

CONTRACT AMENDMENT

Amendment #1	Original Contract CLIN # 09VAA00010	
--------------	-------------------------------------	--

1) PARTIES

This Amendment to the above-referenced Original Contract (hereinafter called the Contract) is entered into by and between QUEST INFORMATION SYSTEMS, INC. (hereinafter called "Contractor"), and the STATE OF COLORADO (hereinafter called the "State") acting by and through the Department of State (hereinafter called the CDOS).

2) EFFECTIVE DATE AND ENFORCEABILITY

This Amendment shall not be effective or enforceable until it is approved and signed by the Colorado Secretary of State or designee (hereinafter called the "Effective Date"). The State shall not be liable to pay or reimburse Contractor for any performance hereunder including, but not limited to, costs or expenses incurred, or be bound by any provision hereof prior to the Effective Date.

3) FACTUAL RECITALS

The Parties entered into the Contract for the procurement and implementation of a Campaign Finance system per the requirements of RFP CDOS-CF-08-01. The original Contract anticipated the system would be utilized by both County and State personnel, beginning July 1, 2009.

State legislation enacted in 2009 centralized the campaign finance functions with the Secretary of State's Office, effective July 1, 2009, so that County personnel would not be utilizing the new system as originally planned. The CDOS then desired that implementation of the new system be delayed from July 1, 2009 to January 1, 2010, and Contractor agreed to make changes in accordance with the new implementation date.

The State requires operations support of the system and Contractor is willing and able to provide such support.

4) CONSIDERATION-COLORADO SPECIAL PROVISIONS

The Parties acknowledge that the mutual promises and covenants contained herein and other good and valuable consideration are sufficient and adequate to support this Amendment. The Parties agree to replacing the Colorado Special Provisions with the most recent version (if such have been updated since the Contract and any modification thereto were effective) as part consideration for this Amendment.

5) LIMITS OF EFFECT

This Amendment is incorporated by reference into the Contract, and the Contract and all prior amendments thereto, if any, remain in full force and effect except as specifically modified herein.

6) MODIFICATIONS.

The Amendment and all prior amendments thereto, if any, are modified as follows:

- a. All references to **Exhibit A** are hereby deleted and "**Exhibit A – Amended**" inserted in lieu thereof.
- b. All references to **Exhibit B** are hereby deleted and "**Exhibit B – Amended**" inserted in lieu thereof.
- c. All references to the implementation of the Campaign Finance System in the Counties in the State and the training of County personnel in the use of the new system, including such references in the Exhibits, are hereby deleted from the Contract.
- d. **Section 4. DEFINITIONS** is amended by adding **Exhibit F – Operations Support Agreement**, to the list of exhibits under **K. Exhibits**.

e. **Section 6. STATEMENT OF WORK (SOW)** is amended by deleting Paragraph A. **Performance** in its entirety and inserting the following in lieu thereof:

"A. Performance

"Performance of Contractor's obligations under this Contract shall begin as soon as practicable following commencement of the initial term, and shall be undertaken and performed as set forth in **Exhibits A – Amended, B – Amended, and F**. Contractor shall strictly follow the sequence and manner of performance set forth in **Exhibits A – Amended, B – Amended, and F** and shall comply with the descriptions of and representations (including performance, capabilities, accuracy, completeness, characteristics, specifications, configurations, standards, functions and requirements) set forth in **Exhibits A – Amended, B – Amended, C and F** and elsewhere in this Contract. Contractor shall perform its obligations at both the locations of Contractor and CDOS."

f. **Section 8. COMPENSATION OF AND PAYMENTS TO CONTRACTOR** is amended as follows:

Paragraph **A. Basis and Maximum Amount** is amended by deleting \$904,730 and inserting \$1,021,895 in lieu thereof.

