and enforcements are implemented via MDARD defined workflows. All corresponding information is retained within the system in accordance with MDARD defined record retention. |
| | General-03 | Must | The inspection system must enable users to filter dropdown lists options by typing into a text box. | Both | | X | | | | | The Solution has the ability to leverage type-aheads or multi-select chips which allow the user to filter drop-down type fields. |
| | General-04 | Must | The inspection system must incorporate Geographical Information System (GIS) functionality to assist with the mapping, coordinating and planning of inspections. | Both | | X | | | | | The Solution integrates with ArcGIS data from CSS to perform GIS-based searches as well as plotting locations for inspection planning and coordination. |
| | General-05 | Must | The inspection system must assign a system-generated ID number to each inspection case that is created. | Both | | X | | | | | The Solution uses the identity attribute on primary key columns and will handle auto-increment of unique and composite case numbers. |
| | General-06 | Must | The inspection system must support up to 150 total concurrent users. | Online | | X | | | | | The Solution will support 150+ total concurrent users |
| | General-07 | Must | The inspection system must have the ability to add comments that will be printed with a report. | Both | | X | | | | | The Solution has the ability for the inclusion of comments in reports. |
| | General-08 | Must | The inspection system must have the ability to add comments that will not be printed with a report. | Both | | X | | | | | The Solution has a number of comment field types, which can be defined as printable or not printable based upon MDARD defined business rules. |
| | General-09 | Must | The inspection system must support record auditing including the date/time a record is created, who created the record, the date/time a record is modified and who modified the record. | Both | | X | | | | | The Solution utilizes a robust and centralized auditing infrastructure that records all changes within the system. These values include previous and new values, who made the change, and the date and time of the change. |
| | General-10 | Must | The inspection system must support a user role-based security solution that allows role-based access to screens, buttons, functions and reports (e.g., no access, read only, update). | Both | | X | | | | | The Solution utilizes role-based security. Permissions are defined to control all access to functionality for screens and reports. |
| | General-11 | Must | The inspection system must support a process for system administrators to approve system access to any user or role. | Online | | X | | | | | The Solution interfaces with MiLogin for system authentication and access. A user will request access through MiLogin. The Solution will receive this request, and will send an email notification to the appropriate approver. The new user will be unable to access The Solution until a system administrator approves that access and grants roles, regions, and sections to that user. |
| | General-12 | Must | The inspection system must identify potential duplicate records of facilities, businesses, complaints, etc., prior to saving. | Both | | X | | | | | The Solution includes functionality to allow a user to preview existing records that are similar to the current entry. Data table uniqueness constraints will be used to ensure data integrity, as per database design best practices. |
| | General-13 | Must | The inspection system must allow system administrators to reassign workflow tasks. | Both | | X | | | | | The Solution has permission controlled functionality to reassign workflow tasks. |

| | | | | | | | | | | | |
|--|------------|------|---|--------|---|---|---|---|--|--|--|
| | General-14 | Want | The inspection system must support GPS waypoint marking collection while being able to differentiate between different floors within a building. | Both | | X | | | | | The system will support waypoint marking via the CSS ArcGIS integration. |
| | General-15 | Must | The inspection system must capture GPS waypoints. | Both | | X | | | | | The system will support waypoint marking via the CSS ArcGIS integration. |
| | General-16 | Want | The inspection system must include voice transcription functionality (e.g., inspection narrative to written text). | Both | | X | | | | | The Solution leverages the native text-to-speech capabilities of the connected device's operating system. |
| | General-17 | Must | The inspection system must update task status to accurately identify the task's position in the processing workflow. | Both | | X | | | | | Each task in the The Solution has a status and that status is updated in real-time as the task traverses its lifecycle. |
| | General-18 | Must | The inspection system must allow users to attach media files (e.g., audio, video, image, document) during workflow steps. | Both | | X | | | | | The Solution includes functionality to attach all types of media files within the case, inspection, and enforcement processes. |
| | General-19 | Want | The inspection system must employ onscreen help functionality with wording that is maintained by the system administrator role. | Both | This requirement will require configuration of the location of the FDD version of the Tips and Tricks document. | | S | | | | The Solution has been designed to make each screen as user friendly and easy to use as possible. The Solution functionality has an Online Help option that directs the user to an internal MDARD website (maintained by MDARD) that includes Tips and Tricks of the system. |
| | General-20 | Want | The inspection system must allow comments to be entered by users during all workflow steps related to all records. These comments will be automatically removed by the system when related workflow processing is deemed complete. These comments are different from notes that will be captured and appear on reports (e.g. inspection report). | Both | | X | | | | | The Solution functionality includes comments associated with workflow tasks that are stored as internal communications. When a case, inspection, or enforcement communication record is marked as internal it will be automatically removed by the system when the case, inspection or enforcement is marked as completed or closed. |
| | General-21 | Must | The inspection system must allow system administrators to flag reports as being eligible for integration with MiSafe. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | The Solution will allow inspectors to flag inspection reports as "eligible for integration with MiSafe" prior to their generation and storage on the inspection record. |
| | General-22 | Must | The inspection system must allow users to do historical reviews of an establishment. | Both | | X | | | | | The Solution retains all inspection reports and data until purged per configured data retention policy. Users with the correct permissions will be able to search and view all historical records. |
| | General-23 | Must | The inspection system must allow primary inspectors to add active inspectors to an inspection record. | Both | | X | | | | | The Solution allows an owner of an inspection to add other active users to the inspection. |
| | General-24 | Must | The inspection system must allow MDARD staff to enter and maintain email contact information for group and individual entities within the system. | Both | | X | | | | | The Solution includes contacts at all three levels: case, inspection, and enforcement. Each contact has/can have an associated email address. |
| | General-25 | Must | The inspection system must allow MDARD staff to email reports, forms, notifications, etc. to individuals, facilities and fellow MDARD staff. | Online | INTELS currently only sends alerts through email. The modifications would be to allow for the sending of additional items. | | | M | | | The Solution includes emailing functionality, which can be used to notify and send information to MDARD staff and individuals outside the system. |
| | General-26 | Must | The inspection system must track a facility's violation history and flag chronic/reoccurring violations and offenders. | Online | INTELS has a firm overview screen that will display all violation history. The modifications are to set flags for chronic/reoccurring violations. | | | M | | | The Solution tracks violations associated to a firm/facility and can flag chronic/reoccurring violations and offenders based on business rules provided by MDARD. |
| | General-27 | Must | The inspection system must interface with the MDARD's Forms Library (hosted in SharePoint) that allows MDARD users to quickly search for and retrieve all related forms. The vendor solution can directly access the SharePoint site or copy related documents into the inspection system for related use. | Online | | X | | | | | The Solution includes integration with MDARD's Forms Library via the SharePoint REST API. |
| | General-28 | Must | The inspection system must enable the sharing of inspection results, reports, forms and documents from within the system via email. | Online | | X | | | | | The Solution includes emailing functionality, which can be used to notify and send information to MDARD staff and individuals outside of the system. |
| | General-29 | Must | The inspection system must have a user interface that requires minimal clicks, tab/screen changes, and scrolling by the user. | Online | | X | | | | | The Solution was designed by experienced UX designers to achieve user interfaces that are ADA compliant, responsive, and easy to use. This includes streamlining tasks and minimizing button clicks, screen changes, and scrolling whenever possible. |

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| | General-30 | Must | The inspection system must have alerts and reminders of outstanding tasks, reporting of complaint results, follow ups, etc. for MDARD users. | Both | | X | | | | | The Solution allows for all events to trigger alerts or notifications to users based upon business rules defined by MDARD. |
| | General-31 | Must | The inspection system must inform offline users as to when the last sync took place between mobile and online systems. | Offline | | X | | | | | The Solution will inform the user in a pop-up message if they have cases in their offline cases queue. This message includes a date/time stamp of when the data was last synced. |
| | General-32 | Must | The inspection system must assist in searching by offering auto-complete suggestions for facility names, addresses, contact information, etc. | Both | | X | | | | | The Solution provides this functionality through type-ahead fields that immediately show similar values to what is being entered by the user. |
| | General-33 | Must | The inspection system must autofill record information based on a facility's information (e.g., facility name, facility address). | Both | | X | | | | | The Solution allows for the pre-population of information into editable fields based upon business rules defined by MDARD. |
| | General-34 | Must | The inspection system must make use of space saving UI concepts such as tabular and/or collapsible sections on entry and display forms. | Both | | X | | | | | The Solution uses a side navigation menu structure and collapsible panels in several key areas of the system to support efficient data entry and conserve space. |
| | General-35 | Must | The inspection system must have the ability to capture an electronic signature for the issuance of inspection reports. | Both | INTELS has it's own internal signature capture. This modifications are to integrate with the State enterprise standard, OneSpan, as outlined in the vendor Q&A. | | | L | | | The Solution has electronic signature capability for its users. The inspection report will contain those signatures. |
| | General-36 | Must | The inspection system must allow system administrators to manage values presented in all drop down or selection boxes. | Both | | X | | | | | The Solution has lookup maintenance screens to maintain drop-downs and selection boxes in the system. |
| | General-37 | Must | The inspection system must ensure that required fields on all forms are completed and all data is validated before allowing users to submit for processing. | Both | | X | | | | | The Solution has field validation and error handling on all entry forms prior to submit for processing. |
| | General-38 | Must | The inspection system must confirm that a process has completed (i.e. save, create, submit, etc.). | Both | | X | | | | | The Solution utilizes messaging that indicate the success or failure of all operations that update values stored on the database (i.e. save, create, submit, etc.) |
| | General-39 | Must | The inspection system must confirm when the user is requesting to delete information. | Both | | X | | | | | The Solution requires users to confirm all actions that will delete information from the system. |
| | General-40 | Must | The inspection system must manage unlicensed facilities. | Both | | X | | | | | The Solution provides functionality to manage all types of facilities, licensed or unlicensed. |
| | General-41 | Must | The inspection system must allow for the printing of job lists. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | M | | | The Solution provides the ability for users to print job lists. |
| | General-42 | Want | The inspection system must be architected and designed to support future expansion of complaint types, inspection types, audit activities, sampling activities, enforcement activities and their supporting workflows for other MDARD program areas. | Both | | X | | | | | The Solution was designed with future expansion of additional inspection types and program areas from the start. The Solution leverages a flexible and scalable architecture that will support future expansion of complaint types, inspection types, audit activities, sampling activities, enforcement activities, and each item's supporting workflows. The Solution supports both vertical and horizontal scaling through an implementation based on application development best-practices and DTMB VDC infrastructure. |
| Interfaces | | | | | | | | | | | |
| LIMS | Interface - 01 | Want | The inspection system must be able to receive sample results from the LIMS in .csv, xml, or pdf format. | Online | | X | | | | | The Solution will accept any attachment types deemed appropriate by MDARD and DTMB. These will be saved as attachments to the corresponding related entity within the The Solution system. |
| LIMS | Interface - 02 | Want | The inspection system must send sample identification information to the LIMS. | Online | The modification is to allow for any FDD specific fields to be exchanged with LIMS | | | M | | | The Solution allows for the sending of sample identification information to LIMS through batch file or web service, using a MDARD/DTMB defined format. |
| LIMS | Interface - 03 | Want | The inspection system must use LIMS specified input format when sending sample data. | Online | | X | | | | | The Solution allows for the sending of sample data to LIMS through batch file or web service, using a MDARD/DTMB defined format. |
| Licensing System | Interface - 04 | Must | The inspection system must retrieve notifications, regarding the need for an inspection, from the Licensing System and route them as tasks/notifications to the appropriate roles within the inspection system. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will poll the Licensing System on a defined schedule to retrieve new inspection tasks. Once those tasks are retrieved, the defined MDARD users will be alerted via tasks and notifications that they have new inspection tasks to perform. The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |

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| Licensing System | Interface - 05 | Must | The inspection system must allow MDARD to determine the schedule of sending and retrieving notifications to/from the Licensing System. | Online | This requirement will require configuration of the scheduling for the data exchanges | | \$ | | | | The Solution contains functionality that allows MDARD administrators to configure the cadence of all scheduled data exchanges and interactions with the Licensing System. |
| Licensing System | Interface - 06 | Must | The inspection system must allow MDARD to determine the schedule of routing of notifications retrieved from the Licensing System. | Online | This requirement will require configuration of the scheduling for the data exchanges | | \$ | | | | The Solution contains functionality that allows MDARD administrators to configure the cadence of all scheduled data exchanges and interactions with the Licensing System. |
| Licensing System | Interface - 07 | Must | When a facility's fine or fee amount is updated in the inspection system, the updated fine amount must be communicated to the Licensing System from the inspection system. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will interface in real-time with the Licensing System to communicate any fees or fines applied to a firm. The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |
| Licensing System | Interface - 08 | Must | The inspection system must send notifications to the Licensing system to put a license into a different status (e.g., hold, suspend). The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will interface in real-time with the Licensing System to communicate any changes in licensing status. The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |
| Licensing System | Interface - 09 | Must | The inspection system must retrieve payment information (made by a facility) from the Licensing System and update related records in the inspection system. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will poll the Licensing System on a defined schedule to retrieve payment information. Once payment records are retrieved, the corresponding records in The Solution will be updated to properly reflect the results of the payment(s). The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |
| Licensing System | Interface - 10 | Must | The inspection system must send/retrieve license status information to/from the Licensing System. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will interface in real-time with the Licensing System to communicate any changes in licensing status. The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |
| Licensing System | Interface - 11 | Must | The inspection system must send/retrieve notifications to/from the licensing System. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will send/retrieve notifications from the Licensing System. The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |
| Licensing System | Interface - 12 | Must | The inspection system must send, and receive in response to, a notification to the Licensing System to create an unlicensed organization. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will interface with the Licensing System to create unlicensed organizations. The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |
| Licensing System | Interface - 13 | Must | When the inspection system receives information about a newly created unlicensed organization from the Licensing System, the inspection system must associate the newly created unlicensed organization with the inspection system's related facility record. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will keep all organization information properly related between its internal records and the Licensing System. |
| Licensing System | Interface - 14 | Must | The inspection system must receive notifications from the Licensing System when unlicensed facilities make payments on fees/fines through the Licensing Portal System (LPS). The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will poll the Licensing System on a defined schedule to retrieve payment information. Once payment records are retrieved, the corresponding records in The Solution will be updated to properly reflect the results of the payment(s). This process will be the same for licensed or unlicensed facilities. The interface between The Solution and the Licensing Service will be through predefined Licensing Service APIs. |
| Licensing/MiCaRS | Interface - 15 | Must | The inspection system must interface with Licensing/MiCaRS System to retrieve a new invoice number when new fines/fees are assessed against a facility. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | \$ | | | The Solution will interface in real-time with the Licensing System to communicate any fees or fines applied to a firm or facility. A MiCaRS invoice number will be returned to The Solution upon completion of the interaction between the systems. The interface between The Solution and the Licensing Service/MiCaRS will be through predefined APIs. |

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| Licensing/MiCaRS | Interface - 16 | Must | The inspection system must interface with Licensing/MiCaRS to retrieve payment information for a facility. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will poll the Licensing System/MiCaRS on a defined schedule to retrieve payment information. Once payment records are retrieved, the corresponding records in The Solution will be updated to properly reflect the results of the payment(s). This process will be the same for licensed or unlicensed facilities. The interface between The Solution and the Licensing Service/MiCaRS will be through predefined APIs. |
| Licensing/MiCaRS | Interface - 17 | Must | The inspection system must interface with Licensing/MiCaRS to send updated fines/fees assessed against a facility. The inspection system will interface with predefined APIs. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will interface in real-time with the Licensing System/MiCaRS to communicate any updated fees or fines applied to a firm or facility. The interface between The Solution and the Licensing Service/MiCaRS will be through predefined APIs. |
| Licensing/MiCaRS | Interface - 18 | Must | The inspection system must send notifications to designated roles when facility payments are retrieved from Licensing/MiCaRS. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will send notifications to designated roles when payments are retrieved from the Licensing System/MiCaRS. KL&A will collaborate with MDARD during JAD sessions to determine which designated roles receive notifications. |
| MILogin | Interface - 19 | Must | The inspection system must integrate with MILogin's Single Sign-on Federated Identity Management for all system authentication requirements. | Both | | X | | | | | The Solution integrates with MILogin's Single Sign-On (SSO) Federated Identity Management via SAML to handle all system authentication. |
| MILogin | Interface - 20 | Must | The inspection system must allow MDARD access from the Internet (and from SOM's internal network). | Both | | X | | | | | Access to the The Solution system while off the SOM network is handled via the External-Worker MILogin portal. Access to the The Solution system while on the SOM network will be handled via the Internal-Worker MILogin portal. |
| MILogin | Interface - 21 | Must | The inspection system must use MILogin's Multi-Factor Authentication (MFA) when MDARD staff access the inspection system from the Internet. | Both | | X | | | | | The Solution is configured to use MFA for the External-Worker MILogin portal. |
| MILogin | Interface - 22 | Must | When MDARD staff members are authenticate by MILogin, the inspection system will automatically login the authenticated staff members. | Both | | X | | | | | Once a user successfully authenticates through the Internal or External Worker MILogin portal and selects the The Solution application, they will be automatically redirected to their dashboard within the The Solution application. |
| Data Warehouse | Interface - 23 | Must | The inspection system must support Extract Transform and Load (ETL) to the MDARD Data Warehouse. | Online | | X | | | | | The Solution has been configured for nightly extracts of data using DTMB's requested tool, Microsoft Change Data Capture (CDC). |
| Data Warehouse | Interface - 24 | Must | The inspection system must allow MDARD to determine the schedule of Extract Transform and Load (ETL) processing. | Online | | X | | | | | DTMB/CDC will be responsible for the scheduling of all ETL processes. |
| Data Warehouse | Interface - 25 | Must | MDARD will determine what file formats will be used for Extract Transform and Load (ETL). | Online | | X | | | | | KL&A will collaborate with MDARD and DTMB to ensure that the proper data formats are used in the ETL processes. |
| MiSafe | Interface - 26 | Want | The inspection system must interface with the MiSafe application to make Inspection Reports available for public viewing. | Online | The modification is for the new data exchange with the MiSafe system. | | | M | | | The Solution will integrate with the MiSafe application to make Inspection Reports available for public viewing. |
| MiSafe | Interface - 27 | Want | The inspection system must allow MDARD to determine the schedule of data pulls for the MiSafe interfacing. | Online | | X | | | | | The Solution contains functionality that allows MDARD administrators to configure the cadence of all scheduled interactions with the MiSafe system. |
| Forms Library | Interface - 28 | Must | The inspection system must interface with the SharePoint based MDARD Forms Library as the source for policy and guidance documents. | Online | The modification is to allow for any FDD specific business rules to be implemented, as well as the interface development necessary to integrate with SharePoint. | | | M | | | The Solution integrates with MDARD's Form Library in SharePoint via the SharePoint REST API. |
| SmartyStreets | Interface - 29 | Must | The inspection system must interface with SmartyStreets for address normalization, cleansing and auto-complete services. This must be utilized for both real time and batch processing. | Online | | X | | | | | The Solution integrates with SmartyStreets for all address normalization, cleansing, and auto-complete services. |
| External Labs | Interface - 30 | Optional | Optional - The inspection system must be able to send sample identification to external labs, to be identified by MDARD. | Online | The modification is to allow for any FDD specific business rules to be implemented, as well as a new data exchange format. | | | M | | | The Solution has the capability to send sample identification data to external labs via web services or batch files. |
| External Labs | Interface - 31 | Optional | Optional - The inspection system must be able to receive lab sample results from external labs, to be identified by MDARD. | Online | The modification is to allow for any FDD specific business rules to be implemented, as well as a new data exchange format. | | | M | | | The Solution has the capability to receive lab sample results from external labs via web services or batch files. |