Paragraph **Bii. Payment and Delivery Schedule** is deleted in its entirety and the following inserted in lieu thereof:

"ii. Payment and Delivery Schedule

The payment for each Deliverable shall be the amount as outlined in **Exhibit B – Amended**, which includes the retention by the State of a twenty percent (20%) holdback on payment for each Deliverable. Upon successful achievement of each Milestone #1 through #7 as listed in **Exhibit B – Amended**, fifty percent (50%) of the holdback accrued under each completed Milestone shall be released. The remaining fifty percent (50%) of holdback accrued under such Milestones shall be retained by the State until successful and timely completion of Milestone #7, UAT Acceptance, at which time the State will release the accrued holdback so long as no daily late fees have been imposed pursuant to the Daily Late Fees provision defined in §20.A. The entire 20% holdback under Milestone #8 shall be released upon completion of said Milestone, including implementation of the system, if no daily late fees have been imposed pursuant to the Daily Late Fees provision defined in §20.A."

g. **Section 15. WARRANTIES** is amended as follows:

Paragraph **iii. Notice** is amended by deleting the word "acceptant" on the last line and inserting the word "acceptance" in lieu thereof.

h. **Section 25. MISCELLANEOUS** is amended as follows:

Under **I. Order of Precedence**: **iii. Exhibit A, Statement of Work**, is changed to Exhibit A – Amended, Statement of Work; **iv. Exhibit B, Payment and Delivery Schedule**, is changed to **iv. Exhibit B – Amended, Payment and Delivery Schedule**; **viii. Exhibit F, Operations Support Agreement**, is added to the end of the sub-section.

i. **Section 26. COLORADO SPECIAL PROVISIONS** is deleted in its entirety and the attached latest version dated January 1, 2009 inserted in lieu thereof.

j. **Exhibit A, STATEMENT OF WORK** is deleted in its entirety and the attached **Exhibit A – Amended, Statement of Work**, is inserted in lieu thereof.

k. **Exhibit B, Payment and Delivery Schedule**, is deleted in its entirety and the attached **Exhibit B – Amended, Payment and Delivery Schedule**, is inserted in lieu thereof.

l. **Exhibit F, Operations Support Agreement** is added as an Exhibit to the Contract.

7) START DATE

This Amendment shall take effect on the later of its Effective Date or June 22, 2009.

8) ORDER OF PRECEDENCE

Except for the Special Provisions, in the event of any conflict, inconsistency, variance, or contradiction between the provisions of this Amendment and any of the provisions of the Contract, the provisions of this Amendment shall in all respects supersede, govern, and control. The most recent version of the Special Provisions incorporated into the Contract or any amendment shall always control other provisions in the Contract or any amendments.

9) AVAILABLE FUNDS

Financial obligations of the state payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, or otherwise made available.

THE PARTIES HERETO HAVE EXECUTED THIS AMENDMENT

* Persons signing for Contractor hereby swear and affirm that they are authorized to act on Contractor's behalf and acknowledge that the State is relying on their representations to that effect.

**CONTRACTOR;
Quest Information Systems, Inc.**

By: Steve McNear
Title: CEO/President

*Signature

Date: _____

**STATE OF COLORADO
Bill Ritter, Jr., Governor
Department of State
Bernie Buescher, Secretary of State**

By: William A. Hobbs, Deputy Secretary of State
Signatory avers that a Statutory Violation has not occurred and will not occur before the Effective Date.

Date: _____

ALL CONTRACTS REQUIRE APPROVAL BY THE STATE CONTROLLER

CRS §24-30-202 requires the State Controller to approve all State Contracts. This Contract is not valid until signed and dated below by the State Controller or delegate. Contractor is not authorized to begin performance until such time. If Contractor begins performing prior thereto, the State of Colorado is not obligated to pay Contractor for such performance or for any goods and/or services provided hereunder.

**STATE CONTROLLER
David J. McDermott, CPA**

N/A

By: _____

Date: _____

26. COLORADO SPECIAL PROVISIONS

The Special Provisions apply to all Contracts except where noted in italics.

1. **CONTROLLER'S APPROVAL. CRS §24-30-202(1).** This contract shall not be valid until it has been approved by the Colorado State Controller or designee.
2. **FUND AVAILABILITY. CRS §24-30-202(5.5).** Financial obligations of the State payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available.
3. **GOVERNMENTAL IMMUNITY.** No term or condition of this contract shall be construed or interpreted as a waiver, express or implied, of any of the immunities, rights, benefits, protections, or other provisions, of the Colorado Governmental Immunity Act, CRS §24-10-101 et seq., or the Federal Tort Claims Act, 28 U.S.C. §§1346(b) and 2671 et seq., as applicable now or hereafter amended.
4. **INDEPENDENT CONTRACTOR.** Contractor shall perform its duties hereunder as an independent contractor and not as an employee. Neither Contractor nor any agent or employee of Contractor shall be deemed to be an agent or employee of the State. Contractor and its employees and agents are not entitled to unemployment insurance or workers compensation benefits through the State and the State shall not pay for or otherwise provide such coverage for Contractor or any of its agents or employees. Unemployment insurance benefits will be available to Contractor and its employees and agents only if such coverage is made available by Contractor or a third party. Contractor shall pay when due all applicable employment taxes and income taxes and local head taxes incurred pursuant to this contract. Contractor shall not have authorization, express or implied, to bind the State to any agreement, liability or understanding, except as expressly set forth herein. Contractor shall **(a)** provide and keep in force workers' compensation and unemployment compensation insurance in the amounts required by law, **(b)** provide proof thereof when requested by the State, and **(c)** be solely responsible for its acts and those of its employees and agents.
5. **COMPLIANCE WITH LAW.** Contractor shall strictly comply with all applicable federal and State laws, rules, and regulations in effect or hereafter established, including, without limitation, laws applicable to discrimination and unfair employment practices.
6. **CHOICE OF LAW.** Colorado law, and rules and regulations issued pursuant thereto, shall be applied in the interpretation, execution, and enforcement of this contract. Any provision included or incorporated herein by reference which conflicts with said laws, rules, and regulations shall be null and void. Any provision incorporated herein by reference which purports to negate this or any other Special Provision in whole or in part shall not be valid or enforceable or available in any action at law, whether by way of complaint, defense, or otherwise. Any provision rendered null and void by the operation of this provision shall not invalidate the remainder of this contract, to the extent capable of execution.
7. **BINDING ARBITRATION PROHIBITED.** The State of Colorado does not agree to binding arbitration by any extra-judicial body or person. Any provision to the contrary in this contract or incorporated herein by reference shall be null and void.
8. **SOFTWARE PIRACY PROHIBITION. Governor's Executive Order D 002 00.** State or other public funds payable under this contract shall not be used for the acquisition, operation, or maintenance of computer software in violation of federal copyright laws or applicable licensing restrictions. Contractor hereby certifies and warrants that, during the term of this contract and any extensions, Contractor has and shall maintain in place appropriate systems and controls to prevent such improper use of public funds. If the State determines that Contractor is in violation of this provision, the State may exercise any remedy available at law or in equity or under this contract, including, without limitation, immediate termination of this contract and any remedy consistent with federal copyright laws or applicable licensing restrictions.
9. **EMPLOYEE FINANCIAL INTEREST/CONFLICT OF INTEREST. CRS §§24-18-201 and 24-50-507.** The signatories aver that to their knowledge, no employee of the State has any personal or beneficial interest whatsoever in the service or property described in this contract. Contractor has no interest and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of Contractor's services and Contractor shall not employ any person having such known interests.

10. VENDOR OFFSET. CRS §§24-30-202 (1) and 24-30-202.4. [Not Applicable to intergovernmental agreements] Subject to CRS §24-30-202.4 (3.5), the State Controller may withhold payment under the State's vendor offset intercept system for debts owed to State agencies for: **(a)** unpaid child support debts or child support arrearages; **(b)** unpaid balances of tax, accrued interest, or other charges specified in CRS §39-21-101, et seq.; **(c)** unpaid loans due to the Student Loan Division of the Department of Higher Education; **(d)** amounts required to be paid to the Unemployment Compensation Fund; and **(e)** other unpaid debts owing to the State as a result of final agency determination or judicial action.