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| CSS (Center for Shared Solutions) | Interface - 32 | Optional | Optional - The inspection system must be able to send Latitude/Longitude and attributive data to CSS. | Online | | X | | | | The Solution integrates with CSS GIS, and allows for the sending of Latitude/Longitude coordinates to be used in mapping and searching functions. |
| CSS (Center for Shared Solutions) | Interface - 33 | Optional | Optional - The inspection system must be able to receive geolocation data and a map image from CSS that can be displayed on the screen. | Online | | X | | | | The Solution integrates with CSS GIS, and allows for the receipt of geolocation data and the presentation of a map image that can be displayed and interacted with by the MDARD users. |
| Electronic Document Management (EDM) | Interface - 34 | Optional | Optional - The inspection system must interface with the State of Michigan's Electronic Document Management system (Micro Focus' CM9) for storing and retrieving all generated documents (e.g., final inspection reports, picture attachments). | Online | The modification is to allow for any FDD specific business rules to be implemented, as well as the interface development necessary to integrate with CM9. | | | L | | The Solution will interface with CM9 for the storing and retrieving of all generated documents. |
| Data Migration | | | | | | | | | | |
| | Data Migration - 01 | Must | The bidder must coordinate work with MDARD staff to migrate licensed and unlicensed establishment data into the inspection system database. | N/A | KL&A expects to run multiple passes of the data migration, working with MDARD and DTMB to identify data problems and anomalies throughout the project. The effort for this is the ETL routines, not the underlying destination data structure. | | | L | | KL&A will migrate the 5 fields and approximately 19000 records as defined in the RFP, section 13, Migration. The source location of these records is the MDARD Data Warehouse, and KL&A will perform all Extract, Transform, and Load (ETL) functionality to ensure these records are properly inserted into the underlying The Solution data structure. |
| FOIA | | | | | | | | | | |
| FOIA | FOIA-01 | Must | The inspection system must have the functionality to run reports against only FOIA-ready records for audit purposes. This would exclude all records that had not reached that point in the inspection workflow that made them eligible for inclusion in a FOIA request in addition to other criteria such as, but not limited to, relating to an FDA Contract. | Online | KL&A has already designed FOIA reports for PPPMD. These reports can be used as a starting foundation, with the modifications being the implementation of any FDD specific business rules. | | | S | | The Solution utilizes MDARD defined business rules to ensure that only the FOIA-eligible records are included in reports. |
| FOIA | FOIA-02 | Must | The inspection system must only allow designated records to be FOIA-ready. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | The Solution utilizes MDARD defined business rules to ensure that records are properly identified within the system as FOIA-ready. |
| FOIA | FOIA-03 | Must | The inspection system must allow all records to be optionally designated as FOIA-ready. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | The Solution utilizes MDARD defined business rules to ensure that records are properly identified within the system as FOIA-ready. |
| FOIA | FOIA-04 | Want | The inspection system must support a process for redacting fields in reports generated as the result of a FOIA request. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | The Solution utilizes MDARD defined business rules to allow for the redaction of specific fields produced in reports as a result of a FOIA request. |
| Reports | | | | | | | | | | |
| Reports | Reports-01 | Must | The vendor solution must support real-time, read-only access by MDARD Food Program Area staff to the inspection system database in order to generate ad hoc reports. | Online | | X | | | | The Solution supports real-time, read-only access by MDARD Food Program Area staff to the inspection system database in order to generate ad-hoc reports. |
| Reports | Reports-02 | Must | The inspection system must have a GUI (graphical user interface) where users can identify parameters for generating ad hoc reports and/or select production reports to be run. | Online | | X | | | | The Solution includes screens to allow users to identify parameters for generating ad-hoc and production reports to be run. |
| Reports | Reports-03 | Must | The vendor must provide up to 37 reports as defined by MDARD that are selectable and runnable from within the inspection system. | Online | There is a sizeable effort to define, design and develop 50 unique reports. KL&A believes there is a good possibility that many reports can be reused from PPPMD. KL&A is happy to further discuss this requirement as a potential cost reducer for the engagement. | | | XXL | | Contractor will develop 37 moderate-complexity reports or correspondence/letters or an equivalent aggregate value (not to exceed \$111,000) of low, moderate and high complexity reports. Reports will be priced as follows: Low (\$1,000), Moderate (\$3,000), or High (\$5,000) and has been included in the Pricing Schedule. The parties will mutually agree during JAD sessions whether each requested report is of Low, Moderate or High complexity. The parties may also agree in some situations that a report is so complex, it cannot be classified in the predefined categories defined above. In those situations, the Contractor will give a custom quote for the State's consideration. |
| Reports | Reports-04 | Must | The inspection system must generate all reports in PDF format. | Both | | X | | | | The Solution will produce reports in PDF format. |
| Reports | Reports-05 | Must | The inspection system must have the ability to generate reports based on emergency responses that are tied to facilities. | Online | | X | | | | The Solution has the ability for users with the proper permissions to run parameterized reports on an ad-hoc basis. |

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| Reports | Reports-06 | Want | The inspection system must support reports having table driven standard language, so system administrators can modify report language. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution has system maintenance screens for system administrators to modify standard language components of reports. |
| Reports | Reports-07 | Must | The inspection system must support ad hoc reports (reports generated via on screen selections) as defined by MDARD. | Online | | X | | | | | The Solution has the ability for users with the proper permissions to run parameterized reports on an ad-hoc basis. |
| Search Functionality | | | | | | | | | | | |
| Search Functionality | Search Functionality -01 | Must | The inspection system must allow MDARD users to search by facility to retrieve and view historical information and reports regarding relevant past inspections, violations, seizures and enforcement activities related to that facility. | Online | The modification is to allow for any FDD specific search fields to be implemented. | | | M | | | The Solution includes robust searching capabilities, including searching on all facility information stored within the system, including information from relevant inspections, violations, seizures and enforcement activities. |
| Search Functionality | Search Functionality -02 | Must | The inspection system must allow MDARD users to search for facilities by defined attributes (e.g., name, address, city, and license type). | Online | The modification is to allow for any FDD specific search fields to be implemented. | | | M | | | The Solution includes robust searching capabilities, including searching on all facility information stored within the system (i.e. facility name, physical address, license type, etc.). |
| Technical | | | | | | | | | | | |
| | Technical - 01 | Must | The solution must be a responsive web design. | Both | | X | | | | | The Solution is a responsive and progressive web application allowing a single deployed application to be run in any modern browser on a computer, tablet, or phone in both online and offline modes. |
| | Technical - 02 | Must | The solution must include a mobile application solution. | Both | | X | | | | | The Solution is a responsive and progressive web application allowing a single deployed application to be run in any modern browser on a computer, tablet, or phone in both online and offline modes. |
| | Technical - 03 | Must | The solution must include a web application solution. | Both | | X | | | | | The Solution is a responsive and progressive web application allowing a single deployed application to be run in any modern browser on a computer, tablet, or phone in both online and offline modes. |
| | Technical - 04 | Must | The solution must be a web-oriented architecture (WOA). | Both | | X | | | | | The Solution utilizes WOA and follows industry-standard best practices. |
| | Technical - 05 | Must | The vendor must meet Enterprise Architecture (EA) assessment standards by completing and submitting an Enterprise Architecture Solution Assessment (EASA) document. The Vendor must list all 3rd party components, open source or otherwise, used in the building of the solution. | Both | | X | | | | | The Solution is EASA approved and has completed the Key/light/Secure Application Development Life Cycle (SADLC) process. Authority To Operate (ATO) has been received. The current ATO is valid through June of 2022. All third-party applications are described in 07_MDARD_FIES_ScheduleC-LicenseAgreement_FromKLA. |
| | Technical - 06 | Must | The solution must be have both Online and Offline functionality. | Both | | X | | | | | The Solution is a responsive and progressive web application allowing a single deployed application to be run in any modern browser on a computer, tablet, or phone in both online and offline modes. |
| | Technical - 07 | Must | In the event a connection cannot be established between the application and the app server, the solution must be able to store the information on the device (e.g. mobile phone, lap top, tablet, etc.). | Both | | X | | | | | The Solution utilizes IndexedDB storage while in offline mode to store the data locally on the device. |
| | Technical - 08 | Must | The solution must be compatible with multiple hardware platforms (e.g. mobile phone, lap top, tablet, etc.) which must comply with current DTMB version standards. | Both | | X | | | | | The Solution is compatible with all DTMB current version standards for hardware platforms. |
| | Technical - 09 | Must | The solution must be compatible with different operating systems (e.g. IOS 11.1+, Windows 10+, Android 5.1+) which must comply with current DTMB version standards. | Both | | X | | | | | The Solution is compatible with all DTMB current version standards for operating systems. |
| | Technical - 10 | Must | The solution must be compatible with all SOM supported internet browsers which must comply with current DTMB version standards. | Both | | X | | | | | The Solution is compatible with all DTMB current version standards for internet browsers. |
| | Technical - 11 | Must | The solution must be scalable using an open architecture, meaning the vendor may use a variety of hardware and clustering solutions to increase capacity and throughput without having to modify the system. | Both | | X | | | | | The Solution supports both vertical and horizontal scaling through an implementation based on application development best-practices and DTMB VDC infrastructure. |

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| | Technical - 12 | Must | The solution must use frameworks as part of the main solution, meaning a set of components, wizards, classes, and libraries that minimize programming required to modify or customize the system. | Both | | X | | | | | The Solution utilizes several frameworks and design patterns to shrink the code base including Redux and Angular. |
| | Technical - 13 | Must | The solution must be based on a relational database and a tiered application architecture. Logically, there should be one database, one application layer, and one presentation layer. | Both | | X | | | | | The Solution backend database and tiered application architecture have been designed to follow industry best practices. |
| | Technical - 14 | Must | Development of the solution must be structured, meaning it must be possible to make use of version control and a fully scriptable build and deployment process. | Both | | X | | | | | KL&A will use Jenkins for continuous integration and GIT for version control. |
| | Technical - 15 | Must | The hardware and software must meet all applicable legal and policy requirements as defined by State law, and DTMB policy and systems policies including those concerning system integrity, response time, physical and data security, user and administrator clearances, dissemination restrictions, and others. | Both | | X | | | | | DTMB hosts the The Solution application and is responsible for ensuring that the hardware meets all applicable legal and policy requirements as defined by State law, and DTMB policy. The Solution application software will meet all applicable legal and policy requirements as defined by State law, and DTMB policy and systems policies including those concerning system integrity, response time, physical and data security, user and administrator clearances, dissemination restrictions, and others. |
| | Technical - 16 | Must | The hardware and software environment required for the software must insure that: The hardware and software environment must include at least an internal Development environment, a UAT environment, a Production environment, and a Training environment. | Both | | X | | | | | KL&A will provide the internal development environment used for the construction of the application. Our solution will leverage DTMB servers and support for Sprint UAT, Release UAT, Production and Training environments that are already in place. |
| | Technical - 17 | Must | All tools, compilers, libraries, etc. used in the development of the software must be available to MDARD/DTMB and licensable on reasonable terms as a site license and referenced on the DTMB Roadmap. | Both | | X | | | | | All design decisions surrounding non-open source, third-party software will be confirmed with MDARD/DTMB. |
| | Technical - 18 | Must | When the bidder solution requires updates to hardware and/or software, the vendor must coordinate such changes with DTMB and MDARD, including giving reasonable advanced notice, so that DTMB and MDARD can plan and schedule affected agency areas. Such notices must take into account all related SUITE processes, documentation and timelines for | Both | | X | | | | | The KL&A project manager will coordinate release planning with MDARD/DTMB infrastructure upgrades to ensure efficient scheduling. Code releases/promotions will follow the DTMB RFC process, ensuring DTMB has control over final implementation. |
| | Technical - 19 | Must | The solution must be backward compatible and support independent upgrades to the infrastructure. | Both | | X | | | | | The Solution has been designed with keeping existing infrastructure in mind. This allows for backward compatibility with existing systems, but does not limit the application to independent upgrades when necessary. |
| | Technical - 20 | Must | The inspection system must support a Recovery Point Objective of a minimum of prior day's backup or better. | Both | | X | | | | | Nightly database backups will provide a consistent recovery point of less than 24 hours. If resources are available more frequent backups may be performed. Data will be backed up to the MDARD Data Warehouse. |
| | Technical - 21 | Must | The inspection system must support a Recovery Time Objective of less than 24 hours from confirmation of an incident. | Both | | X | | | | | Once confirmed that a data restore is necessary, the previous nightly backup will be distributed to the DBA team for a restore. |
| | Technical - 22 | Must | The Mobile application must adhere to SOM IT policies for encrypting sensitive data. | Both | | X | | | | | The Solution progressive web application components adhere to SOM IT policies for encrypting sensitive data. |
| | Technical - 23 | Must | The mobile application must allow for updated application domain tables to be downloaded automatically upon the initiation of a sync operation with the backend. | Both | | X | | | | | The Solution will automatically download the most current application data and tables whenever a user initiates a sync operation. |
| | Technical - 24 | Want | The mobile application must allow users to configure their instance of the application to either auto-sync with the backend or manually (i.e., user initiated) sync with the backend. | Both | | X | | | | | The Solution allows users to manually choose when they sync data and go back into online mode. |
| | Technical - 25 | Must | The mobile application must prompt for user credentials and authenticate with MiLogin every time that the mobile application syncs to backend servers. | Offline | | X | | | | | The Solution requires users to successfully authenticate through MiLogin prior to allowing the synchronization process to begin. |

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| | Technical - 26 | Must | The mobile application must check for updates automatically and inform the user updates are available for download. | Both | | X | | | | | The Solution will automatically download the most current application data and tables whenever a user initiates a sync operation. |
| | Technical - 27 | Must | The mobile application must check to see if the backend is in "maintenance mode". When the backend is in "maintenance mode", the mobile application must not be allowed to sync with the backend. | Both | | X | | | | | The The Solution data sync routine will detect maintenance mode and prevent data sync until maintenance mode is deactivated. |
| | Technical - 28 | Must | The mobile application must not allow access to production files (including attachments) other than through the application. | Both | | X | | | | | The Solution encrypts files both at rest and in flight for round trip security. |
| | Technical - 29 | Must | The inspection system must comply with ADA requirements as identified by DTMB look and feel standards. Adherence to ADA requirements will be reviewed by eMichigan ADA quality assurance analysts for all web and mobile user interfaces. | Both | | X | | | | | The Solution has passed numerous ADA compliance audits. KL&A will work with DTMB and MDARD to conduct additional ADA audits during implementation of the FDD Inspections. |
| | Technical - 30 | Must | The mobile app is required to be posted on the State of Michigan's internal app store for distribution. This is for a native or hybrid mobile application. | N/A | | X | | | | | The Solution has been designed as a responsive and progressive web application solution; a single web application is deployed on DTMB managed VDC hardware and made available through MILogin integration. This single web application will run on a desktop, laptop, tablet, or smartphone. No distribution or installation of the application will be necessary. |
| | Technical - 31 | Want | Any bidder supplied hosting solution must include a gateway-to-gateway virtual private network (VPN) by the bidder between the bidder's supplied hosting environment and the State of Michigan network. | N/A | | X | | | | | The Solution is hosted on DTMB managed VDC infrastructure. |
| | Technical - 32 | Must | The inspection system must have the ability to purge records based on retention schedule. | Both | | X | | | | | The Solution includes functionality that allows MDARD administrators to set record retention schedules. A scheduled purge job will be run to delete records that exceed record retention schedules from the The Solution system. |
| | Technical - 33 | Must | The inspection system must prevent the creation of orphaned records when purging records based on retention schedule. | Both | | X | | | | | Standard database best practice use of foreign keys to create a data hierarchy will prevent deletion of records without first deleting related data. |
| | Technical - 34 | Want | The inspection system must have GUI functionality that will allow users to put a litigation hold on records and documents to prevent purging of records based on the retention schedule via single record or a batch. | Online | | X | | | | | The Solution includes robust hold functionality that allows authorized users to place one or more records and documents on a hold, or to remove existing holds. While a hold is set, that record is ineligible to be purged from the system. |
| | Technical - 35 | Want | The inspection system must support scanning of sample bar codes. Bar codes may be used to track physical samples collected during the course of an inspection. | Both | This functionality will need to be built to meet FDD's needs | | | | M | | The Solution leverages the picture capture capabilities of the connected device's operating system and then will utilize JavaScript APIs to allow for the scanning of bar codes. The Solution will also allow for the manual entry of bar code values in case the source bar code is damaged, unreadable, or the device's camera is inoperable. |
| | Technical - 36 | Want | The inspection system must support functionality to scan a bar code and enter the sample number associated with the bar code to the associated establishment. | Both | This functionality will need to be built to meet FDD's needs | | | | S | | The Solution leverages the picture capture capabilities of the connected device's operating system and then will utilize JavaScript APIs to allow for the scanning of bar codes. The Solution will also allow for the manual entry of bar code values in case the source bar code is damaged, unreadable, or the device's camera is inoperable. |
| | Technical - 37 | Want | The inspection system must support the ability to search for a sample by scanning an associated bar code. | Both | This functionality will need to be built to meet FDD's needs | | | | S | | Scanning and associating of sample bar codes to a Case will be accomplished on the Case Sampling subsection. Once the sample is associate to the case, users will be able to search for those values. |
| | Technical - 38 | Want | The inspection system must support functionality to use data from a mobile device's camera while scanning information panels such as QR Codes, bar codes, or printed text. | Both | This functionality will need to be built to meet FDD's needs | | | | M | | The Solution leverages the picture capture capabilities of the connected device's operating system and then will utilize JavaScript APIs to allow for the scanning of QR codes and bar codes. |
| | Technical - 39 | Must | The inspection system must support functionality to use a mobile device's camera to take digital pictures/video and attach to the report. | Both | | X | | | | | The Solution leverages the picture and/or video capture capabilities of the connected device's operating system and then will store them to the appropriate report records within the system. |

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| | Technical - 40 | Must | The inspection system must support the attachment of multiple files and file types (i.e., audio, video, PDF, photos, etc.) to all record types (e.g., inspection, complaint). | Both | | X | | | | | The Solution includes functionality to attach all MDARD/DTMB approved file types within the case (facility), inspection, and enforcement processes. |
| | Technical - 41 | Must | When the solution is State hosted, the State will only consider MS SQL Server database platforms. | Both | | X | | | | | The Solution is hosted on DTMB managed VDC infrastructure, and has been designed around a MS SQL Server database platform. |
| | Technical - 42 | Must | When the solution is bidder hosted, data backups must be available in MS SQL Server file type. | Both | | X | | | | | The Solution is hosted on DTMB managed VDC infrastructure. |
| | Technical - 43 | Must | The inspection system must be able to identify when the application is offline to the user. | Offline | | X | | | | | Offline mode within The Solution is always a user-selected event. While using the The Solution application in offline mode, a prominent message is displayed to the user. |
| | Technical - 44 | Must | The inspection system must follow SOM security standards regarding data transfers. | Both | | X | | | | | The Solution encrypts all data in transfer and will adhere to SOM security standards regarding data transfers. |
| | Technical - 45 | Want | The mobile application must distinguish between WIFI and cellular connectivity for the purposes of efficient large file transfers and/or connectivity cost. | Offline | | X | | | | | Progressive web applications cannot reliably differentiate between slow cellular connections and fast Wi-Fi connections. The Solution leaves the decision up to the MDARD user as to when to go back online and sync data. |
| | Technical - 46 | Want | The bidder solution must use a .NET Framework of 4.6+ to ensure compatibility with the State's .NET technical stack. | Both | | X | | | | | The Solution is built on .NET Core 2.2 |
| | Technical - 47 | Must | The inspection system must provide address cleansing and normalization when addresses are entered/updated by MDARD staff or when entered/updated by automated functions. | Both | | X | | | | | The Solution integrates with MDARD's subscription to SmartyStreets to provide all address cleansing and normalization. This cleansing and normalization is enabled by default on all address types within The Solution. |
| | Technical - 48 | Must | The inspection system must auto-save data as it is entered by users. | Both | | X | | | | | The Solution saves information to the database based on progress through a page or individual wizard-step. This is done purposely to ensure that data integrity is maintained and partial/incomplete records are not stored. |
| | Technical - 49 | Must | The inspection system must have web page and screen refreshes that fully complete within a mean average of six (6) seconds or less. | Online | | X | | | | | KL&A will ensure that all web pages and screen refreshes performed in The Solution complete within a mean average of six seconds or less. Performance of the system will be evaluated based on average performance at Constitution Hall in Lansing, MI, and cellular networks throughout the greater Lansing area. KL&A will make every screen performant, but cannot be responsible for performance of the application while on remote/low speed cellular networks. |
| | Technical - 50 | Must | The inspection system must generate and fully display all online/mobile reports within a mean average of twelve (12) seconds or less. | Online | | X | | | | | KL&A will ensure that all reports performed in The Solution complete within a mean average of twelve seconds or less. Performance of the system will be evaluated based on average performance at Constitution Hall in Lansing, MI, and cellular networks throughout the greater Lansing area. KL&A will make every report performant, but cannot be responsible for performance of the application while on remote/low speed cellular networks. |
| | Technical - 51 | Must | Along with all required SEM and PMM documents, the vendor must also provide a data dictionary, conceptual data model (E/R) and physical model of the database. The vendor will keep these documents up-to-date and available at all times. | N/A | | X | | | | | KL&A will provide DTMB and MDARD with a data dictionary, conceptual data model and physical model of the The Solution database. |
| | Technical - 52 | Must | The bidder must identify all scheduling software of any type used in support of realtime or batch transaction processing. | Both | | X | | | | | The Solution utilizes the open-source Hangfire tool to perform scheduling of recurring events. |
| | Technical - 53 | Must | The inspection system must not accept as attachments any runtime object file types (e.g., EXE, DLL). | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | | 5 | | KL&A will work with MDARD and DTMB to define the complete set of accepted and prohibited attachment types. |
| | Technical - 54 | Must | The inspection system must not allow an attachment sized greater than 100MB. | Both | | X | | | | | The Solution allows attachments up to 100MB per file to be submitted to the system. Attempts to attach a larger file will result in an error message being presented to the user. |

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| | Technical - 55 | Must | The inspection system must virus scan all attachments before storing them in a database or electronic document management system. | Both | This functionality will need to be built to meet FDD's needs | | | L | | | KL&A will coordinate with DTMB to integrate The Solution with the State of Michigan's enterprise virus scanning solution. |
| | Technical - 56 | Must | After the initial release of the inspection system, the bidder must track web pages added and/or changed during the development of each subsequent release for the purpose of setting up AppScan runs. | Both | | X | | | | | KL&A will provide DTMB with a list of all newly added or changed web pages within the The Solution application prior to each AppScan run performed. |
| | Technical - 57 | Must | The vendor must coordinate with MDARD staff for a one-time data extract of legacy data from MDARD databases into the new inspection system database. | Online | | X | | | | | KL&A will migrate the 5 fields and approximately 19000 records as defined in the RFP, section 13, Migration. The source location of these records is the MDARD Data Warehouse, and KL&A will perform all Extract, Transform, and Load (ETL) functionality to ensure these records are properly inserted into the underlying The Solution data structure. |
| | Technical - 58 | Want | The inspection system must be able to upload, process and display data from data loggers placed at facilities. Data loggers record environmental conditions such ambient temperature, refrigerator temperature, humidity, etc. | Both | This functionality will need to be built to meet FDD's needs | | | M | | | The Solution will allow a user to upload one or more files from the MDARD data loggers and store those data points within the The Solution database for further viewing and processing. |
| Auditing | | | | | | | | | | | |
| | Auditing - 01 | Must | The inspection system must track all changes made to all records and reports including the date/time a record is created, who created the record, the date/time a record is modified and who modified the record, prior record field values, and make this information visible to users within the system. | Both | | X | | | | | The Solution utilizes a robust and centralized auditing infrastructure that records all changes within the system. These values include previous and new values, who made the change, and the date and time of the change. Permission based view access can be granted. |
| | Auditing - 02 | Must | The inspection system must track all changes made to facility records including the creation date, edits, OP Code assignments/changes, risk categorization assignments/changes with date/time stamp, who made the changes, prior record field values, and make this information visible to users within the system. | Both | | X | | | | | The Solution utilizes a robust and centralized auditing infrastructure that records all changes within the system. These values include previous and new values, who made the change, and the date and time of the change. Permission based view access can be granted. |
| | Auditing - 03 | Must | The inspection system must provide audit tables of data tables. | Both | | X | | | | | The Solution utilizes a robust and centralized auditing infrastructure that records all changes within the system. These values include previous and new values, who made the change, and the date and time of the change. Permission based view access can be granted. |
| | Auditing - 04 | Must | The inspection system must gather data on the length of inspections and related information for future reference by regional supervisors. | Both | | X | | | | | The Solution stores the creation date and all other defined event dates and corresponding data related to inspections, and this data will be available through either viewing screens, reports, or exports to the MDARD data warehouse for additional reference and analysis by regional supervisors. |
| | Auditing - 05 | Must | The inspection system must have an audit component that allows regional supervisors to enter various selection parameters to review work (e.g., inspections, consultations, enforcement history) completed by role. | Online | | X | | | | | The Solution can handle this in two ways: The Solution reporting capabilities will allow regional supervisors to run parameterized reports that will allow them to review work (inspections, consultations, enforcements) completed by the various roles within the system. Additionally, regional supervisors can use The Solution dashboard and searching functionality to find inspections, enforcements, and tasks defined by user-entered parameters. |
| System Roles/Accounts | | | | | | | | | | | |
| | System Roles/Accounts - 01 | Must | The inspection system must allow the creation, edit and deletion of user accounts. | Online | | X | | | | | The Solution requires a valid MiLogin account for any user to be granted access. The Solution includes security screens where system administrators can approve, edit, and delete user accounts. |
| | System Roles/Accounts - 02 | Must | The inspection system must have a function for an administrator role to approve system access to new users. | Online | | X | | | | | The Solution includes security screens where system administrators can approve or deny new users, or remove approval from existing users. |
| | System Roles/Accounts - 03 | Must | The inspection system must have a function that allows the administrator role the ability to add/remove/edit system-wide dropdown fields from an Admin Maintenance Page. | Online | | X | | | | | The Solution includes maintenance screens where system administrators can add/remove/edit values for system-wide drop down fields. |

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| | System Roles/Accounts - 04 | Must | The inspection system must have a function that allows the administrator role to assign users to single/multiple/all regions or sections. | Online | | X | | | | | The Solution includes maintenance screens to allow system administrators to assign users to single or multiple regions and/or sections. |
| | System Roles/Accounts - 05 | Must | There must be an Admin Maintenance Page from which the administrator role can access all admin system functions. | Online | | X | | | | | The Solution includes maintenance screens that allows administrators to alter and maintain all admin system functions. |
| | System Roles/Accounts - 06 | Must | The inspection system must have a function for an administrator role to assign roles to users. | Online | | X | | | | | The Solution includes security screens where system administrators are able to assign roles to users. |
| | System Roles/Accounts - 07 | Must | The inspection system must have a function to allow an administrator role to create and edit user roles and assign permissions to those roles. | Online | | X | | | | | The Solution includes security screens where system administrators are able to create and edit user roles and assign permissions to said roles. |
| | System Roles/Accounts - 08 | Must | The inspection system must require a user to be approved by a system administrator, be assigned to a region/section, and have roles assigned before being able to access the system. | Online | | X | | | | | Access to The Solution is only possible after having an The Solution system administrator assign a region/section and a set of roles and permissions for a given user. |
| | System Roles/Accounts - 09 | Must | The inspection system must have a user role-based security solution including different accesses to screens, buttons, and reports (e.g., No Access, Read Only, Update). | Both | | X | | | | | The Solution provides group- and role-based security that will allow administrators to grant access to screens, controls, and reports, including specifying level of access, such as read-only, edit, and delete permissions. |
| | System Roles/Accounts - 10 | Must | The inspection system must allow an administrator role to unlock records from workflow stages. | Online | | X | | | | | The Solution allows for administrator-level overrides of predefined workflow steps, which would include unlocking records from workflow steps. |
| Workflow | | | | | | | | | | | |
| | Workflow - 01 | Must | The inspection system must include automated workflow throughout the system. Workflows must be created, at a minimum, for complaints, complaint response, consultations, inspections, fees and fines, and enforcement. These workflows also include any interactions with the MDARD's Licensing Portal System and/or MiCaRS. | Both | | X | | | | | Automated workflow will stem from hardcoded configured tasks that will be triggered by user and system actions, which will allow users to create many tasks and notifications from a single action. |
| | Workflow - 02 | Must | The system administrator must be able to modify workflow steps, including who receives notifications. | Online | | X | | | | | The Solution allows system administrators to modify the recipients of notifications when workflow events take place. |
| | Workflow - 03 | Must | The inspection system must include workflow management including the creation of parallel branching for workflow steps. | Both | | X | | | | | Parallel branching is possible by building multiple task mappings for a single triggering action. |
| | Workflow - 04 | Must | The inspection system must include workflow management, including the ability for an administrator to restrict workflow steps and related data by role. | Online | | X | | | | | Task mappings specify who a workflow task goes to either directly by picking a user, or by defaulting to the specified workgroup for that task. For example, the task could go to the lead inspector associated to the case. |
| | Workflow - 05 | Must | The inspection system must provide a full audit of all workflow notifications, including the state of a record before and after a change, who sent the notification, who received the notification, and the mechanism used to send the notification. | Both | | X | | | | | The Status History subsection in a Entity Detail screen will display all changes made to that entity. When a record is changed that triggers a notification the following will be logged into an audit table: changed data, user who initiated change, notification recipients, and method of notification. |
| Notifications/Alerts | | | | | | | | | | | |
| | Notifications/Alerts - 01 | Must | The inspection system must have a notification system that alerts users of tasks that have been assigned to them. | Online | | X | | | | | The Solution will use business rules defined by MDARD to identify tasks that will trigger a notification alert to the assignee. |

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| | Notifications/Alerts - 02 | Must | The inspection system must allow for table driven and customizable organizational roles that will ensure alerts and tasks are sent to and received by the correct individuals. | Online | | X | | | | | Configured tasks will be sent to users based on role and case assignments. For example, a task will be configured with an Inspector assignment, which will be resolved based on who is identified as the Inspector in the case to which the triggering action is being applied. The Solution allows for system administrator managed workgroups, that allow MDARD users to be grouped along operational or task-based similarities. The workgroups are integral to the workflow system and assist with the routing and assignment of tasks and reviews to the proper user. |
| | Notifications/Alerts - 03 | Want | The inspection system must allow users to manage what notifications/alerts they receive and how they receive them (i.e. email or SMS). | Both | | X | | | | | Users can set individual user preferences for how they receive notifications/alerts, within their user profile. |
| | Notifications/Alerts - 04 | Want | The inspection system must notify the MDARD staff member assigned to a task when a change is made to that task (ex. reassigned, closed etc.). | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will use business rules defined by MDARD to identify which changes to a task will trigger a notification alert to the assignee. |
| | Notifications/Alerts - 05 | Want | The inspection system must track tasks and scheduled inspections, and generate alerts and reminders regarding upcoming inspections based on designated criteria (e.g., response time). | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution has the ability to send reminder and alert notifications for upcoming tasks and inspections based upon MDARD designed criteria. |
| Dashboard | | | | | | | | | | | |
| | Dashboard - 01 | Must | The inspection system must utilize a dashboard to provide easy access to information and functionality that is commonly used by MDARD staff according to their role such as, but not limited to the following: job lists (work queue), forms library, inspection task creation, messaging, mapping and planning, searching, etc. | Both | | X | | | | | The Solution utilizes a dashboard to view and have quick access to job lists, forms library, inspections, notifications/messaging, mapping and planning, and searching. Other needed areas can be defined during collaborative JAD sessions with MDARD. |
| | Dashboard - 02 | Want | The inspection system must allow MDARD users to customize the appearance of their dashboard and job list by color coding based on priority, status or type. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution allows users to set ADA-compliant highlight options for items on the dashboard based upon priority, status, and type. |
| | Dashboard - 03 | Must | The inspection system must contain functionality that enables regional supervisors to view all the outstanding and completed tasks of their staff from a dashboard. | Online | | X | | | | | The Solution dashboard has a hierarchy built into its structure that allows section managers, regional supervisors, etc. to monitor the work load of their respective staff. |
| | Dashboard - 04 | Must | The inspection system must allow users to review past inspection reports, facility information, past violations, enforcement activities, etc. from a dashboard. | Both | | X | | | | | The Solution allows users to view past inspection reports, facility information, past violations, and enforcement activities from the dashboard, search, and entity detail screens. |
| | Dashboard - 05 | Must | The inspection system must allow users to search for, filter and sort tasks in their job list by multiple factors (e.g. inspection date, inspection type, priority, status, etc.) from a dashboard. | Both | The modification is to allow for any FDD specific data elements to be implemented. | | | S | | | The Solution dashboard functionality allows users to sort and filter their dashboard by various criteria, including their tasks. |
| | Dashboard - 06 | Must | The inspection system must display all notifications that a user receives on the user's dashboard. | Both | | X | | | | | The Solution dashboard functionality allows users to see and filter their notifications and mark them as read/unread. |
| | Dashboard - 07 | Must | The inspection system must utilize MDARD business rules to assign priority to tasks in the job list from a dashboard. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution dashboard functionality utilizes MDARD defined business rules in assigning priority to tasks on the dashboard. |
| | Dashboard - 08 | Must | The inspection system must allow users to mark tasks as complete from a dashboard. | Both | | X | | | | | The Solution dashboard functionality allows users to mark tasks as complete. If the task requires additional review or steps to be taken prior to completion, the user is directed to that page or step in workflow. |
| | Dashboard - 09 | Must | From a dashboard, the inspection system must utilize geolocation data to display a map image with filterable inspection locations and data for easy reference by MDARD staff according to their role within the system. | Online | This functionality will need to be built to meet FDD's needs | | | M | | | The Solution dashboard functionality will utilize CSS GIS integration to display a map image with filterable inspection locations and data. |
| | Dashboard - 10 | Want | The inspection system must utilize role-based dashboards that present information specific to each system role (e.g., inspector, regional supervisor). | Both | | X | | | | | The Solution dashboard functionality utilizes role based functionality to present different information on the dashboard based on the workgroup(s) the user is assigned to. |

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| | Dashboard - 11 | Want | The inspection system must allow role-based dashboards to be switchable by users who are in more than one system role. | Both | | X | | | | | The Solution dashboard functionality will allow filtering based on the workgroups that users are assigned to, easily identifying the tasks assigned to each role. |
| | Dashboard - 12 | Must | The inspection system must use geolocation data from the GIS interface to assist MDARD users in mapping, planning and coordinating inspections from a dashboard. | Online | | X | | | | | The Solution dashboard functionality will utilize CSS GIS integration to display a map image with filterable inspection locations and data. |
| System Maintenance | | | | | | | | | | | |
| | System Maintenance - 01 | Must | The inspection system must enable table driven maintenance of dropdown lists (e.g., violations, counties, etc.) by the system administrator role. | Online | | X | | | | | The Solution includes maintenance screens where system administrators can add/remove/edit values for system-wide drop down fields. |
| | System Maintenance - 02 | Must | The inspection system must contain functionality that supports the storage and display of structured, table driven data (that will appear of reports and/or pages). | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution includes maintenance screens where system administrators can maintain structured data that will be used in the generation of reports and letters. |
| | System Maintenance - 03 | Want | The inspection system must allow an administrator role the ability to designate which users and/or roles can gain access to the system when the system is in maintenance mode. | Online | | X | | | | | The Solution user permissions module will allow system administrators the ability to override "maintenance mode" indicators and allow designated users the ability to continue to access the The Solution application while in maintenance mode. |
| Record Retention | | | | | | | | | | | |
| | Records Retention - 01 | Must | The inspection system must allow for purging of records based on a retention schedule, while also using functionality that would ensure existing litigation holds would prevent a record from being purged. | Online | The modification is to account for all new FDD specific fields and business rules related to the purging of data. | | | M | | | <p>The Solution system preferences will provide a configurable value for defining the amount of time records must be retained.</p> <p>Closed cases, and all their associated data that are older than the configured retention value and that do not have a litigation or other hold will be purged when a user with the appropriate permissions initiates the purge utility.</p> <p>Users will be able to indicate the case has a litigation hold on the Case Detail screen or via bulk actions.</p> <p>As with all system activity, purge events will be recorded in system logs for reporting and audit purposes.</p> |
| | Records Retention - 02 | Must | The inspection system must allow for purging of facilities in stop-the-clock status that are passed the licensing year for which they applied. | Online | | X | | | | | KL&A will collaborate with MDARD and DTMB to ensure that record retention rules are applied correctly in all data scenarios, including facilities that are in stop-the-clock status and past the licensing year for which they applied. |
| Record Transaction Mgt | | | | | | | | | | | |
| | Record Transaction Mgt - 01 | Must | The inspection system must allow for MDARD staff to create and save facility records for licensed and unlicensed facilities. | Both | | X | | | | | The Solution has the ability to create and save facility records, licensed or unlicensed, through the create Case screens. |
| | Record Transaction Mgt - 02 | Must | The inspection system must support functionality to identify potential duplicate facility, task, record, etc. prior to saving. | Both | | X | | | | | <p>The Solution includes functionality to allow a user to preview existing records that are similar to the current entry.</p> <p>Data table uniqueness constraints will be used to ensure data integrity, as per database design best practices.</p> |
| | Record Transaction Mgt - 03 | Want | When a facility changes its status from licensed to unlicensed or vice versa, the inspection system must allow MDARD staff to create a new facility record for the same facility with the similar information and associate them while maintaining them as separate facility records. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution allows for unique facility records to be kept for each case with associated inspections or enforcements opened for that facility. Users have the ability to modify the facility information for each case. |
| | Record Transaction Mgt - 04 | Must | The inspection system must allow MDARD staff to view and edit existing records and data. | Both | | X | | | | | As long as access and proper permissions have been granted, The Solution will allow MDARD staff to view and edit existing records and data. |
| | Record Transaction Mgt - 05 | Must | The inspection system must allow for work to be saved and submitted as separate processes. | Both | | X | | | | | The Solution leverages the concepts of "Save" and "Save and Submit". Save will allow a user to save their partially complete data set to the The Solution database, without moving the item forward through workflow. Save and Submit will save all data and move the item to the next step in the workflow. |
| | Record Transaction Mgt - 06 | Must | The inspection system must assign a unique system-generated ID number for all records that are created. | Both | | X | | | | | The Identity attribute will be used on primary key columns and will handle auto-increment of unique case numbers. |

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| | Record Transaction Mgt - 07 | Must | The inspection system must ensure that one user's edits don't override another user's work if multiple users are editing/viewing a record simultaneously. This must also address the possibility that inspectors will be working offline and then returning online. | Both | | X | | | | | The Solution requires users to lock all needed cases prior to going offline. Once locked for offline use, other users in the system will be able to view the data and attachments associated with the case, but the case will be read-only and the system will prevent updates from being performed. Once the user syncs their data and comes back online, the newly updated case will be accessible by all other properly permissioned users. Administrators will have the ability to remove an offline lock should the need arise. |
| | Record Transaction Mgt - 08 | Must | The inspection system must allow entry of a start inspection date and end inspection date on the Inspection Report. These dates will not change when edits or reviews take place after initial save, unless done so by the administrator role. | Both | | X | | | | | The Solution will allow for the entry of start and end inspection dates within an inspection record to be displayed on an Inspection Report. Permissions for editing these fields once the inspection has been marked complete can be limited to just administrators. |
| | Record Transaction Mgt - 09 | Must | The inspection system must allow the administrator role to update inspection start/end dates after an initial save is done for an Inspection Report. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow for the entry of start and end inspection dates within an inspection record to be displayed on an Inspection Report. Permissions for editing these fields once the inspection has been marked complete can be limited to just administrators. |
| | Record Transaction Mgt - 10 | Must | The inspection system must generate Inspection Reports with predetermined ("canned language") in addition to information entered by an inspector. | Both | | X | | | | | The Solution includes maintenance screens where system administrators can maintain structured data that will be used in the generation of reports and letters. These structured data elements can be included on Inspection Reports. |
| | Record Transaction Mgt - 11 | Must | The inspection system must follow best practices for all transactions and strictly adhere to A.C.I.D. principles. | Both | | X | | | | | System will be built using development and A.C.I.D. best practices. |
| Training | | | | | | | | | | | |
| | Training-01 | Must | The bidder must provide a training environment for internal users. The training environment will reflect current and prior production releases. | N/A | | X | | | | | The Solution is hosted on DTMB managed VDC infrastructure. KL&A will collaborate with DTMB and MDARD staff to facilitate a training environment build of the The Solution application. This build will be reflective of all releases deployed into the production environment at the current point in time. |
| | Training-02 | Must | The bidder must provide training for all FDD staff based on specific user roles, and tasks performed. The bidder must: A. Utilize the State training facilities or State-approved alternative facilities for facilitator-led classroom training. B. Include instructional strategies providing hands-on training exercises, allowing the staff to build upon simple processes and working to more complex processes. C. Provide skills-based training and emphasize how to use the system to accomplish specific tasks rather than only how the system works. | N/A | | X | | | | | KL&A will partner with MDARD to determine the correct staff to attend and help facilitate training and rollout activities. All training activities will be defined in a comprehensive initial SUITE compliant training plan that will be provided as part of Sprint Zero deliverables. |
| | Training-03 | Must | The bidder must provide a User Manual and Administrator Manual in the current MS Word format used by the State so that MDARD staff can make updates to these documents. | N/A | | X | | | | | KL&A will provide both a User Manual and an Administrator Manual in MS Word format with every major release of the The Solution application. |
| | Training-04 | Want | The bidder must provide video tutorials, online guides, and training manuals for FDD staff that cover all features of the system. | N/A | | X | | | | | KL&A will provide both a User Manual and an Administrator Manual in MS Word format with every major release of the The Solution application that can be used for training purposes. The Solution has functionality that allows users to view MDARD prepared help material. This link is maintained by System Administrators within the Maintenance area of The Solution. |
| Inspections | | | | | | | | | | | |
| Inspections | Inspection - 01 | Must | The inspection system must support multiple inspection types that can be selected by designated users. | Both | The modification is to allow the system to handle FDD specific inspection types. | | | S | | | The Solution users will be prompted for a Project Type, which will guide the inspection stepper that the user will follow as they perform the inspection. |
| Inspection Tasks | Inspection - 02 | Must | The inspection system must generate inspections based on defined frequency. | Both | The modification is to allow for FDD specified business rules around the generation of inspections at a defined frequency. | | | M | | | The Solution will allow for the bulk creation of inspections either manually by a system administrator, or automated based on MDARD defined business rules. |
| Inspection Tasks | Inspection - 03 | Must | The inspection system must allow MDARD staff to create, update and delete inspections. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow MDARD staff with the proper permissions to create, update, and delete inspections. |