11. PUBLIC CONTRACTS FOR SERVICES. CRS §8-17.5-101. [Not Applicable to agreements relating to the offer, issuance, or sale of securities, investment advisory services or fund management services, sponsored projects, intergovernmental agreements, or information technology services or products and services] Contractor certifies, warrants, and agrees that it does not knowingly employ or contract with an illegal alien who will perform work under this contract and will confirm the employment eligibility of all employees who are newly hired for employment in the United States to perform work under this contract, through participation in the E-Verify Program or the Department program established pursuant to CRS §8-17.5-102(5)(c), Contractor shall not knowingly employ or contract with an illegal alien to perform work under this contract or enter into a contract with a subcontractor that fails to certify to Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this contract. Contractor **(a)** shall not use E-Verify Program or Department program procedures to undertake pre-employment screening of job applicants while this contract is being performed, **(b)** shall notify the subcontractor and the contracting State agency within three days if Contractor has actual knowledge that a subcontractor is employing or contracting with an illegal alien for work under this contract, **(c)** shall terminate the subcontract if a subcontractor does not stop employing or contracting with the illegal alien within three days of receiving the notice, and **(d)** shall comply with reasonable requests made in the course of an investigation, undertaken pursuant to CRS §8-17.5-102(5), by the Colorado Department of Labor and Employment. If Contractor participates in the Department program, Contractor shall deliver to the contracting State agency, Institution of Higher Education or political subdivision a written, notarized affirmation, affirming that Contractor has examined the legal work status of such employee, and shall comply with all of the other requirements of the Department program. If Contractor fails to comply with any requirement of this provision or CRS §8-17.5-101 et seq., the contracting State agency, institution of higher education or political subdivision may terminate this contract for breach and, if so terminated, Contractor shall be liable for damages.

12. PUBLIC CONTRACTS WITH NATURAL PERSONS. CRS §24-76.5-101. Contractor, if a natural person eighteen (18) years of age or older, hereby swears and affirms under penalty of perjury that he or she **(a)** is a citizen or otherwise lawfully present in the United States pursuant to federal law, **(b)** shall comply with the provisions of CRS §24-76.5-101 et seq., and **(c)** has produced one form of identification required by CRS §24-76.5-103 prior to the effective date of this contract.

Revised 1-1-09

State of Colorado

Department of State



Campaign Finance Contract # 09VAA00010
Exhibit A - Amended
Statement of Work

Colorado Campaign Finance System

Table of Contents

Purpose.....	4
Scope.....	4
Project Schedule and Location.....	5
Deliverable: Deliverable Expectation Document (DED)	5
Track 1: Project Management.....	7
Deliverable: Project Plan	7
a. Project Schedule.....	7
b. Project Measurement Plan	7
c. Change Control Plan	8
d. Configuration Management Plan.....	9
e. Risk Management Plan.....	10
f. Issue Management Plan.....	11
g. Quality Management Plan	11
h. Staffing Plan	12
Deliverable: Status Reports.....	12
Deliverable: Project Website	13
Deliverable: Test Strategy Plan	14
Deliverable: System Test Plan.....	15
Deliverable: User Acceptance Test Plan.....	15
Deliverable: Organizational Change Management Plan.....	16
Deliverable: Training Plan.....	16
Deliverable: System Acceptance Criteria	17
Deliverable: Security Plan	18
Track 2: Software Customization	20
Deliverable: COTS Campaign Finance Application Software	20
Deliverable: Application Requirements.....	20
Deliverable: Detail Design for Colorado Customizations	21
Deliverable: Configured Software	22
Deliverable: System Test Results	22
Deliverable: Training Materials.....	23
Deliverable: Regression and System Test / Production Build.....	23
Deliverable: Documentation	23
Track 3: Data Migration.....	25
Deliverable: Data Migration Plan	25
Deliverable: Data Migration Detail Design	26
Deliverable: Data Migration for System Test Results	27
Deliverable: Data Migration for User Acceptance Test Results.....	27
Deliverable: Data Migration to Production Environment.....	28
Track 4: Data Centers	29
Deliverable: Data Centers GAP Analysis	29
Deliverable: Technical Architecture Design.....	29
Deliverable: Hardware Installation	30
Deliverable: Performance & Security Test Results	30
Deliverable: Disaster Recovery / Business Continuity Plan.....	31