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| Complaints | Inspection - 04 | Must | The inspection system must allow MDARD staff to create, update and delete complaints. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow MDARD staff with the proper permissions to create, update, and delete complaints. |
| Complaints | Inspection - 05 | Must | The inspection system must assign newly created complaints to inspectors based on the region of the complaint activity. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | M | | | The Solution assigns newly created complaints to inspectors based on the region entered as part of the complaint data entry. |
| Complaints | Inspection - 06 | Must | When the inspection system assigns newly created complaints, it must send notification to the assigned inspector and his/her regional supervisor. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | M | | | The Solution will notify the properly designated staff based on business rules defined by MDARD. |
| Complaints | Inspection - 07 | Must | When the inspection system assigns newly created complaints, it must add a task to the Job List of the inspector, inspector's regional supervisor, and the program desk. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | L | | | The Solution will notify the properly designated staff based on business rules defined by MDARD. |
| Complaints | Inspection - 08 | Must | When a newly created complaint is assigned to an inspector, the inspection system must track the time from inspector assignment to when the inspector makes initial contact. | Both | | X | | | | | The Solution captures date and time stamps on all events taking place on a complaint, including creation and initial contact. These values can be included in reports and sent to MDARD's data warehouse for further analysis. |
| Complaints | Inspection - 09 | Must | When complaints are created, the inspection system must create a related Complaint Response that allows designated roles to capture information from the complaint investigation (e.g., initial action taken). | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will create a corresponding Complaint Response for each complaint that is created in the system. The Complaint Response will be pre-filled with data from the complaint based on business rules provided by MDARD. |
| Inspection Tasks | Inspection - 10 | Must | The inspection system must allow for inspection tasks to be generated based on task notifications coming from the Licensing system. | Both | | X | | | | | The Solution will regularly poll the Licensing System for any new inspection notifications. |
| FDA Contract | Inspection - 11 | Must | The inspection system must allow MDARD staff to mark inspection tasks and the resulting inspection records as relating to an FDA Contract. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will contain user-selectable indicators on inspections to indicate that the inspection and all related information as being related to an FDA Contract. |
| FDA Contract | Inspection - 12 | Must | The inspection system must exclude records relating to FDA Contract inspection from FOIA requests and public viewing on MiSafe. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution utilizes MDARD defined business rules to ensure that only the properly eligible records are included in reports. This would include the exclusion of inspections marked with the FDA Contract indicator from being included in FOIA reports, or preventing the MDARD user from sharing the inspection report with MiSafe. |
| | Inspection - 13 | Want | The inspection system must contain functionality that allows the public to search for and download FOIA-ready inspection reports. | Online | This functionality will need to be built to meet FDD's needs | | | S | | | MDARD users will be prompted to set a "Share with MiSafe" indicator while generating Inspection Reports. If selected, the Inspection Report and any necessary meta data will be available for sharing with MiSafe. |
| Inspection Assignment | Inspection - 14 | Must | The inspection system must contain functionality that will assign inspection tasks to inspectors based on the location of the inspection and whether it is Food or Produce related. | Online | | X | | | | | The Solution assigns tasks based on the encompassing Case's region. This will result in inspection tasks being assigned to the proper workgroup for that region. Workgroups are The Solution administrator assigned groupings of MDARD staff that all perform similar job functions. |
| Inspection Assignment | Inspection - 15 | Must | The inspection system must assign all food related inspection tasks to the appropriate inspectors. | Online | | X | | | | | The Solution assigns tasks based on the encompassing Case's region. This will result in inspection tasks being assigned to the proper workgroup for that region. Workgroups are The Solution administrator assigned groupings of MDARD staff that all perform similar job functions. |
| Inspection Assignment | Inspection - 16 | Must | The inspection system must give MDARD staff the option to assign a task directly to an inspector or let the system assign the task based on MDARD criteria. | Online | | X | | | | | Within The Solution, certain tasks are created and assigned directly to the Case Owner or Primary Inspector (an individual) based on the case's region. In other specific situations, tasks are created for workgroups but not assigned to a specific user. Once a user from that workgroup claims the task, then only they can work it. |
| Inspection Task Routing | Inspection - 17 | Must | Depending on inspection type, the inspection system must send notifications to inspectors when they have been assigned a task. | Both | | X | | | | | The Solution can send notifications at all task events and workflow steps. |
| Inspection Task Routing | Inspection - 18 | Must | The inspection system must be able to receive notifications regarding the need for inspections from the Licensing System and then generate tasks based on those notifications and route them to the appropriate staff within the inspection system. | Both | | X | | | | | The Solution will regularly poll the Licensing System for any new inspection notifications. Once created notifications and tasks will be created and assigned as required. |

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| Inspection Task Routing | Inspection - 19 | Must | Depending on inspection type, when the inspection system sends task notifications to an inspector, the inspection system must also send a notification to their regional supervisor and to the program desk. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution can send notifications at all task events and workflow steps, and can send them both to the assigned inspector as well as their workgroup and approval hierarchy. |
| Inspection Job List | Inspection - 20 | Must | An inspection task must appear in the job lists of the inspector, their regional supervisor, and the program desk. | Both | | X | | | | | The Solution dashboard functionality has hierarchy built into its structure so that section managers, regional supervisors, and program desk users can monitor assigned inspection tasks. |
| Inspection Job List | Inspection - 21 | Must | The inspection system must allow inspectors to filter and prioritize job lists according to MDARD business rules and configurable criteria. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution dashboard functionality allows inspectors to filter their dashboard including their tasks, including by type, to narrow down to inspection related tasks. |
| Inspection Scheduling | Inspection - 22 | Must | The inspection system must allow inspectors to create and schedule inspections. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow MDARD inspectors with the proper permissions to create and schedule inspections. |
| Auditing Reports | Inspection - 23 | Must | The inspection system must collect, store and report data related to response time for Complaint Response tasks with metrics outlined by MDARD related to the type of Complaint response. | Online | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will collect all data points necessary for Complaint Response task tracking and reporting. KL&A will coordinate with MDARD during JAD sessions to define these data points and reporting needs. |
| Inspection Formats | Inspection - 24 | Must | When an inspector selects the inspection type, the inspection system must use a format specific to that inspection type that will assist them in conducting the inspection and collecting relevant information. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | L | | | KL&A will configure each inspection wizard to be specific to the data needs and inspection process for each individual inspection. |
| | Inspection - 25 | Must | The inspection system must allow an inspector to change the inspection type. | Both | | X | | | | | The Solution enables an inspector to change the inspection type prior to the actual start of the inspection. |
| Violations | Inspection - 26 | Must | The inspection system must allow inspectors to assign violations against an establishment during an inspection. The assignment of violations must be through the use of filterable dropdown lists (that will be included in the Inspection Report). | Both | | X | | | | | The Solution is designed to allow inspectors assigned to the inspection to add violations to an inspection through ad-hoc citation analysis or question and answer. In citation analysis, the violation group is a filterable type-ahead list. |
| | Inspection - 27 | Must | The inspection system must allow a regional supervisor or enforcement senior to send an inspection report back to an inspector for revisions. The system must allow review comments to be appended to the review and displayed to the inspector. | Online | | X | | | | | The Solution contains multi-level approval processes that allow for editing and revisions at each step of the inspection process. Once an inspector has submitted an inspection report, it can be routed to other inspectors or supervisors for review and editing. The report can be recreated until the inspection is marked "complete." Review comments are stored as internal communications. |
| Violations | Inspection - 28 | Must | The inspection system must allow an inspector to provide unlimited comments for each violation identified. | Both | | X | | | | | The Solution comment fields are stored as NVARCHAR(max) fields within the database, which allows for comments as long as MDARD requires. |
| Seizure | Inspection - 29 | Must | The inspection system must allow for the inspector to indicate whether the inspection involved a seizure. | Both | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will allow an inspector to set a seizure indicator, as well as capture any related information necessary for the seizure. |
| Seizure | Inspection - 30 | Must | When an inspection involves a seizure, the inspection system must allow an inspector to add unlimited comments regarding the disposition or plan for disposal; these comments must be included in the Inspection Report. | Both | | X | | | | | The Solution will prompt an inspector to add comments to the inspection record whenever a seizure indicator is set. These comments will be included in the Inspection Report. |
| Seizure | Inspection - 31 | Must | When an inspection involves a seizure, the inspection system must create a seizure record that is separate from but associated with the inspection record from which it stemmed. | Both | | X | | | | | The Solution will automatically create a separate but related seizure record whenever an inspector sets the seizure indicator on an inspection. |
| Seizure | Inspection - 32 | Must | The inspection system must allow an inspector to enter multiple commodity/product lines being seized; these must be presented as separate line items on the seizure report. | Both | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will allow an inspector to enter in one or more commodity or products as part of the seizure record. These will be included on the Seizure Report as separate line items. |
| Seizure | Inspection - 33 | Must | The inspection system must give the inspector the option of entering a plan for disposition (as unlimited comments) related to each commodity/product line being seized. | Both | | X | | | | | The Solution will give the inspector an option of entering a plan for disposition for each commodity or product being seized. |

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| Seizure | Inspection - 34 | Must | The inspection system must allow for the inspector to release (close) line items of the seizure as they are disposed of individually. | Both | | X | | | | | The Solution will allow an inspector to release/close each line item of the seizure individually. |
| Seizure | Inspection - 35 | Must | When all the line items of a seizure record are released (closed), the inspection system must allow the inspector to close the seizure record. | Both | | X | | | | | The Solution will ensure that all items of a seizure record have been marked as released prior to allowing the inspector to close the seizure record. |
| Seizure | Inspection - 36 | Must | The inspection system must allow MDARD users to generate a Seizure Report from a seizure record at any given time that will show the status of the seizure and details regarding what has been released (closed) and what still remains under seizure (open). | Both | | X | | | | | The Solution will be able to generate a Seizure Report at any time against a seizure record. This report will show the status of the seizure and the details of each item. KL&A will work with MDARD during JAD sessions to define the layout and data needs of this report. |
| Seizure | Inspection - 37 | Must | The inspection system must allow for an inspection record to be closed while there is still an associated seizure record still open. | Both | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will leverage MDARD defined business rules for the closing of an inspection record while an associated seizure record remains open. |
| Follow-up Inspection | Inspection - 38 | Must | The inspection system must allow an inspector to indicate that there will be a follow-up inspection related to the original inspection. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution has functionality that allows inspectors to create follow-up inspections. |
| | Inspection - 39 | Must | The inspection system must allow the inspector to override the default follow-up inspection date. | Both | | X | | | | | The Solution will allow inspectors to override the default follow-up inspection date while editing the inspection record. |
| Follow-up Inspection | Inspection - 40 | Must | When an inspector indicates that there will be a follow-up inspection, the inspection system must create an inspection task and assign it to the original inspector. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow an inspector to indicate there will be a follow up inspection to the currently opened inspection record. Once the inspector completes the current inspection, The Solution will create the related follow-up inspection record and assign it to the original inspector. |
| Follow-up Inspection | Inspection - 41 | Must | The inspection system must allow the inspector to view the original inspection report and notes related to the need for the follow-up inspection. | Both | | X | | | | | Follow up inspections can be created and associated back to the original inspection, to allow inspectors to quickly and easily jump back and forth to view the previous inspection reports and notes. |
| | Inspection - 42 | Must | The inspection system must create a follow-up inspection when an inspector indicates that a follow-up inspection must be done. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow an inspector to indicate there will be a follow up inspection to the currently opened inspection record. Once the inspector completes the current inspection, The Solution will create the related follow-up inspection record and assign it to the original inspector. |
| Follow-up Inspection | Inspection - 43 | Must | When a follow-up inspection is created, the inspection system must automatically populate the follow-up inspection with original inspection information (to facilitate the inspector in conducting a targeted/follow-up inspection). | Both | | X | | | | | The Solution will populate as much information as possible when creating a related follow-up inspection. KL&A will work with MDARD during JAD sessions to define the information to be included. |
| Follow-up Inspection | Inspection - 44 | Must | The inspection system must allow an inspector to create a follow-up inspection to a follow-up inspection. | Both | | X | | | | | The Solution will allow for an inspector to mark a follow up inspection on any inspection, even a follow-up inspection. |
| Follow-up Inspection | Inspection - 45 | Must | The inspection system must allow enforcement actions to be associated with a follow-up inspection. | Both | | X | | | | | Follow up inspections will allow for the same enforcement actions to be taken as normal inspections. |
| Multiple Programs | Inspection - 46 | Must | The inspection system must allow designated users to associate a facility with all programs that regulate the facility (e.g. food/ produce/ migrant labor housing/FDA/USADA, etc.). | Both | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will contain a permission-based function to associate a facility to all programs that regulate the facility. |
| Multiple Programs | Inspection - 47 | Must | The inspection system must identify a facility through a unique identifier number or similar method. | Both | | X | | | | | The Solution assigns unique identifiers to all entities, including facilities, within the system. |
| Multiple Programs | Inspection - 48 | Must | The inspection system must allow an inspector to transfer work to another inspector (e.g., food to food, food to produce). | Both | | X | | | | | The Solution contains permission-based functionality to allow an inspector or supervisor/administrator to reassign work and/or their cases and inspections to another inspector. |
| Multiple Programs | Inspection - 49 | Must | The inspection system must allow an inspector to create and send a notification to another inspector to perform an inspection. | Both | | X | | | | | The Solution allows for the creation of cases/inspections for other inspectors. The creation of these inspections will trigger notification to the inspection owners. |
| Multiple Programs | Inspection - 50 | Must | The inspection system must automatically generate an inspection and assign it based on inspector role, attributes, etc. | Online | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution has the ability to automatically generate an inspection and assign it to the proper inspector based on business rules provided by MDARD. |

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| Multiple Programs | Inspection - 51 | Want | When an inspector indicates that an inspection is related to Other (a department/division other than Food or Produce), the inspection system must allow the inspector to associate other Programs, investigations or enforcement information. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | | 5 | | | The Solution allows inspectors to change the section of an inspection within a tenant. KL&A will work with MDARD to determine the business rules and applicability of this functionality based on their business needs. |
| Inspections | Inspection - 52 | Must | The inspection system must allow the attachment of documents from the Forms Library, in addition to external documents, to inspection and facility records. | Both | | X | | | | | | The Solution includes functionality to attach all MDARD/DTMB approved file types within the case (facility), inspection, and enforcement processes. The Solution will leverage SharePoint's REST API to integrate with the MDARD Forms Library. |
| Inspection Record | Inspection - 53 | Must | The inspection system must allow an inspector to save an inspection record at anytime as a process separate from generating the inspection report. | Both | | X | | | | | | The Solution functionality separates the creation and editing of an inspection record from the generation of the inspection report. |
| Inspection Report | Inspection - 54 | Must | When a consultation/inspection is complete, the inspection system must present to an inspector a Create Report button that when clicked the inspection system generates a consultation/inspection report. | Both | | X | | | | | | The Solution automatically produces and saves the inspection report for an inspection on the inspection record when an inspector marks the inspection completed. |
| Inspection Report | Inspection - 55 | Must | When a consultation or inspection is complete, the inspection system must allow the inspector to regenerate a consultation or inspection report. | Both | | X | | | | | | The Solution allows an inspector to view/download the inspection report at any time. If the inspection record has been marked completed, the inspection report will be the final (non-draft) version. |
| Inspection Report | Inspection - 56 | Must | After the Create Report button is clicked, the inspection system must generate the report in a Print Preview mode. | Both | | X | | | | | | The Solution allows an inspector to view/download the inspection report at any time. If the inspection record is still open, the inspection report will be in draft mode and will contain a watermark indicating the draft status. If the inspection record has been marked completed, the inspection report will be the final (non-draft) version. |
| Inspection Report | Inspection - 57 | Must | The inspection system must insert the inspector's signature during report generation. | Both | | X | | | | | | The Solution allows for the inclusion of an inspector's electronic signature image on reports. |
| Inspection Report | Inspection - 58 | Must | The inspection system must allow inspectors to save generated reports after Print Preview. | Both | | X | | | | | | The Solution automatically produces and saves the inspection report for an inspection on the inspection record when an inspector marks the inspection completed. The Solution allows an inspector to view/download the inspection report at any time. If the inspection record is still open, the inspection report will be in draft mode and will contain a watermark indicating the draft status. If the inspection record has been marked completed, the inspection report will be the final (non-draft) version. |
| Inspection Report | Inspection - 59 | Must | The inspection system must overwrite any like saved report when it is regenerated. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | | 5 | | | The Solution locks an inspection record once it has been marked as complete. Normal users can download/view the original Inspection Report, but will not be able to regenerate it. Elevated permission users will be able to re-open an inspection after it has been closed and regenerate the inspection report with new values. |
| Inspection Report | Inspection - 60 | Must | The inspection system must allow the inspector to click a Cancel button during Print Preview that when clicked will cancel the printing of the report and allow the inspector to edit the report. | Both | | X | | | | | | The Solution prompts the inspector to confirm that they understand they are completing the inspection and locking the record. If the inspector does not confirm the action, the inspection is left open and can continue to be edited. |
| Inspection Report | Inspection - 61 | Must | The inspection system must allow any designated user to view any generated report. | Both | | X | | | | | | The Solution allows users with permission to view inspections to view/download the inspection report at any time. |
| Inspection Report | Inspection - 62 | Must | The inspection system must allow any designated user to print an inspection report. | Both | | X | | | | | | The Solution allows users with permission to view inspections to view/download the inspection report at any time. Inspection Reports are generated in PDF format and are opened in the PDF viewer on the device accessing The Solution. The user has the ability to print from the PDF viewer. |
| Inspection Report | Inspection - 63 | Must | The inspection system must allow any designated user to email an inspection report from within the system. | Online | This functionality will need to be built to meet FDD's needs | | | | 5 | | | The Solution allows for the association of contacts with each firm or facility. These contacts can be used to generate a list of recipients that the inspector can choose to send the Inspection Report to. |

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| Inspection Report | Inspection - 64 | Must | The inspection system must allow designated roles to "undo" a created inspection report so that inspectors or regional supervisors can make corrections and recreate the report. | Online | | X | | | | | The Solution contains multi-level approval processes that allow for editing and revisions at each step of the inspection process. Once an inspector has submitted an inspection report, it can be routed to other inspectors or supervisors for review and editing. The report remains re-creatable until the inspection is marked "complete". |
| Inspection Report | Inspection - 65 | Must | The inspection system must allow the selection of email recipients for inspection report emailing. | Online | | X | | | | | The Solution allows for the association of contacts with each firm or facility. These contacts can be used to generate a list of recipients that the inspector can choose to send the Inspection Report to. |
| Consultation | Inspection - 66 | Must | The inspection system must allow MDARD staff to create, update and delete a consultation. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow MDARD staff with the proper permissions to create, update, and delete consultations. |
| Consultation | Inspection - 67 | Must | The inspection system must process, route and assign consultation tasks in the same manner in which inspection tasks are processed, routed, and assigned. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The consultation functionality of The Solution will mirror the functionality implemented for other inspection types. |
| Consultation | Inspection - 68 | Must | The inspection system must allow narratives for a consultation report. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution includes maintenance screens where system administrators can maintain structured data that will be used in the generation of reports and letters. These structured data elements can be included on Consultation Reports. |
| Consultation | Inspection - 69 | Must | When an inspector determines that the facility is ready to be licensed, the inspection system must allow the inspector to create an initial inspection from a consultation. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will include functionality to allow an inspector to create an initial inspection from a consultation. |
| Initial Inspection | Inspection - 70 | Must | When an inspector determines that a facility is not ready for an initial inspection or licensure, the inspection system must create and send a Stop the Clock notification to the Licensing System. Stop the Clock is a hold notification to the Licensing System. | Both | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will communicate with the Licensing System through pre-defined APIs. If at any point the inspector determines that the facility is not ready for the initial inspection or licensure, an option will be presented to the inspector to allow them to send a Stop the Clock notification to the Licensing System. This notification to the Licensing System will include comments provided by the inspector. |
| Initial Inspection | Inspection - 71 | Must | The inspection system must allow an inspector to add comments regarding the reasoning behind a Stop the Clock notification and the comments must be included in the notification sent to the Licensing System. | Both | | X | | | | | The Solution will communicate with the Licensing System through pre-defined APIs. If at any point the inspector determines that the facility is not ready for the initial inspection or licensure, an option will be presented to the inspector to allow them to send a Stop the Clock notification to the Licensing System. This notification to the Licensing System will include comments provided by the inspector. |
| Initial Inspection | Inspection - 72 | Must | When an inspector determines that a facility is not ready for licensure, the inspection system must allow them to convert an initial inspection into a consultation. | Both | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will allow for the conversion of an initial inspection into a consultation. The business rules and defined process for handling this scenario will be defined in collaborative JAD sessions with MDARD. |
| Initial Inspection | Inspection - 73 | Must | As part of the initial inspection, the inspection system must allow an inspector to indicate whether they approve licensure of the facility | Both | | X | | | | | The Solution initial inspection will prompt the inspector to either give approval or denial of licensure for the facility being inspected . |
| Initial Inspection | Inspection - 74 | Must | When an inspector approves licensure of a facility, the inspection system must send notification to the Licensing System of that approval. | Online | | X | | | | | The Solution will communicate with the Licensing System through pre-defined APIs. Once the inspector completes the initial inspection and has approved licensure of the facility, The Solution will send the licensure approval notification to the Licensing System. |
| Out of Business | Inspection - 75 | Must | When an inspector determines (after conducting an Out of Business Inspection) that a facility is out of business, the inspection system must allow the inspector to change the status of that facility to Out of Business. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will allow for status changes, such as Out of Business, to be applied as part of the inspection wizard. The business rules and defined processes for these status changes will be defined in collaborative JAD sessions with MDARD. |
| facility Status | Inspection - 76 | Must | When the status of a facility is changed in the inspection system, notification of that status change must be sent to the Licensing System. | Both | | X | | | | | The Solution will communicate with the Licensing System through pre-defined APIs. All appropriate facility status changes will be sent to the Licensing System at the completion of the respective inspection in The Solution. |
| Facility Status/ Notification | Inspection - 77 | Must | When the inspection system sends notification of a status change to the Licensing System, that notification must contain at a minimum the following information: facility name, license number, physical address, notification reason, comments. | Online | | X | | | | | The Solution will communicate with the Licensing System through pre-defined APIs. The Solution will send the Licensing System facility name, license number, physical address, notification reason, and comments to support any status change notification. |

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| Complaint | Inspection - 78 | Must | The inspection system must allow MDARD staff to enter Complaint Response details such as: incident location, product information, complainant name, complainant residence location, response time, further notes/comments, etc. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | | S | | | The Solution Complaint Response functionality will present wizard-like functionality (mirroring other inspection types) that walk MDARD users through the Complaint Response and collect all pertinent details. |
| Complaint | Inspection - 79 | Must | The inspection system must allow Admin roles and the assignee to reassign the complaint to a different inspector. | Both | | X | | | | | | The Solution contains permission-based functionality to allow an inspector or supervisor/administrator to reassign a complaint to another inspector. |
| Complaint | Inspection - 80 | Must | The inspection system must associate a complaint to a facility. | Both | | X | | | | | | The Solution associates all complaints to a facility record. |
| Complaint | Inspection - 81 | Must | The inspection system must allow MDARD staff the ability to change the facility associated with a complaint if it is discovered that another facility is the responsible party. | Both | | X | | | | | | The Solution provides functionality within the Case Details screen to allow MDARD staff to change the facility related to a complaint. |
| Complaint | Inspection - 82 | Must | The inspection system must keep a record trail or "history" of changes to a complaint and its Complaint Responses. | Both | | X | | | | | | The Solution utilizes a robust and centralized auditing infrastructure that records all changes within the system. These values include previous and new values, who made the change, and the date and time of the change. |
| | Inspection - 83 | Must | The inspection system must allow MDARD staff to associate and disassociate operation codes (OP Codes) and assign risk categories to a facility in the facility's record. These will be used as a factor when the system autogenerates routine inspections. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | | S | | | The Solution will allow MDARD staff to associate and disassociate OP Codes and assign risk categories for each facility within the Case Details section. |
| | Inspection - 84 | Must | The inspection system must allow designated staff to change the complaint type of a complaint. | Both | | X | | | | | | The Solution allows an inspector or supervisor/administrator to change the complaint type of a complaint. |
| Complaint - Food/Produce | Inspection - 85 | Must | The inspection system must allow MDARD staff to indicate whether a complaint is related to Food or Produce. | Both | | X | | | | | | The Solution will allow MDARD staff to chose if a complaint is related to Food or Produce during the initial Create Inspection screen. |
| Complaint - FBI | Inspection - 86 | Must | The inspection system must allow MDARD staff to indicate whether a complaint involves an FBI (Foodborne illness). | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | | S | | | The Solution will allow MDARD staff to set an indicator on a complaint if it involves Foodborne illness as part of the Create/Edit Inspection screen. |
| Complaint - FBI | Inspection - 87 | Must | When a complaint response involves an FBI (Foodborne illness), the inspection system must identify the relevant LHD (Local Health Department) for both the incident location and the complainant resident location (if known), and include that information in the complaint response task. | Both | This functionality will need to be built to meet FDD's needs | | | | S | | | The Solution will notify the relevant LHD for both the incident location and the complainant resident location (if known) upon an inspector completing a complaint response involving a FBI. |
| Complaint - FBI | Inspection - 88 | Must | When a complaint response is created, the inspection system must track the time from initial complaint creation to initial action taken by a designated system role (e.g., regional supervisor, inspector) with the complaint response. | Both | | X | | | | | | The Solution captures date and time stamps on all events taking place on a complaint, including creation and initial action. These values can be included in reports and sent to MDARD's data warehouse for further analysis. |
| Complaint - FBI | Inspection - 89 | Want | When a complaint response is beyond its initial scheduled response (e.g., 24hrs or 5 days), the inspection system must send an alert to related designated roles. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | | S | | | The Solution has the ability to send reminder and alert notifications for past due tasks and complaint responses based upon MDARD designed criteria. |
| Complaint - FBI | Inspection - 90 | Must | The inspection system must allow MDARD staff to attach documents to a complaint. Examples of documents are FI-238 form, PDFs, Word, audio, video, text, image files. | Both | | X | | | | | | The Solution includes functionality to attach all MDARD/DTMB approved types of files within the case, inspection/complaint, and enforcement processes. |
| Complaint | Inspection - 91 | Must | The inspection system must allow inspectors that have been assigned a Complaint Response task to indicate when initial contact has been made and what initial action was taken. | Both | | X | | | | | | The Solution will allow Inspectors to enter complaint information, such as contact has been made and initial action for complaint inspections as part of the Create/Edit Complaint Response screen. |
| Complaint | Inspection - 92 | Must | The inspection system must generate a Complaint Response report. | Both | | X | | | | | | The Solution will mirror Inspection Report functionality: The generation of a Complaint Response report is the end result of the completion of a Complaint Response Inspection. |
| Complaint | Inspection - 93 | Must | The inspection system must allow inspectors to indicate in the Complaint Response report whether further action will be taken related to that Complaint Response, after they have completed their complaint evaluation. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | | S | | | The Solution will allow inspectors to set indicators such as "Further action necessary" and include these indicators as part of the Complaint Response report. |

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| Complaint | Inspection - 94 | Must | When an inspector indicates in a Complaint Response report that no further action will be taken, the inspection system must require the inspector to document why with comments/notes before submitting the report. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | The Solution will enforce business rules, such as requiring comments/notes on specific actions, during the Complaint Response submit process. |
| Complaint | Inspection - 95 | Must | When an inspector indicates in the Complaint Response report that an inspection is needed, the system must allow the inspector to create a related inspection task that will be tied to and referenced in the Complaint Response report. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | The Solution will allow an inspector to create a related inspection record while completing a Complaint Response action. This related inspection record will be referenced in the Complaint Response report. |
| Complaint | Inspection - 96 | Must | After the completion of inspections related to a Complaint Response, the inspection system must include all subsequent inspection reports in the Complaint Response report and allow the inspector to submit to their regional supervisor for review. | Both | | X | | | | | The Solution contains multi-level approval processes that allow for editing and revisions at each step of the Complaint Response process. Once an inspector has submitted a Complaint Response report, it can be routed to other inspectors or supervisors for review and editing. The approving entities will have a task assigned to them for the review. |
| Complaint | Inspection - 97 | Must | When a Complaint Response report is submitted by an inspector, the inspection system must create a task for regional supervisor review and route it to the relevant regional supervisor. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | The Solution contains multi-level approval processes that allow for editing and revisions at each step of the Complaint Response process. Once an inspector has submitted a Complaint Response report, it can be routed to other inspectors or supervisors for review and editing. The approving entities will have a task assigned to them for the review. |
| | Inspection - 98 | Must | The inspection system must provide an efficient workflow based process for regional supervisors to review Complaint Response Reports. | Online | | X | | | | | Tasks are available on the regional supervisors dashboard and can be easily filtered to include only Complaint Response type inspections. They can navigate directly from there into the complaint inspection itself and review all pertinent information from within one screen. |
| Complaint | Inspection - 99 | Must | When a regional supervisor determines that edits are necessary after completing a review of a Complaint Response report, the inspection system must allow the regional supervisor to provide comments/suggestions and return the report back to the inspector for edits. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | Complaint Response inspections can be submitted for review to the regional supervisor. If revisions are needed, then the regional supervisor can mark revisions needed and enter their comments. The inspector will receive a task indicating that their Complaint Response inspection has been returned for revisions. |
| Complaint | Inspection - 100 | Must | When a regional supervisor submits a Complaint Response report back to the inspector for edits, the inspection system must send a task notification to the inspector with the comments/suggestions from the regional supervisor. | Online | | X | | | | | The Solution will generate a task for the initial inspector when a Complaint Response report is marked as needing edits by a regional supervisor. |
| Complaint - FBI | Inspection - 101 | Must | When a regional supervisor approves an FBI (Foodborne Illness) related Complaint Response report (after reviewing it), the inspection system must allow the regional supervisor to send the report to the LHD (Local Health Department) under whose jurisdiction the incident location falls. | Online | This functionality will need to be built to meet FDD's needs | | | S | | | The Solution will prompt the regional supervisor with a question to send the Complaint Response report to the relevant LHD after the approval of a Complaint Response report containing an FBI. |
| Complaint - FBI | Inspection - 102 | Must | When an FBI related Complaint Response report is sent to the relevant LHD (i.e., jurisdiction the incident location falls), the inspection system must send notification to both the FDD Program Desk role and to the LHD under whose jurisdiction the complainant's home address falls informing them of the submission to the relevant LHD. | Online | This functionality will need to be built to meet FDD's needs | | | S | | | When a regional supervisor chooses to send the Complaint Response report to the relevant LHD, The Solution will also send notification to both the FDD Program Desk and the LHD related to the complainant's home address that the submission was made. |
| Routine Inspections | Inspection - 103 | Must | The inspection system must auto-generate tasks for routine inspections and assign them to inspectors based on location of the inspection. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will contain functionality to auto-generate tasks and assign them to inspectors based on the location of the inspection and business rules to be determined in collaborative JAD sessions with KL&A and MDARD. |
| Routine Inspections | Inspection - 104 | Must | The inspection system must use MDARD business rules and criteria (such as: OP Codes, Risk Category etc.) as the basis for the generating and scheduling of Routine Inspection tasks. | Online | | X | | | | | The Solution will contain functionality to auto-generate tasks and assign them to inspectors based on the location of the inspection and business rules to be determined in collaborative JAD sessions with KL&A and MDARD. |
| Routine Inspections | Inspection - 105 | Must | The business rules and criteria used for autogenerating routine inspection tasks must be configurable by system administrators. | Online | This functionality will need to be built to meet FDD's needs | | | M | | | The Solution will contain maintenance screens that system administrators can use to configure values to custom tailor the auto-generation of tasks for routine inspections. These criteria will be defined in collaborative JAD sessions between KL&A and MDARD. |

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| Routine Inspections | Inspection - 106 | Must | The inspection system must allow the business rules and criteria to be configured based on multiple factors such as: whether it is related to Food or Produce, licensed or unlicensed facility, etc. | Online | This functionality will need to be built to meet FDD's needs | | | | M | | | The Solution will contain maintenance screens that system administrators can use to configure values to custom tailor the auto-generation of tasks for routine inspections. These criteria will be defined in collaborative JAD sessions between KL&A and MDARD. |
| Routine Inspections | Inspection - 107 | Must | The inspection system must allow MDARD staff to override the frequency of autogenerated routine inspections for a facility. | Online | This functionality will need to be built to meet FDD's needs | | | | S | | | The Solution contains functionality that allows MDARD administrators to configure the cadence of the scheduled auto-generation of routine inspection tasks. MDARD staff with proper permissions will be able to manually override this schedule and generate routine inspection tasks as they determine. |
| Routine Inspections | Inspection - 108 | Must | The inspection system must capture reasons for overriding the frequency of autogenerated routine inspections for a facility. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | | S | | | The Solution will force the MDARD user that is overriding the scheduled creation of routine inspection tasks to provide a reason and/or comments for why the user is taking this action. |
| Routine Inspections | Inspection - 109 | Must | The inspection system must generate a report on facilities that have had a frequency override and the reasons for the overrides. | Online | | X | | | | | | The Solution will provide a report that can be run by a user with the proper permissions that will show all facilities that have had a frequency override and the corresponding reasons for the override. KL&A will work with MDARD through JAD sessions to determine the format and other data needs of this report. |
| Routine Inspections | Inspection - 110 | Must | The inspection system must list facilities that have had frequency overrides on the dashboard of regional supervisors, and allow regional supervisors to filter the list based on selected criteria. | Online | This functionality will need to be built to meet FDD's needs | | | | S | | | The Solution will display a list of facilities that have had frequency overrides on the dashboard of regional supervisors. The Solution dashboard functionality allows users to sort and filter their dashboard, including their tasks. |
| Routine Inspections | Inspection - 111 | Must | The inspection system must generate a notification and route the notification to the related regional supervisor when a facility's frequency of autogenerated routine inspections is overridden. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | | S | | | When an MDARD user overrides the scheduled created of routine inspection tasks, The Solution will send notifications to the regional supervisor. |
| Routine Inspections | Inspection - 112 | Must | The inspection system must generate and schedule future Routine Inspection tasks based on the last completed Routine Inspection or related Follow-up Inspection. | Online | This functionality will need to be built to meet FDD's needs | | | | S | | | The Solution will auto-generate and schedule future routine inspection tasks as part of the completion of a inspection or follow-up inspection task. |
| Routine Inspections | Inspection - 113 | Must | The inspection system must not generate duplicate inspection tasks if a like task already exists for the same Inspection on the same facility. | Online | | X | | | | | | The Solution will prompt the MDARD user for confirmation if there appears to be a similar inspection record scheduled for the current facility. |
| Invoicing | Inspection - 114 | Must | The inspection system must create and save an invoice when an inspector assesses one or more fines or fees against an establishment. The invoice must be assigned to an establishment before it can be saved or submitted. | Both | | X | | | | | | The Solution includes the ability for an inspector to assess fines against a firm or facility. The invoice created will be assigned to the firm or facility. |
| Invoicing | Inspection - 115 | Must | The inspection system must allow a notice of invoice to be created while the system is offline. | Offline | This functionality will need to be built to meet FDD's needs | | | | M | | | The Solution offline capabilities will include the ability for an inspector to generate a notice of invoice. |
| Invoicing | Inspection - 116 | Must | When a notice of invoice has been created and saved during offline processing, the inspection system must automatically generate invoices to Licensing/MiCaRS when the system syncs with the backend. | Offline | This functionality will need to be built to meet FDD's needs | | | | S | | | The Solution "sync and go online" functionality will include the storage of all invoices generated while offline, and the corresponding data exchange with the Licensing System/MiCaRS via defined APIs. |
| Invoicing | Inspection - 117 | Must | The inspection system must allow an inspector to update and save (or delete) a notice of invoice before the notice of invoice has been submitted to Licensing/MiCaRS for processing. | Both | | X | | | | | | The Solution leverages the concepts of "Save" and "Save and Submit". Save will allow a user to save their partially complete data set to the The Solution database, without moving the item forward through workflow. Save and Submit will save all data and move the item to the next step in workflow. Once the inspector selects "Save and Submit" the notice of invoice will be transmitted to the Licensing System/MiCaRS via defined APIs. |
| Invoicing | Inspection - 118 | Must | The inspection system must save the notice of invoice as a PDF file. | Both | | X | | | | | | The Solution will save the final notice of invoice as a PDF file attached to the inspection record. |
| Invoicing | Inspection - 119 | Must | The inspection system must allow an inspector to preview a notice of invoice before printing or submitting the invoice to MiCaRS for processing. | Both | This functionality will need to be built to meet FDD's needs | | | | S | | | Prior to the inspector selecting "Save and Submit", the notice of invoice will include a draft watermark. Once the inspector selects "Save and Submit", the final non-draft version will be saved to the inspection record and sent to the Licensing System/MiCaRS via defined APIs. |

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| Invoicing | Inspection - 120 | Must | The inspection system must allow an inspector to print a notice of invoice. | Both | | X | | | | Inspectors will be able to print a notice of invoice via the print drivers on the connecting device's operating system. |
| Invoicing | Inspection - 121 | Must | The inspection system must allow an inspector to send a notice of invoice to an establishment's contact email address or to an email address selected/entered by the inspector. | Both | | X | | | | The Solution allows for the association of contacts with each firm or facility. These contacts can be used to generate a list of recipients that the inspector can choose to send the notice of invoice to. |
| Invoicing | Inspection - 122 | Must | The inspection system must allow designated roles the ability to view any invoice and its payment history and status. | Online | | X | | | | The Solution allows for permission-based viewing of a firm or facilities' invoices and payment history. |
| Invoicing | Inspection - 123 | Must | The inspection system must capture and relate the following minimum information to a notice of invoice: invoice number (from MiCaRS); establishment name, address, establishment ID, contact name, contact number, all fee and fine line item amounts, description each of fee and fine; amount of each fee and fine; total of all fees and fines; date of invoice; payment due date; etc. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | The Solution will poll the Licensing System/MiCaRS on a defined schedule to retrieve invoice information. Once invoice records are retrieved, the corresponding records in The Solution will be updated to properly reflect the new invoice data. This process will be the same for licensed or unlicensed facilities. |
| Inspection Assignment | Inspection - 124 | Optional | Optional - In the event that there are multiple inspectors assigned to a region, the inspection system must have functionality that would give regional supervisors the option to distribute and assign tasks evenly among those inspectors. | Online | This functionality will need to be built to meet FDD's needs | | | M | | The Solution allows users with special reassignment privileges to reassign work. When a case is reassigned, the new case owner will receive a task. |
| Enforcement | | | | | | | | | | |
| Enforcement Review | Enforcement - 01 | Must | The inspection system must allow an inspector to flag an establishment for enforcement review. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | The Solution will allow an inspector to set an indicator that an enforcement review is needed while completing an inspection. |
| Supervisor Enforcement Review Task | Enforcement - 02 | Must | When an establishment is flagged for enforcement review, the inspection system must send a task notification to the relevant roles to conduct an enforcement review. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | The Solution will send task notifications to all appropriate staff when an established is marked for an enforcement review as part of an inspection. KL&A will work with MDARD during IAD sessions to determine the staff needing to receive task notifications. |
| Assigning Status | Enforcement - 03 | Must | The inspection system must allow an inspector to assign an Enforcement Status to an establishment: Non-actionable, Pending, Actionable, or Fail. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | The Solution will allow an inspector to set an Enforcement Status as part of the enforcement review. |
| Fine Auto-calculation | Enforcement - 04 | Must | The inspection system must auto-calculate fines against an establishment based on selected violations. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | The Solution allows for the configuration of fines associated to specific enforcement activities. The Solution will automatically tally the fines for each violation and provide a total (including any administrative fees or other fess). |
| Fine Auto-calculation | Enforcement - 05 | Must | The inspection system must allow designated roles to override an auto-calculated fine and enter a different amount. When an override amount is entered, the inspection system must capture a reason for the override, the identity of the person doing the override, and the date and time of the override. | Both | | X | | | | The Solution functionality includes certain enforcement activities that involve fines. A user with permission to enter fines will be able to enter enforcement activities and then modify the default fine values. If the user overrides a default fine value, they are forced to provide a comment explaining their actions. |
| Fine Auto-calculation | Enforcement - 06 | Must | The inspection system must automatically factor in prior violations when auto-calculating fine amounts against an establishment. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | The Solution can utilize prior violations when applying and calculating fines. For example, The Solution can be configured to apply higher-rate fines for a repeat offense of a specific enforcement activity. KL&A will work with MDARD during IAD sessions to determine the fines and how they are applied. |
| Fine Auto-calculation | Enforcement - 07 | Must | The inspection system must allow designated roles to add investigation costs as a fee against an establishment. | Both | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | The Solution functionality allows for an inspector to enter in investigation costs as a fee against an establishment as part of the enforcement process. |
| | Enforcement - 08 | Must | The inspection system must allow designated roles to assess one or more fines/fees against an establishment. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | The Solution allows designated roles to assess fines against an establishment during the enforcement process and fees on an establishment during the inspection process. |
| | Enforcement - 09 | Must | The inspection system must allow designated users to adjust fines/fees assessed against an establishment. | Both | | X | | | | The Solution functionality includes certain enforcement activities that involve fines. A user with permission to enter fines will be able to modify the default fine values. If the user overrides a default fine value, they are forced to provide a comment explaining their actions. |