Deliverable: Disaster Recovery / Business Continuity Test Results	31
Deliverable: Installation and Configuration Guide	32
Track 5: Implementation.....	33
Deliverable: Implementation Plan	33
Deliverable: Train User Acceptance Test Participants	33
Deliverable: User Acceptance Test Readiness Report.....	34
Deliverable: User Acceptance Test Results	34
Deliverable: Help Desk Plan.....	35
Deliverable: Train Users	36
Deliverable: System Implementation Rollout Readiness Report.....	36
Deliverable: Implementation Rollout	37
Track 6: Post-Implementation Support.....	38
Deliverable: Support Plan and Service Level Agreements.....	38
Deliverable: Transition Plan	38
Deliverable: Warranty Period Support.....	39
Deliverable: Operations Support.....	40
Deliverable: Application Maintenance and Support.....	41
Deliverable: Application Development Support.....	42

Purpose

- A. This Campaign Finance Statement of Work (“SOW”) shall set forth the duties of the Contractor and the State. Duties that are the responsibility of the State will be clearly delineated; otherwise the duties are the responsibility of the Contractor. For the purposes of this SOW, the term State may refer to the Colorado Department of State (CDOS), other Colorado entities that utilize the Campaign Finance system, or any vendor utilized by CDOS other than the Contractor.
- B. This SOW defines the scope of work to be completed in successfully delivering a new Campaign Finance system to the State.
- C. This SOW defines each project deliverable, including the purpose of the deliverable, whether or not it can be updated after delivery, and deliverable content specifications.
- D. This SOW defines a process whereby the Contractor and State can re-confirm deliverable expectations prior to the deliverable being presented to the State. This process is facilitated through a Deliverable Expectation Document (DED), described later in this SOW.

Scope

- A. The scope of this project is to implement a web-based Campaign Finance system that fully complies with all applicable State laws, CDOS rules, and the technical and business requirements of the State.
- B. In general, the system will:
 - 1. Comply with all State campaign finance laws (Colorado Constitution Article XXVIII and Colorado Revised Statutes Title 1, Article 45);
 - 2. Comply with CDOS campaign finance rules (8 CCR 1505-6);
 - 3. Protect campaign finance data from unauthorized access or manipulation;
 - 4. Enable State election officials to administer efficient and accurate collection and reporting of campaign finance data (e.g., registration data, contributions, expenditures/spending, loans, candidate financial disclosures);
 - 5. Provide an efficient and accurate mechanism for entry of campaign finance data by State and Committee personnel/vendors;
 - 6. Provide an audit capability to detect campaign finance violations and administer a fair and accurate penalty notification, assessment and tracking process; and
 - 7. Provide an efficient, robust and versatile query feature for State, County, Candidate, Committee and Public access for viewing and analyzing campaign finance data.

- C. The Contractor is to configure, customize, test, implement and support a campaign finance software system that fully complies with State requirements.

Project Schedule and Location

The Contractor shall complete Deliverables and Milestones according to a State and Contractor agreed upon price and schedule that will be documented in Exhibit B – Amended Payment and Delivery Schedule of the campaign finance contract. The Campaign Finance Contractor staff will be provided with CDOS conference rooms as needed and two temporary cubicles, with Internet capability. Campaign Finance software customization efforts will be conducted by the Contractor at its site at 5975 Castle Creek Parkway N Drive, Suite 200, Indianapolis, Indiana 46250.