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| | Enforcement - 10 | Must | The inspection system must allow an inspector to create a Request for Enforcement Review record when they flag an establishment for review. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will create a Request for Enforcement Review record when the inspector completes an action indicating the establishment needs review. |
| | Enforcement - 11 | Must | The inspection system must allow an inspector to attach all relevant evaluations and documents to a Request for Enforcement Review record. | Both | | X | | | | | The Solution includes functionality to attach all MDARD/DTMB approved file types within the case, inspection, and enforcement processes. |
| | Enforcement - 12 | Must | When the inspector submits the Request for Enforcement Review record, the inspection system must send a task notification to the relevant roles for review. | Both | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will send task notifications to all appropriate staff when an inspector has submitted a Request for Enforcement Review record. KL&A will work with MDARD during JAD sessions to determine the staff needing to receive task notifications. |
| | Enforcement - 13 | Must | When the inspection system sends a task notification to the relevant roles that a Request for Enforcement Review is required, the inspection system must automatically track and communicate the number of days to perform a review. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution tasks can be configured to have a due date and include other task related information in the task's description to remind the assignee what is needed. |
| | Enforcement - 14 | Must | The inspection system must allow the ability to open/view/edit the Request for Enforcement Review record. | Online | | X | | | | | The Solution will have permissions-based access to allow or deny users the ability to open/view/edit Request for Enforcement Review records. |
| | Enforcement - 15 | Must | The inspection system must allow the ability to document the recommended enforcement action in the Request for Enforcement Review record and submit. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | The Solution will allow the inspector to document the recommended enforcement action as part of the Request for Enforcement Review process. |
| | Enforcement - 16 | Must | When a Request for Enforcement Review record with a recommended enforcement action is submitted, the inspection system must send a task notification to the relevant roles for their review and final decision. | Online | The modification is to allow for any FDD specific business rules to be implemented. | | | S | | | The Solution will send task notifications to all appropriate staff when an inspector has submitted a Request for Enforcement Review record with a recommended enforcement action. KL&A will work with MDARD during JAD sessions to determine the staff needing to receive task notifications. |
| | Enforcement - 17 | Must | The inspection system must allow relevant roles to open/view/edit the Request for Enforcement Review record. | Online | | X | | | | | The Solution will have permissions-based access to allow or deny users the ability to open/view/edit Request for Enforcement Review records. |
| | Enforcement - 18 | Must | The inspection system must allow the regional supervisor to document their final decision for recommended enforcement action in the Request for Enforcement Review record and submit. | Online | | X | | | | | The Solution contains multi-level approval processes that allow for editing and revisions at each step of the enforcement process. The regional supervisor's final decision will be captured and stored as part of the enforcement approval workflow. |
| | Enforcement - 19 | Must | When the regional supervisor submits the Request for Enforcement Review record with their final decision for recommended enforcement action, the inspection system must auto-generate the official and final correspondence. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | The Solution will auto-generate the official and final correspondence as part of the regional supervisor completing the Request for Enforcement Review process. The official and final correspondence will be stored in the database associated with the enforcement record. |
| | Enforcement - 20 | Must | The inspection system must generate the official and final correspondence using a template with table driven standard language, the recommended enforcement action, documented violations, MDARD comments and any attached documents. | Online | | X | | | | | The Solution includes maintenance screens where system administrators can maintain structured data that will be used in the generation of reports and letters. The Solution will utilize a template driven format for the official and final correspondence, and will include the recommended enforcement action, documented violations, MDARD comments, and any attached documents from the enforcement record. |
| | Enforcement - 21 | Must | When the inspection system has generated the final enforcement correspondence, the system must send a task notification to the FDD Program Desk role for them to enter the date of notice, print the correspondence and enter the delivery confirmation number (from post office). | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | S | | | The Solution will send task notifications to FDD Program Desk staff when the final enforcement correspondence has been generated. FDD Program Desk staff will then be able to record the date of notice, download and print the correspondence, and record the delivery confirmation number onto the Request for Enforcement Review record. |

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| | Enforcement - 22 | Must | When the FDD administrative staff role has entered the delivery confirmation role with date and printed, the inspection system must send an electronic copy of the final enforcement correspondence with date of notice and delivery confirmation number to the relevant roles. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | \$ | | | <p>The Solution allows for the association of contacts with each firm or facility. After the FDD Program Desk has entered the date of notice and delivery confirmation number, The Solution will send an electronic copy of the final enforcement correspondence with the date of notice and delivery confirmation number to the appropriate roles.</p> <p>KI&A will collaborate with MDARD during JADs to determine the appropriate roles to receive this correspondence.</p> |
| | Enforcement - 23 | Must | When the regional supervisor approves the Enforcement Review record with their final decision for recommended enforcement action, the inspection system must send notification to the licensing system regarding fees, fines, holds, status changes, etc., for an establishment. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | \$ | | | <p>As part of the Enforcement Review approval step, once the regional supervisor approves the Enforcement Review and has entered their final decision for recommended enforcement action, The Solution will send notifications to the Licensing System with all related fees, fines, holds, status changes, and any other necessary information for the corresponding establishment. The Solution communicates with the Licensing System through pre-defined APIs.</p> |
| | Enforcement - 24 | Must | The inspection system must auto-generate a follow-up inspection task and assign it to the original inspector when the Enforcement Review record is approved by the regional supervisor. | Online | The modification is to allow for any FDD specific business rules and data elements to be implemented. | | | \$ | | | <p>The Solution will auto-generate a follow-up inspection task and assign it to the original inspector when the Enforcement Review record is submitted as approved by the regional supervisor.</p> |
| Specialized Document Reviews | | | | | | | | | | | |
| | Specialized Reviews - 01 | Want | The inspection system must track document reviews (e.g., food establishment plan reviews, variance reviews, food label reviews). | Online | This functionality will need to be built to meet FDD's needs | | | L | | | <p>The Solution can track document reviews, such as food establishment plan reviews, variance reviews, and food label reviews, as new inspection types under a FDD case.</p> |
| | Specialized Reviews - 02 | Want | The inspection system must allow designated roles to view or update review data. | Online | | X | | | | | <p>The Solution would leverage the same permissions model as other inspections, allowing system administrators to set who would be able to view/create/edit document reviews.</p> |

SCHEDULE B

Maintenance and Support

The parties agree as follows:

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

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

“Critical Service Error” has the meaning set forth in the Service Level Table.

“Error” means, generally, any failure or error referred to in the Service Level Table.

“First Line Support” means the identification, diagnosis and correction of Errors by the State.

“High Service Error” has the meaning set forth in the Service Level Table.

“Low Service Error” has the meaning set forth in the Service Level Table.

“Medium Service Error” has the meaning set forth in the Service Level Table.

“Resolve” and the correlative terms, **“Resolved”**, **“Resolving”** and **“Resolution”** each have the meaning set forth in **Section 2.6**

“Service Credit” has the meaning set forth in **Section 3.1**

“Second Line Support” means the identification, diagnosis and correction of Errors by the provision of (a) telephone and email assistance by a qualified individual on the Contact List and remote application support, or (b) on-site technical support at the State's premises by a qualified individual on the Contact List.

“Service Levels” means the defined Error and corresponding required service level responses, response times, Resolutions and Resolution times referred to in the Service Level Table.

“Service Level Table” means the table set out in **Section 2.6**

“State Cause” means any of the following causes of an Error: (a) a State server hardware problem; (b) a desktop/laptop hardware problem; or (c) a State network communication problem.

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

"Support Hours" means 24 hours a day, seven days a week.

"Support Period" means the period of time beginning 90 days after the date the Software has entered full production mode and ending on the date the Contract expires or is terminated.

"Support Request" has the meaning set forth in **Section 2.4**.

2. Maintenance.

2.1 Maintenance Releases and New Versions. Provided that the State is current on its Support Services Fees, during the Support Period, Contractor shall provide the State, at no additional charge, with all Maintenance Releases and New Versions for the Software.

2.2 Installation. The State has no obligation to install or use any Maintenance Release or New Version. If the State wishes to install any Maintenance Release or New Version, the State shall have the right to have such Maintenance Release or New Version installed, in the State's discretion, by Contractor or other authorized party. Contractor shall provide the State, at no additional charge, adequate Documentation for installation of the Maintenance Release or New Version, which has been developed and tested by Contractor. The State's decision not to install or implement a Maintenance Release or New Version of the Software will not affect its right to receive Support Services throughout the Term of this Contract.

Support Services. The State will provide First Line Support prior to making a Service Request for Second Line Support. Contractor shall perform all Second Line Support and other Support Services during the Support Hours throughout the Support Period in accordance with the terms and conditions of this Schedule and the Contract, including the Service Levels and other Contractor obligations set forth in this **Section 2.2**.

2.3 Support Service Responsibilities. Contractor shall:

- (a) provide unlimited telephone support during all Support Hours;
- (b) respond to and Resolve all Support Requests in accordance with the Service Levels;
- (c) provide unlimited remote Second Line Support to the State during all Support Hours;
- (d) provide on-premise Second Line Support to the State if remote Second Line Support will not Resolve the Error; and
- (e) provide to the State all such other services as may be necessary or useful to correct an Error or otherwise fulfill the Service Level requirements, including defect repair, programming corrections and remedial programming.

2.4 Support Requests. Once the State has determined that an Error is not the result of a **State Cause**, the State may request Support Services by way of a Support Request. The State shall classify its requests for Error corrections in accordance with the support request classification and definitions of the Service Level Table set forth in **Section 2.4** (each a "**Support Request**"). The State shall notify Contractor of each Support Request by e-mail or telephone. The State shall include in each Support Request a description of the reported Error and the time the State first observed the Error.

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

- (i) if not prohibited by the State's security policies, remote access to the State Systems, and if prohibited, direct access at the State's premises;
- (ii) output and other data, documents and information, each of which is deemed the State's Confidential Information as defined in the Contract; and
- (iii) such other reasonable cooperation and assistance as Contractor may request.

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

| Support Request Classification | Definition | Service Level Metric (Required Response Time) | Service Level Metric (Required Resolution Time) |
|--------------------------------|---|---|--|
| Critical Service Error | (a) Issue affecting entire Software system or single critical production function; (b) Software down or operating in materially degraded state; (c) Data integrity at risk; (d) Material financial impact; (e) Widespread access interruptions; or (f) Classified by the state as a Critical Service Error | Contractor shall acknowledge receipt of a Support Request within thirty (30) minutes. | Contractor shall Resolve the Support Request as soon as practicable and no later than four (4) hours after Contractor's receipt of the Support Request. If the Contractor Resolves the Support Request by way of a work-around accepted in writing by the State, the support classification assessment will be reduced to a High Service Error. |

| | | | |
|-----------------------------|--|--|---|
| High Service Error | (a) A Critical Service Error for which the State has received, within the Resolution time for Critical Service Errors, a work-around that the State has accepted in writing; or (b) Primary component failure that materially impairs Software's performance; (c) Data entry or access is materially impaired on a limited basis; or (d) performance issues of severe nature impacting critical processes | Contractor shall acknowledge receipt of a Support Request or, where applicable, the State's written acceptance of a Critical Service Error work-around, within twenty-four (24) hours. | Contractor shall Resolve the Support Request as soon as practicable and no later than two (2) Business Days after Contractor's receipt of the Support Request or, where applicable, the State's written acceptance of a Critical Service Error work-around. |
| Medium Service Error | An isolated or minor Error in the Software that meets any of the following requirements: (a) does not significantly affect Software functionality; (b) can or does impair or disable only certain non-essential Software functions; or (c) does not materially affect the State's use of the Software | Contractor shall acknowledge receipt of the Support Request within two (2) Business Days. | Contractor shall Resolve the Support Request as soon as practicable and no later than ten (10) Business Days after Contractor's receipt of the Support Request. |

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

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

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

- (a) the nature and status of its efforts to correct any Error, including a description of the Error and the time of Contractor's response and Resolution;
- (b) its Service Level performance, including Service Level response and Resolution times; and
- (c) the Service Credits to which the State has become entitled.

3. Service Credits.

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

| Support Request Classification | Service Level Credits (For Failure to Respond to any Support Request Within the Corresponding Response Time) | Service Level Credits (For Failure to Resolve any Support Request Within the Corresponding Required Resolution Time) |
|---------------------------------------|---|--|
| Critical Service Error | An amount equal to 5% of the then current monthly Support Fee for each hour by which Contractor's response exceeds the required Response time. | An amount equal to 5% of the then current monthly Support Fee for each hour by which Contractor's Resolution of the Support Request exceeds the required Resolution time. |
| High Service Error | An amount equal to 3% of the then current monthly Support Fee for each Business Day, and a pro-rated share of such percentage for each part of a Business Day, by which Contractor's response exceeds the required Response time. | An amount equal to 3% of the then current monthly Support Fee for each Business Day, and a pro-rated share of such percentage for each part of a Business Day, by which Contractor's Resolution of the Support Request exceeds the required Resolution time. |

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

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

3.4 Additional Remedies for Service Level Failures. Contractor's repeated failure to meet the Service Levels for Resolution of any Critical Service Errors or High Service Errors, or any combination of such Errors, within the applicable Resolution time set out in the Service Level Table will constitute a material breach under the Contract. Without limiting the State's right to receive Service Credits under this **Section 3**, the State may terminate this Schedule for cause in accordance with terms of the Contract.

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

EXHIBIT 1

CONTRACTOR CONTACT-

| | Name | Phone Number | Position |
|----------|------------------------|---------------------|-------------------------------|
| 1 | Dave Desrochers | 517-410-4504 | Project Manager |
| 2 | Justin Shaulis | 517-803-3217 | Contract Administrator |

SCHEDULE C

Pricing

Table 1: Cost Summary

| | |
|--|--------------------|
| Base Years 1-3 | Cost (\$) |
| Software, Maintenance & Support Enter Table 2 total. | \$110,771 |
| Implementation Enter Table 4 total. | \$1,784,229 |
| Base Years Total | \$1,895,000 |
| | |
| Option Years 4-10 | |
| Software, Maintenance & Support Enter Table 3 total. | \$1,550,794 |
| Base Plus Option Years Total | \$3,445,794 |

Table 2: Software, Maintenance & Support: Years 1-3

| Year 1 | Year 2 | Year 3 | Total |
|--------|--------|-----------|-----------|
| \$0 | \$0 | \$110,771 | \$110,771 |

Table 3: Software, Maintenance & Support: Years 4-10

[illegible]

Table 4: Implementation Services

| Milestone | Task Name | Price | Est. Start Date | Est. End Date | Est. Invoice Month |
|----------------------------------|--|--------------------|------------------------|----------------------|---------------------------|
| Sprint 0 Complete | Sprint Zero Complete | \$89,211.00 | 8/1/2020 | 9/23/2020 | October 2020 |
| Release 1 | Sprint 1 | \$53,527.00 | 9/27/2020 | 10/10/2020 | November 2020 |
| | Sprint 2 | \$53,527.00 | 10/11/2020 | 10/24/2020 | November 2020 |
| | Sprint 3 | \$53,527.00 | 10/25/2020 | 11/7/2020 | December 2020 |
| | Sprint 4 | \$53,527.00 | 11/8/2020 | 11/21/2020 | December 2020 |
| | Sprint 5 | \$53,527.00 | 11/23/2020 | 12/7/2020 | January 2021 |
| | Sprint 6 | \$53,527.00 | 12/8/2020 | 12/23/2020 | January 2021 |
| | Sprint 7 | \$53,527.00 | 12/26/2020 | 1/6/2021 | February 2021 |
| | Sprint 8 | \$53,527.00 | 1/9/2021 | 1/26/2021 | February 2021 |
| | Sprint 9 | \$53,527.00 | 1/27/2021 | 2/10/2021 | March 2021 |
| Release 2 | Sprint 10 | \$53,527.00 | 2/20/2021 | 3/3/2021 | April 2021 |
| | Sprint 11 | \$53,527.00 | 3/7/2021 | 3/20/2021 | April 2021 |
| | Sprint 12 | \$53,527.00 | 3/21/2021 | 4/3/2021 | May 2021 |
| | Sprint 13 | \$53,527.00 | 4/4/2021 | 4/17/2021 | May 2021 |
| | Sprint 14 | \$53,527.00 | 4/18/2021 | 5/1/2021 | June 2021 |
| | Sprint 15 | \$53,527.00 | 5/2/2021 | 5/15/2021 | June 2021 |
| | Sprint 16 | \$53,527.00 | 5/16/2021 | 5/29/2021 | June 2021 |
| | Sprint 17 | \$53,527.00 | 5/30/2021 | 6/12/2021 | July 2021 |
| Release 3 | Sprint 18 | \$53,527.00 | 6/21/2021 | 7/4/2021 | August 2021 |
| | Sprint 19 | \$53,527.00 | 7/5/2021 | 7/18/2021 | August 2021 |
| | Sprint 20 | \$53,527.00 | 7/19/2021 | 8/2/2021 | September 2021 |
| | Sprint 21 | \$53,527.00 | 8/3/2021 | 8/16/2021 | September 2021 |
| | Sprint 22 | \$53,527.00 | 8/17/2021 | 8/30/2021 | September 2021 |
| | Sprint 23 | \$53,527.00 | 8/31/2021 | 9/13/2021 | October 2021 |
| | Sprint 24 | \$53,527.00 | 9/14/2021 | 9/28/2021 | October 2021 |
| | Sprint 25 | \$53,527.00 | 9/29/2021 | 10/12/2021 | November 2021 |
| Go-Live | Release 3 Go-Live | \$89,210.00 | 11/10/2021 | 11/23/2021 | December 2021 |
| Project Close | Project Close - Transition to Warranty | \$178,423.00 | 11/24/2021 | 12/19/2021 | January 2022 |
| Warranty Period Complete | Warranty Period Complete | \$89,210.00 | 11/24/2021 | 2/25/2023 | March 2023 |
| TOTAL IMPLEMENTATION COST | | \$1,784,229 | | | |

Notes:

1. Training and Documentation are included in the development costs outlined in Table 5.
2. Included as part of the above-stated \$1,784,229 total implementation cost, Contractor will develop 37 moderate-complexity reports or correspondence/letters or an equivalent aggregate value (not to exceed \$111,000) of low, moderate and high complexity reports. Reports will be priced as follows: Low (\$1,000), Moderate (\$3,000), or High (\$5,000) and has been included in the Pricing Schedule. The parties will mutually agree during JAD sessions whether each requested report is of Low, Moderate or High complexity. The parties may also agree in some situations that a report is so complex, it cannot be classified in the predefined categories defined above. In those situations, the Contractor will give a custom quote for the State's consideration.

Table 6: Rate Card for Future Enhancements

The labor rates in the table below will apply to optional future services purchased during the life of the contract.

| Rate Card | |
|---|---------------|
| Service | Rate Per Hour |
| Business Analyst | \$115 |
| Business Analyst Lead | \$140 |
| Contract Administrator | \$150 |
| Consultant | \$200 |
| Data Architect | \$140 |
| Database Administrator/Developer | \$125 |
| Developer/Programmer | \$115 |
| Geographic Information System (GIS) Developer | \$140 |
| Program Manager | \$175 |
| Project Manager | \$150 |
| Quality Analyst | \$125 |
| Quality Analyst Test Lead | \$130 |
| Security Officer | \$140 |
| Senior Consultant | \$225 |
| Service Manager | \$130 |
| Technical Lead | \$140 |
| Technical/Workflow Architect | \$140 |
| Trainer | \$120 |
| Training Lead | \$130 |

Most Favorable Pricing

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

Travel and Expenses

The State does not pay for overtime or travel expenses.

SCHEDULE D
FDA CONTRACT REQUIREMENTS

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SECTION H – SPECIAL CONTRACT

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1. Procurements Requiring Information Security and/or Physical Access Security

A. Baseline Security Requirements

- 1) **Applicability.** The requirements herein apply whether the entire contract or order

(hereafter “contract”), or portion thereof, includes either or both following:

- 2) Access (Physical or Logical) to Government Information: A Contractor (and/or any subcontractor) employee will have or will be given the ability to have, routine physical (entry) or logical (electronic) access to government information.
 - a. Operate a Federal System Containing Information: A Contractor (and/or any subcontractor) will operate a federal system and information technology containing data that supports the HHS mission. In addition to the Federal Acquisition Regulation (FAR) Subpart 2.1 definition of “information technology” (IT), the term as used in this section includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including support services), and related resources.
- 3) **Safeguarding Information and Information Systems.** In accordance with the Federal Information Processing Standards Publication (FIPS)199, *Standards for Security Categorization of Federal Information and Information Systems*, the Contractor (and/or any subcontractor) shall:

Protect government information and information systems in order to ensure:

- **Confidentiality**, which means preserving authorized restrictions on access and disclosure, based on the security terms found in this contract, including means for protecting personal privacy and proprietary information;
 - **Integrity**, which means guarding against improper information modification or destruction, and ensuring information non-repudiation and authenticity; and
 - **Availability**, which means ensuring timely and reliable access to and use of information.
- b. Provide security for any Contractor systems, and information contained therein, connected to an FDA network or operated by the Contractor on behalf of FDA regardless of location. In addition, if new or unanticipated threats or hazards are discovered by either the agency or contractor, or if existing safeguards have ceased to function, the discoverer shall immediately, **within one (1) hour or less**, bring the situation to the attention of the other party. This includes notifying the FDA Systems Management Center (SMC) within one (1) hour of discovery/detection in the event of an information security incident.
 - c. Adopt and implement the policies, procedures, controls, and standards required by the HHS/FDA Information Security Program to ensure the confidentiality, integrity, and availability of government information and government information systems for which the Contractor is responsible under this contract or to which the Contractor may otherwise have access under this contract. Obtain the FDA Information Security Program security requirements, outlined in the FDA Information Security and Privacy Policy (IS2P), by contacting the CO/COR or emailing your ISSO.
 - d. Comply with the Privacy Act requirements and tailor FAR clauses as needed.

- 4) **Information Security Categorization.** In accordance with FIPS 199 and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-60, *Volume II: Appendices to Guide for Mapping Types of Information and Information Systems to Security Categories*, Appendix C, and based on information provided by the ISSO or other security representative, the risk level for each Security Objective and the Overall Risk Level, which is the highest watermark of the three factors (Confidentiality, Integrity, and Availability) of the information or information system are the following:

Confidentiality: ☐ Low ☒ Moderate ☐ High
Integrity: ☐ Low ☒ Moderate ☐ High
Availability: ☐ Low ☒ Moderate ☐ High
Overall Risk Level: ☐ Low ☒ Moderate ☐ High

Based on information provided by the Privacy Office, system/data owner, or other privacy representative, it has been determined that this solicitation/contract involves:

☐ No PII ☒ Yes PII

Personally Identifiable Information (PII). Per the OMB Circular A-130, “PII is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual.” Examples of PII include, but are not limited to the following: Social Security number, date and place of birth, mother's maiden name, biometric records, etc.

PII Confidentiality Impact Level has been determined to be: ☐ Low ☒ Moderate ☐ High

- 5) **Controlled Unclassified Information (CUI).** CUI is defined as “information that laws, regulations, or Government-wide policies require to have safeguarding or dissemination controls, excluding classified information.” The Contractor (and/or any subcontractor) must comply with *Executive Order 13556, Controlled Unclassified Information, (implemented at 3 CFR, part 2002)* when handling CUI. 32 C.F.R. 2002.4(aa). As implemented the term “*handling*” refers to “...any use of CUI, including but not limited to marking, safeguarding, transporting, disseminating, re- using, and disposing of the information.” 81 Fed. Reg. 63323. All sensitive information that has been identified as CUI by a regulation or statute, handled by this solicitation/contract, shall be:

- a. marked appropriately;
- b. disclosed to authorized personnel on a Need-To-Know basis;
- c. protected in accordance with NIST SP 800-53, *Security and Privacy Controls for Federal Information Systems and Organizations* applicable baseline if handled by a Contractor system operated on behalf of the agency, or NIST SP 800-171, *Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations* if handled by internal Contractor system; and
- d. returned to FDA control, destroyed when no longer needed, or held until otherwise directed

- 6) **Protection of Sensitive Information.** For security purposes, information is *or* may be sensitive because it requires security to protect its confidentiality, integrity, and/or availability. The Contractor (and/or any subcontractor) shall protect all government information that is or may be sensitive in accordance with OMB Memorandum M-06-16, *Protection of Sensitive Agency Information* by securing it with a FIPS 140-2 validated solution.

Destruction of information and/or data shall be accomplished in accordance with NIST SP 800-88, *Guidelines for Media Sanitization* and the FDA IS2P Appendix T: *Sanitization of Computer- Related Storage Media*.

Confidentiality and Nondisclosure of Information. Any information provided to the contractor (and/or any subcontractor) by FDA or collected by the contractor on behalf of FDA shall be used only for the purposes of carrying out the provisions of this contract and shall not be disclosed or made known in any manner to any persons except as may be necessary in the performance of the contract. The Contractor assumes responsibility for protection of the confidentiality of Government records and shall ensure that all work performed by its employees and subcontractors shall be under the supervision of the Contractor. Each Contractor employee or any of its subcontractors to whom any FDA records may be made available or disclosed shall be notified in writing by the Contractor that information disclosed to such employee or subcontractor can be used only for that purpose and to the extent authorized herein.

The confidentiality, integrity, and availability of such information shall be protected in accordance with HHS and *FDA* policies. Unauthorized disclosure of information will be subject to the HHS/*FDA* sanction policies and/or governed by the following laws and regulations:

- a. 18 U.S.C. 641 (Criminal Code: Public Money, Property or Records);
 - a. 18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information); and
 - b. 44 U.S.C. Chapter 35, Subchapter I (Paperwork Reduction Act). 7) **Internet Protocol Version 6 (IPv6).** All procurements using Internet Protocol shall comply with OMB Memorandum M-05-22, *Transition Planning for Internet Protocol Version 6 (IPv6)*.
- 8) **Government Websites.** All new and existing public-facing government websites must be securely configured with Hypertext Transfer Protocol Secure (HTTPS) using the most recent version of Transport Layer Security (TLS). In addition, HTTPS shall enable HTTP Strict Transport Security (HSTS) to instruct compliant browsers to assume HTTPS at all times to reduce the number of insecure redirects and protect against attacks that attempt to downgrade connections to plain HTTP. For internal-facing websites, the HTTPS is not required, but it is highly recommended.
- 9) **Contract Documentation.** The Contractor shall use FDA-provided templates, policies, forms and other agency documents to comply with contract deliverables as appropriate.
- 10) **Standard for Encryption.** The Contractor (and/or any subcontractor) shall: a. Comply with the *HHS Standard for Encryption of Computing Devices and Information* to prevent

unauthorized access to government information.

- b. Encrypt all sensitive federal data and information (i.e., PII, protected health information [PHI], proprietary information, etc.) in transit (i.e., email, network connections, etc.) and at rest (i.e., servers, storage devices, mobile devices, backup media, etc.) with FIPS 140-2 validated encryption solution.
 - c. All devices (i.e.: desktops, laptops, mobile devices, etc.) that store, transmit, or process non- public FDA information should utilize FDA-provided or FDA information security authorized devices that meet HHS and FDA-specific encryption standard requirements. Maintain a complete and current inventory of all laptop computers, desktop computers, and other mobile devices and portable media that store or process sensitive government information (including PII).
 - d. Verify that the encryption solutions in use are compliant with FIPS 140-2. The Contractor shall provide a written copy of the validation documentation to the COR.
 - e. Use the Key Management system on the HHS Personal Identification Verification (PIV) card or establish and use a key recovery mechanism to ensure the ability for authorized personnel to encrypt/decrypt information and recover encryption keys. Encryption keys (PIV card) shall be provided to the COR upon request and at the conclusion of the contract. Upon completion of contract, contractor ensures that COR is able to access and read any encrypted data.
- 11) **Contractor Non-Disclosure Agreement (NDA).** The Contractor shall have the FDA non-disclosure agreement signed by the Agency Official authorized to sign the form. Any subcontractors assigned to the contract must also sign the form. A copy of the signed and witnessed NDA form shall be submitted to the CO and COR prior to performing any work under the acquisition. (Section J – Attachment 3).
- 12) **Privacy Threshold Analysis (PTA)/Privacy Impact Assessment (PIA) –** The Contractor shall assist the procuring activity representative, program office and the FDA SOP or designee with conducting a PTA for the information system and/or information handled under this contract to determine whether or not a full PIA needs to be completed. a. If the results of the PTA show that a full PIA is needed, the Contractor shall assist procuring activity representative, program office and the FDA SOP or designee with completing a PIA for the system or information after completion of the PTA and in accordance with HHS and FDA policy and OMB M-03-22, *Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002*. The PTA/PIA must be completed and approved prior to active use and/or collection or processing of PII and is a prerequisite to agency issuance of an authorization to operate (ATO).
- b. The Contractor shall assist the procuring activity representative, program office and the FDA SOP or designee in reviewing and updating the PIA at least every *three years* throughout the Enterprise Performance Life Cycle (EPLC) /information lifecycle, or when determined by the agency that a review is required based on a major change to the system, or when new types of PII are collected that introduces new or increased privacy risks, whichever comes first.

B. Training

- 1) **Mandatory Training for All Contractor Staff.** All Contractor (and/or any subcontractor) employees assigned to work on this contract shall complete the applicable FDA Contractor Information Security Awareness, Privacy, and Records Management training (provided upon contract award) before performing any work under this contract. Thereafter, the employees shall complete FDA Information Security Awareness, Privacy, and Records Management training at least **annually**, during the life of this contract. All provided training shall be compliant with HHS and FDA training policies.
- 2) **Role-based Training.** All Contractor (and/or any subcontractor) employees with significant security responsibilities (as determined by the program manager) must complete role-based training **annually** commensurate with their role and responsibilities in accordance with HHS and FDA policy and *FDA Role-Based Training (RBT) of Personnel with Significant Security Responsibilities Standard Operating Procedures (SOP)*.
- 3) **Training Records.** The Contractor (and/or any subcontractor) shall maintain training records for all its employees working under this contract in accordance with HHS and FDA policy. A copy of the training records shall be provided to the CO and/or COR within **30 days** after contract award and **annually** thereafter or upon request.

C. Rules of Behavior

- 1) The Contractor (and/or any subcontractor) shall ensure that all employees performing on the contract comply with the *HHS Information Technology General Rules of Behavior*.
- 2) All Contractor employees performing on the contract must read and adhere to the Rules of Behavior (ROB) before accessing HHS and FDA data or other information, systems, and/or networks that store/process government information, initially at the beginning of the contract and at least **annually** thereafter, which may be done as part of annual FDA Information Security Awareness Training. If the training is provided by the contractor, the signed ROB must be provided as a separate deliverable to the CO and/or COR per defined timelines.
 - 1) Protect all sensitive information, including any PII created, stored, or transmitted in the performance of this contract to avoid a secondary sensitive information incident with FIPS 140-2 validated encryption.
 - 2) NOT notify affected individuals unless so instructed by the Contracting Officer or designated representative. If so instructed by the Contracting Officer or representative, the Contractor shall send FDA approved notifications to affected individuals as directed by FDA's SOP.
 - 3) Report all suspected and confirmed information security and privacy incidents and breaches to the FDA Systems Management Center, COR, CO, and other stakeholders, including incidents involving PII, in any medium or form, including paper, oral, or electronic, as soon as possible and without unreasonable delay, no later than **one (1) hour of discovery/detection**, and consistent with the applicable FDA and HHS policy and procedures, NIST standards and

guidelines, as well as US- CERT notification guidelines. The types of information required in an incident report must include at a minimum: company and point of contact information, contract information, impact classifications/threat vector, and the type of information compromised. In addition, the Contractor shall:

- a. cooperate and exchange any information, as determined by the Agency, necessary to effectively manage or mitigate a suspected or confirmed breach;
 - b. not include any sensitive information in the subject or body of any reporting e-mail; and
 - c. encrypt sensitive information in attachments to email, media, etc.
- 4) Comply with OMB M-17-12, *Preparing for and Responding to a Breach of Personally Identifiable Information* and HHS and FDA incident response policies when handling PII breaches.

D. Incident Response

The Contractor (and/or any subcontractor) shall respond to all alerts/Indicators of Compromise (IOCs) provided by HHS Computer Security Incident Response Center (CSIRC)/FDA SMC/Incident Response Team (IRT) teams **within 24 hours**, whether the response is positive or negative.

FISMA defines an incident as “an occurrence that (1) actually or imminently jeopardizes, without lawful authority, the integrity, confidentiality, or availability of information or an information system; or (2) constitutes a violation or imminent threat of violation of law, security policies, security procedures, or acceptable use policies.” The HHS *Policy for IT Security and Privacy Incident Reporting and Response* further defines incidents as events involving cybersecurity and privacy threats, such as viruses, malicious user activity, loss of, unauthorized disclosure or destruction of data, and so on.

A privacy breach is a type of incident and is defined by FISMA as the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where (1) a person other than an authorized user accesses or potentially accesses personally identifiable information or

- (1) an authorized user accesses or potentially accesses personally identifiable information for another than authorized purpose. The HHS *Policy for IT Security and Privacy Incident Reporting and Response* further defines a breach as “a suspected or confirmed incident involving PII.”

In the event of a suspected or confirmed incident or breach, the Contractor (and/or any subcontractor) shall:

- 5) Provide full access and cooperate on all activities as determined by the Government to ensure an effective incident response, including providing all requested images, log files, and event information to facilitate rapid resolution of sensitive information incidents. This may

involve disconnecting the system processing, storing, or transmitting the sensitive information from the Internet or other networks or applying additional security controls. This may also involve physical access to contractor facilities during a breach/incident investigation demand.

E. Position Sensitivity Designations

All Contractor (and/or any subcontractor) employees must obtain a background investigation commensurate with their position sensitivity designation that complies with Parts 1400 and 731 of Title 5, Code of Federal Regulations (CFR).

The following position sensitivity designation levels apply to this solicitation/contract: 4

F. Homeland Security Presidential Directive (HSPD)-12

The Contractor (and/or any subcontractor) and its employees shall comply with Homeland Security Presidential Directive (HSPD)-12, *Policy for a Common Identification Standard for Federal Employees and Contractors*; OMB M-05-24; FIPS 201, *Personal Identity Verification (PIV) of Federal Employees and Contractors*; HHS HSPD-12 policy; and *Executive Order 13467, Part 1 §1.2*.

Roster. The Contractor (and/or any subcontractor) shall submit a roster by name, position, e-mail address, phone number and responsibility, of all staff working under this acquisition where the Contractor will develop, have the ability to access, or host and/or maintain a government information system(s). The roster and any revisions to the roster as a result of staffing changes shall be submitted to the COR and/or CO per the COR or CO's direction. Any revisions to the roster as a result of staffing changes shall be submitted within a timeline as directed by the COR and/or CO. The COR will notify the Contractor of the appropriate level of investigation required for each staff member.

If the employee is filling a new position, the Contractor shall provide a position description and the Government will determine the appropriate suitability level.

G. Contract Initiation and Expiration

- 1) **General Security Requirements.** The Contractor (and/or any subcontractor) shall comply with information security and privacy requirements, Enterprise Performance Life Cycle (EPLC) processes, HHS Enterprise Architecture requirements to ensure information is appropriately protected from initiation to expiration of the contract. All information systems development or enhancement tasks supported by the contractor shall follow the FDA EPLC framework and methodology in accordance with the FDA EPLC Project documentation, located here:
<http://sharepoint.fda.gov/orgs/DelMgmtSupport/IntakeProc/EPLCv2/SitePages/v2/EPLCHome.asp>
- 2) **System Documentation.** Contractors (and/or any subcontractors) must follow and adhere to NIST SP 800-64, *Security Considerations in the System Development Life Cycle*, at a

minimum, for system development and provide system documentation at designated intervals (specifically, at the expiration of the contract) within the EPLC that require artifact review and approval.

- 3) **Sanitization of Government Files and Information.** As part of contract closeout and at expiration of the contract, the Contractor (and/or any subcontractor) shall provide all required documentation in accordance with FDA OAGS SMGs to the CO and/or COR to certify that, at the government's direction, all electronic and paper records are appropriately returned or disposed of and all devices and media are sanitized in accordance with NIST SP 800-88, Guidelines for Media Sanitization and FDA IS2P Appendix T: *Sanitization of Computer-Related Storage Media*.

HHS EA requirements may be located here:

<https://www.hhs.gov/about/agencies/asa/ocio/index.html>

- 4) **Notification.** The Contractor (and/or any subcontractor) shall notify the CO and/or COR as soon as it is known that an employee will stop working under this contract.
- 5) **Contractor Responsibilities Upon Physical Completion of the Contract.** The contractor (and/or any subcontractors) shall return all government information and IT resources (i.e., government information in non-government-owned systems, media, and backup systems) acquired during the term of this contract to the CO and/or COR. Additionally, the Contractor shall provide a certification that all government information has been properly sanitized and purged from Contractor-owned systems, including backup systems and media used during contract performance, in accordance with HHS and/or FDA policies.
- 6) The Contractor (and/or any subcontractor) shall coordinate with the COR via email, copying the Contract Specialist, to ensure that the appropriate person performs and documents the actions identified in the FDA eDepart system:
<http://inside.fda.gov:9003/EmployeeResources/NewEmployee/eDepartDepartureSystem/default.htm> as soon as it is known that an employee will terminate work under this contract within days of the employee's exit from the contract. All documentation shall be made available to the CO and/or COR upon request.

H. Records Management and Retention

The Contractor (and/or any subcontractor) shall maintain all information in accordance with Executive Order 13556 -- Controlled Unclassified Information, National Archives and Records Administration (NARA) records retention policies and schedules and HHS/FDA policies and shall not dispose of any records unless authorized by HHS/FDA.

In the event that a contractor (and/or any subcontractor) accidentally disposes of or destroys a record without proper authorization, it shall be documented and reported as an incident in accordance with HHS/FDA policies.

H.2 COMMISSIONING OF INSPECTORS

The Government requires that certain Contractor personnel be commissioned by the Government to enable the Contractor to conduct activities under this Contract including, but not limited to, undertaking examinations, inspections, and investigations, and related activities to protect the public health in accordance with federal law, such as the provisions of “Public Health Security and Bioterrorism Preparedness and Response Act of 2002” (Public Law 107-188).

The Government has an established procedure to commission the Contractor’s employees to perform certain functions pursuant to the FD&C Act such as conducting FDA examinations, inspections, and investigations, collecting and obtaining samples, copying and verifying records, and receiving and reviewing official FDA documents.

H.3 FEDERALLY FUNDED RESEARCH AND DEVELOPMENT CENTERS AND SUPPORT CONTRACTORS

The Government may contract with federally Funded Research and Development Centers (FFRDC) and support contractors for services to support in technical and management oversight of the Contractor’s efforts and products under this Contract. Employees of these FFRDCs and support contractors may attend meetings between the Contractor and the Government, may observe and participate with Government personnel in function and performance tests, may review all documentation and underlying data supporting work performed under this Contract, and may have access to the Contractor’s facilities as related to any effort under this Contract. No employee of an FFRDC or support contractor has the authority to issue directions to the Contractor or effect changes to the Contract.

The Contracting Officer will identify to the Contractor the FFRDCs and support contractors who will be supporting this Contract. The Contractor shall be provided the names of the FFRDC and support contractor personnel who will be covered by the appropriate non-disclosure and conflict of interest statements. The Contractor agrees to cooperate with the FFRDCs and support contractors by engaging in technical discussions with their personnel, and permitting access to information and data relating to technical, cost, and schedule matters concerning this Contract to the same degree such access is accorded to Government personnel.

H.4 CONTRACTOR PERSONNEL SECURITY CLEARANCE STANDARDS AND RESIDENT REQUIREMENTS

BACKGROUND - The Office of the Assistant Secretary for Management and Budget, Department of Health and Human Services (DHHS), requires that Contractor employees (including subcontractors) who will be working in DHHS-owned or leased space and/or who will have access to DHHS equipment, and non-public privileged, proprietary, or trade secret information, must undergo a background investigation that results in a favorable determination.

Contractor employees who will work in DHHS-owned or leased space for less than thirty (30) days are considered visitors and are exempted from background investigation requirements; and therefore, will not be issued a Personal Identity Verification (PIV) Card. These contractor

employees go through visitor screening each day and must be escorted at all time while in DHHS- owned or leased space.

GENERAL - The Contractor must submit the following items to the Contracting Officer's Representative (COR), within five (5) business days of commencement of work under this contract:

A roster of contractor employee names, identifying Key Personnel and Tier designation(s);

Confirmation all individual employee security information has been submitted properly; Contractor's Non-Disclosure Agreement has been signed the Agency head.

Pursuant to HSPD-12, the Contractor must advise its prospective employees about the security and background requirements stated herein.

For any individual who does not obtain a favorable background investigation he/she must cease work on the contract immediately.

If a Contractor employee changes job responsibilities under this contract, the Contractor must notify the COR, and the Government will make a determination whether an additional security clearance is required.

In the event, there are any proposed personnel changes in the Contractor's staffing roster previously submitted to the COR, the Contractor must submit an updated roster to the COR, along with a brief explanation for the change. In turn, the COR will initiate the procedures stated herein to ensure any new contractor employees obtain a PIV card in a timely manner – prior to that individual commencing work under the contract.

Note: If the proposed personnel change is for a position designated Key Personnel under the contract, a complete justification – along with a resume or curriculum vitae – must be submitted to the Contracting Officer and COR for review and approval. If approved, the Contracting Officer will execute a Contract Modification prior to that individual commencing work under the contract.

1. BACKGROUND INVESTIGATIONS - with exception of costs associated with fingerprinting Contractor employees outside of the FDA Personnel Security Office, the Government will conduct all required background investigations at no cost to the Contractor. The cost of fingerprinting Contractor employees at any location other than the FDA Personnel Security Office will be borne by the Contractor. Employees who hold or have previously held a Government security clearance must advise the FDA Personnel Security Staff of the details of such clearance.

Note: Background investigations will be conducted by the Office of Personnel Management (OPM) CONTRACT RISK DESIGNATION(S) - Contractor employees who will be in DHHS- owned or leased space for thirty (30) days or more must be able to obtain and shall obtain a PIV card pursuant to Homeland Security Presidential Directive-12 (HSPD-12) in order to gain access to DHHS-owned or leased property without an

escort. (See Section 6 for details on the PIV Card process) However, in the event the work must commence before a security screening can be completed, contractor employees will be considered visitors, as described above, and allowed onto DHHS-owned or leased property, but must be escorted at all times.

All Contractor employees who undergo a background investigation are required to log onto the Office of Personnel Management's (OPM's) Electronic Questionnaire for Investigation Processing system (e-Qip) system. The FDA Personnel Security Specialist will provide access to the e-Qip as well as guidance as to which forms will be required. The forms required vary with the position risk designations for the contract.

All standard forms submitted to the FDA will be forwarded to the Office of Personnel Management (OPM) to initiate background investigations. The assigned FDA Personnel Security Specialist will resolve with the contractor employee any issues arising out of inaccurate or incomplete forms.

The Risk Designation(s) for this contract is/are Tier(s): 2

There are two (2) potential position risk designations, which are:

- Non-Sensitive Low Risk (Tier 1) - Positions which involve the lowest degree of adverse impact on the efficiency of the Agency. The forms set forth by the FDA Personnel Security Specialist are required for Non-Sensitive Low Risk Positions.
- Sensitive Moderate Risk (Tier 2) or Sensitive High Risk (Tier 4) - Public Trust Positions - Positions in which the incumbent's actions or inaction could diminish public confidence in the integrity, efficiency, or effectiveness of assigned Government activities, whether or not actual damage occurs.

In order to access the e-QIP system, Contractor employees must provide the appropriate FDA Personnel Security Specialist with the following information: (a) full name; (b) position title; (c) social security number; (d) date of birth; (e) place of birth; (f) email address; and (g) phone number. This information will be provided on the e-Qip form that will be electronically sent to the employee. The FDA Personnel Security Specialist will use this information to enter each contractor employee into the e-QIP system. Once this is done, each Contractor employee will receive an email that contains a web link to access the e-QIP system, as well as instructions and additional forms needed to initiate the background investigation.

A Contractor's failure to comply with the e-QIP processing guidelines will result in that Contractor's employees being denied access to FDA property until all security processing has been completed. Furthermore, any such noncompliance may detrimentally impact Contractor performance, Contractor performance evaluations, rights and remedies available at law and equity retained by the Government.

2. PERSONAL IDENTITY VERIFICATION (PIV) CARDS - All PIV Cards (and any other type of Government-issued Access Card) shall remain the property of the Federal Government.

At any time, if a Contractor employee is terminated or otherwise ceases work under the contract, or no longer requires a PIV Card for contract performance purposes, the Contractor must collect the individual's PIV card and immediately notify FDA Personnel Security Staff in writing, with copies to the respective COR and Contracting Officer. The Contractor must immediately return the PIV Card(s) to the COR.

Because PIV Cards, like other Government-issued Access Cards are government property, Contractors and Contractor Employees are hereby placed on notice that an abuse, destruction, defacement, unauthorized transfer or withholding (e., failure to return to the Government) may be punishable to the greatest extent of the law.

Unauthorized possession of a PIV Card, or any other type of Government-issued Access Card, and/or willfully allowing any other person to have or to use your Access Card, is prohibited and can be criminally prosecuted under 18 U.S.C. §§ 499 and 70I, which prohibit photographing or otherwise reproducing or possessing HHS identification cards in an unauthorized manner, under penalty of fine, imprisonment, or both. Wrongdoers may also be held financially responsible for any/all civil and equitable remedies – to include, but not limited to, damages for any pecuniary loss suffered by the Government as a result of any of the above-listed actions or failure to act.

5. PIV CARD PROCESS - The COR will sponsor Contractor employees on the Form HHS 745 and HHS Smart Card Management System (SCMS) for the purpose of obtaining an FDA PIV Card. In order to obtain a PIV card, a Contractor employee must receive a favorable FBI fingerprint return and complete required security forms. The FDA Personnel Security Specialist will provide the Contractor employee(s) direction for scheduling fingerprinting appointments at the FDA location or other approved location.

During a fingerprint appointment, each contractor employee must present two (2) forms of identification in order to receive his or her PIV Card. One form of identification must be a government-issued photo identification document. Acceptable forms of identification are listed in Appendix A, provided below. An individual who receives an unfavorable report may appeal that finding by submitting a written request to the FDA Personnel Security Specialist.

Required background investigations may include, but are not limited to:

- Review of prior Government/military personnel records;
- Review of FBI records and fingerprint files;
- Searches of credit bureaus;
- Personal interviews; and
- Written inquiries covering the subject's background.

1. RESIDENCY REQUIREMENTS FOR FOREIGN NATIONALS - Under the requirements for Homeland Security Presidential Directive-12 (HSPD-12), OPM can complete a background investigation only for persons who have resided in the U.S. for a total of at least three (3) of the past five (5). The residency requirements apply only to foreign nationals. **If any prospective foreign national**

contractor/subcontractor employee does not meet the residency requirements, he/she cannot qualify for a PIY Card under HSPD-12.

2. **Upon a favorable fingerprint return, the Contractor will be notified to return to the Badging and Credentialing Office for their building pass.**

*Food and Drug
Administration Badging
and Credentialing Office
8:00 a.m. – 11:00 a.m. and 1:00 p.m. – 3:00 p.m.,
Eastern Time 1 0903 New Hampshire Avenue
Building 32, Room 1205
Silver Spring, MD 20993 No
appointment necessary
Telephone: (301) 796-4000

Appendix A

| LIST A Documents that Establish Both Identity and Employment Authorization | OR | LIST B Documents that Establish Identity | AND | LIST C Documents that Establish Employment Authorization |
|--|-----------|--|------------|---|
| <ol style="list-style-type: none"> 1. U.S. Passport or U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa 4. Employment Authorization Document that contains a photograph (Form I-766) 5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: <ol style="list-style-type: none"> a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: <ol style="list-style-type: none"> (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form. 6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI | | <ol style="list-style-type: none"> 1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 3. School ID card with a photograph 4. Voter's registration card 5. U.S. Military card or draft record 6. Military dependent's ID card 7. U.S. Coast Guard Merchant Mariner Card 8. Native American tribal document 9. Driver's license issued by a Canadian government authority For persons under age 18 who are unable to present a document listed above: 10. School record or report card 11. Clinic, doctor, or hospital record 12. Day-care or nursery school record | | <ol style="list-style-type: none"> 1. A Social Security Account Number card, unless the card includes one of the following restrictions: <ol style="list-style-type: none"> (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION 2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240) 3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal 4. Native American tribal document 5. U.S. Citizen ID Card (Form I-197) 6. Identification Card for Use of Resident Citizen in the United States (Form I-179) 7. Employment authorization document issued by the Department of Homeland Security |

SCHEDULE E
DATA RETENTION REQUIREMENTS

**STATE OF MICHIGAN
RECORDS RETENTION AND DISPOSAL SCHEDULE**

MDARD **Department of Agriculture and Rural Development**
FADD **Food and Dairy Division**

| Item # | Series Title | Series Description | Retention Period | Approval Date |
|------------|---------------------------------------|---|---|---------------|
| 00000 - | Introduction | <p>The Food and Dairy Division administers programs to enforce laws and regulations governing the safety and wholesomeness of food and food products; responds to food safety complaints, recalls, and food emergencies; serves as a key link in the federal-state-local food safety system; assists in the food safety education of consumers, regulators, and industry; and assures the interstate movement of milk and dairy products.</p> <p>Food Section: 36940 - 36956 Dairy Section: 36960 - 36974</p> | | |
| 21507 - | Enforcement Records (obsolete) | These records document enforcement of regulations at food establishments. They may include, but may not be limited to, reports and correspondence related to hearings, investigations, and prosecutions of food establishments. | RETAIN UNTIL: Case is closed PLUS: 5 years THEN: Destroy | 9/10/2015 |
| 36942 - | Inspection System Establishment Files | These records document and monitor the existence, activities and status of food establishments including: grocery stores, bakeries, convenience stores, food processors, food warehouses, etc. They may include, but may not be limited to, inspection reports, complaint reports, special reports that are generated during an evaluation of the facility and supplemental documentation. | RETAIN UNTIL: Date created PLUS: 6 years THEN: Destroy | 11/3/2009 |

This agency-specific schedule supplements the approved general schedules.

General schedules are available online at

<https://stateofmichigan.sharepoint.com/teams/insidemir/recordsmanagement/Pages/schedules.aspx>.

**STATE OF MICHIGAN
RECORDS RETENTION AND DISPOSAL SCHEDULE**

MDARD **Department of Agriculture and Rural Development**
FADD **Food and Dairy Division**

| Item # | Series Title | Series Description | Retention Period | Approval Date |
|------------|--|---|--|---------------|
| 36943 - | Unlicensed Food Establishment Files (supersedes item # 21907) | These records document violations of unlicensed food establishments. They may include, but may not be limited to, notices of seizure, insanitary notice, special reports, inspectors report on samples, inspectors report of prosecution, complaints, food poisoning investigation records, labeling correspondence, and beverage complaint reports. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36945 - | Administrative Hearing Files (supersedes item # 21912, 21937) | These records document the administrative hearing process of the Food and Dairy Division and enforcement actions. They may include, but may not be limited to, minutes, audio recordings of the proceedings, special reports, warning notices, photographs, and correspondence. | RETAIN UNTIL: Date created PLUS: 10 years THEN: Destroy | 11/3/2009 |
| 36946 - | County/State Fair Concession Licenses | These records document licenses issued to food establishments specifically for the purpose of sale at a county or state fair. They may include, but may not be limited to, applications and inspection records. | RETAIN UNTIL: Date created PLUS: 1 year THEN: Destroy | 11/3/2009 |
| 36947 - | Food Licensing System Data and Files Records (supersedes item # 21918) | These records document the licensing of food establishments. Data They may include, but may not be limited to, type of establishment, license number, fee receipting and validation numbers, license fee information, expiration year, name of owner(s), name of business, address of owner(s) (including city, state, zip code), address of facility (including city, state, zip code), owner birth date, corporation tax identification, telephone numbers, facsimile numbers, email addresses, region, and applications. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |

This agency-specific schedule supplements the approved general schedules.

General schedules are available online at

<https://stateofmichigan.sharepoint.com/teams/insidemir/recordsmanagement/Pages/schedules.aspx>.

**STATE OF MICHIGAN
RECORDS RETENTION AND DISPOSAL SCHEDULE**

MDARD **Department of Agriculture and Rural Development**
FADD **Food and Dairy Division**

| Item # | Series Title | Series Description | Retention Period | Approval Date |
|------------|---|---|--|---------------|
| 36948 - | Seizure Records Data and Files (supersedes item # 21921) | These records document seizures from food establishments. Data They may include, but may not be limited to, regions, inspector, establishment number, establishment name/address, seizure amount, product in dollar and weight and reports. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36949 - | Bottled Water Records Data and Files (supersedes item #21922) | These records document the registration and tracking of machines used for distribution of bottled water. They may include, but may not be limited to, ID number, county, region, city, state, sample date, validation number, and applications for registration of bottled water/dispensing machines. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36951 - | Food Service License File - Restaurants (supersedes item # 21925) | These records document the licensing of food service establishments (restaurants). They may include, but may not be limited to, license applications and supporting documentation. | RETAIN UNTIL: Expiration date PLUS: 1 years THEN: Destroy | 11/3/2009 |
| 36953 - | Food Sanitation Program Surveys (supersedes item # 21929) | These records document accreditation surveys conducted by the Food Section to determine if local programs comply with state regulations and laws. They may include, but may not be limited to, work papers, final reports, and supporting documentation. | RETAIN UNTIL: Date created PLUS: 6 years THEN: Destroy | 11/3/2009 |
| 36954 - | Foodborne Illness Outbreak Reports | These records document foodborne illness outbreaks. They may include, but may not be limited to, illness and outbreak information compiled on a daily basis by local health departments and MDARD staff, and supporting information. | RETAIN UNTIL: Date created PLUS: 10 years THEN: Destroy | 12/10/2019 |

This agency-specific schedule supplements the approved general schedules.

General schedules are available online at

<https://stateofmichigan.sharepoint.com/teams/insidemr/recordsmanagement/Pages/schedules.aspx>.

**STATE OF MICHIGAN
RECORDS RETENTION AND DISPOSAL SCHEDULE**

MDARD **Department of Agriculture and Rural Development**
FADD **Food and Dairy Division**

| Item # | Series Title | Series Description | Retention Period | Approval Date |
|------------|--|--|---|---------------|
| 36955 - | Foodborne Illness Outbreak Annual Summaries (supersedes item # 21931) | These records document the analysis of foodborne illness outbreak data collected by MDARD. | RETAIN UNTIL: Date created PLUS: 10 years THEN: Transfer to Archives of Michigan | 11/3/2009 |
| 36960 - | Unlicensed Dairy Establishment Files (Without ID) (supersedes item # 21935) | These records document and monitor the existence, activities, and status of dairy establishments including milk haulers, dairy plants, dairy farms, small frozen dessert establishments, certified samplers, etc. They may include, but may not be limited to, inspector's report of prosecution, complaint for investigation, U.S.D.A. grading certificates, laboratory reports, license applications, inspection reports, product analysis reports, correspondence, examinations, annual renewals, permits, warning of intent to suspend permit, and informal hearing records. | RETAIN UNTIL: Date created PLUS: 3 years THEN: Destroy | 11/3/2009 |

This agency-specific schedule supplements the approved general schedules.

General schedules are available online at

<https://stateofmichigan.sharepoint.com/teams/insidemi/recordsmanagement/Pages/schedules.aspx>.

**STATE OF MICHIGAN
RECORDS RETENTION AND DISPOSAL SCHEDULE**

MDARD **Department of Agriculture and Rural Development**
FADD **Food and Dairy Division**

| Item # | Series Title | Series Description | Retention Period | Approval Date |
|------------|---|--|---|---------------|
| 36961 - | Licensed Dairy Establishment Files (With ID) (supersedes item # 21936, 21938, 21947) | These records document and monitor the existence, activities, and status of dairy establishments. They may include, but may not be limited to, farm records, plant records, hauler/sampler records, milk transportation company records, bulk milk tank/can milk truck records, etc. The Farm Records will contain water samples, inspection reports, special reports, permit suspension/reinstatements, producer laboratory retest reports, order of summary warning notice letters, and notice of business discontinuances. The Plant Records will contain inspector's report of prosecution, complaint for investigation, U.S.D.A. grading certificates, laboratory reports, license applications, inspection reports, product analysis reports, correspondence, examinations, annual renewals, permits, warning of intent to suspend permit, and informal hearing records. The Hauler/Sampler, Milk Transportation Company, and Bulk Milk Tank/Can Milk Truck Records will contain inspector's report of prosecution, complaint for investigation, product analysis, exams, correspondence, permits, warning notices, informal hearings, license applications, and inspection reports. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |

This agency-specific schedule supplements the approved general schedules.

General schedules are available online at

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**STATE OF MICHIGAN
RECORDS RETENTION AND DISPOSAL SCHEDULE**

MDARD **Department of Agriculture and Rural Development**
FADD **Food and Dairy Division**

| Item # | Series Title | Series Description | Retention Period | Approval Date |
|------------|---|---|---|---------------|
| 36964 - | Milk Distributor Records (supersedes item # 21939) | These records document the licensing and inspections of establishments which primarily store grade A products. They may include, but may not be limited to, applications, copy of license issued, and supporting documentation. Distributors of non-grade A products are licensed through the Food Section. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36965 - | Grade A Certified Field person License Records (supersedes item # 21942) | These records document individuals certified to conduct dairy farm inspections. They may include, but may not be limited to, renewal applications, inspection reports, certification sheets, and correspondence. | RETAIN UNTIL: Date created PLUS: 3 years THEN: Destroy | 11/3/2009 |
| 36966 - | Positive Drug Residue Incident Records (supersedes item # 21944) | This record documents drug residues found in milk from milk producers. They may include notification letters, permit suspension/reinstatement, sample results, investigation reports, hearing documentation, etc. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36967 - | Reimbursement Records (supersedes item # 21945) | These records document the reimbursement of funds under contract with the U.S.D.A Grading Program. They may include billings for the reimbursement for services of full-time state employees in grading or sampling of dairy products. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36968 - | U.S.D.A. Dairy Plant Survey Reports (supersedes item # 21946) | These records document various aspects of a dairy plant including construction, purpose of survey, receiving facilities, quality and storage of raw product, and recommendations. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |

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MDARD **Department of Agriculture and Rural Development**
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|------------|--|---|--|---------------|
| 36969 - | Producer Security Records (supersedes item # 21948) | In accordance with P.A. 266 and P.A. 267 of 2001, as amended, these records document the licensee's ability to meet the producer security requirements of the law. They may include, but may not be limited to, applications, a copy of the license, proof of producer security, and correspondence. Note: if the producers/processors go out of business and still have outstanding debt, the record is maintained until the outstanding debt is paid in full. | RETAIN UNTIL: Producer Security is released THEN: Destroy | 9/10/2015 |
| 36970 - | Dairy Plant Licensing System Data (supersedes item #21951) | These records document contact information and producer security data on all the licensed dairy plant facilities in Michigan. This data is used in contacting licensees and processing the licenses on an annual basis. | RETAIN UNTIL: License is no longer in effect THEN: Destroy | 11/3/2009 |
| 36971 - | Appendix B Database Data | These records document inspection information and licensing information for each one of the following: hauler/samplers, milk tank trucks, can milk trucks, grade A certified field persons, milk transportation companies, and dairy plant samplers. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |

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| Item # | Series Title | Series Description | Retention Period | Approval Date |
|------------|--|---|---|---------------|
| 36972 - | Dairy Milk Quality (DMQ) System Data and Files | These records document milk quality for all of Michigan's dairy producers, both active and inactive. The system does not include inspection information. Data may include, but may not be limited to, farm contact information, ownership information, status, grade of farm and type, warning notices, exclusion information, drug residue information, counts for milk quality, somatic cell, bacteria, temperature, testing laboratory, BTU, and employee information. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36973 - | Dairy Farm Inspection System Data and Files (DFIS and iDFIS) | These records document dairy farm inspections. Data may include, but may not be limited to, DMQ ownership information, employee information, type of inspection, bovine TB information, water samples, debits marked for inspections, comments, and elapsed time for inspections. | RETAIN UNTIL: Date created PLUS: 5 years THEN: Destroy | 11/3/2009 |
| 36974 - | Farm Assumed Name and Application Records | These record document licensed farms and assumed farm names. They may include, but may not be limited to, license applications and supporting documentation. | RETAIN UNTIL: Farm is no longer in business PLUS: 1 year THEN: Destroy | 11/3/2009 |

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