Deliverable: Deliverable Expectation Document (DED)

Purpose: For all deliverables to be provided to the State under the Contract, the Contractor shall provide a Deliverable Expectation Document (DED) in advance. In conjunction, the Contractor and State will meet to discuss the DED. The State and the Contractor will have 5 working days to finalize each DED. Once a DED is reviewed and State approved, the Contractor shall then prepare and submit a draft deliverable document for State review and approval. With State approval, the Contractor will prepare the final document, which must include one (1) original and one (1) softcopy file. State shall have five (5) working days, unless otherwise agreed upon, to review and approve each draft and final document or, if not approved, to provide a report documenting why the deliverable is not acceptable.

The Vendor shall provide its own computer hardware and software for communications and deliverable preparation during the project engagement. Microsoft Office and Microsoft Project shall be used to generate deliverables, unless otherwise agreed to by the CDOS.

Updated: Conditional. A deliverable DED will be updated by the Contractor if the State, following review, requires changes.

Specification: This deliverable will consist of but is not limited to:

- a. Deliverable title
- b. Deliverable due date
- c. Deliverable purpose
- d. Deliverable successor and predecessor deliverables
- e. DED review meeting date
- f. DED review meeting attendees
- g. State resources required for State approval

- h. Estimated deliverable completion date
- i. Matrix of specific deliverable content
 - i. Deliverable section number
 - ii. Deliverable section description
 - iii. Deliverable section description update
 - iv. Deliverable section status comments

Track 1: Project Management

Deliverable: Project Plan

Purpose: The Project Plan is the plan created within the first 30 days of the project and is the overall guiding document for the project. It outlines the project's objectives, parties involved in project planning and execution, the overall timeframe for the project, and the delivery strategy for the project. The Project Plan contains individual sub-plans that address key aspects of the project, as outlined below.

Updated: Yes. The Project Schedule deliverable will be updated at a minimum of monthly or more frequently if appropriate to address changes to the project. Issue and Risk Tracking matrices will be updated as modifications and additions occur.

Specification: This deliverable will consist of but is not limited to:

- a. **Project Schedule** - The Project Schedule must be maintained in a version of Microsoft Project (as coordinated with the State). The Project Schedule must include separate tasks for each activity and milestone; logical sequence and interdependencies, including those with State and Contractor tasks; resource requirements and assignments; target completion dates for each task and deliverable; and identification of and compliance with deadlines and milestones.

It must contain the following columns at a minimum:

- i. Task ID
 - ii. Task Name
 - iii. Duration/Work Effort
 - iv. Assigned Contractor and State resources
 - v. Estimate to Complete Percent
 - vi. Planned and Actual Start Date
 - vii. Planned and Actual End Date
- b. **Project Measurement Plan** - The Project Measurement Plan outlines the project metrics the Contractor will use in reporting and making informed decisions to promote quality, productivity, and process improvement. The Contractor will provide the project metrics and tools to the project team in documentation or presentation format. The Measurement Plan helps ensure the defined project metrics are aligned to business and program objectives and the project metrics are implemented in an organized and planned approach.

Elements include:

- i. The roles and responsibilities of the Contractor and State team members

- ii. Plan and process dependencies
 - iii. Project quality and process performance objectives
 - iv. A description of the project metrics selection
 - v. A detailed description of the metrics to be collected and the process that will be used to collect project and performance metrics. Metrics shall include project progress relative to budget/time/resources expended/projected.
 - vi. A description of any training required to implement the metrics
 - vii. Project status PowerPoint presentation by tracks
- c. **Change Control Plan** - The Change Control Plan addresses the Change Request (CR) Management Process. An example of a CR is a defect that is recorded as a discrepancy found between actual and expected test results. A CR can also be a request for changes to the existing baseline of the system. A CR needs to be authorized since it may involve baseline changes to scope, cost, schedule, resources, acceptance criteria, method of delivery, documentation, or quality.

Any major changes or any additions/deletions to the RFP requirements that surface in the requirements clarification and verification sessions (a.k.a. Joint Application Design or JAD sessions) for gap analysis (determining the difference between CDOS requirements and the Vendor application capabilities) will be handled through the change control process and tracked using an industry standard tool that is accessible by both the State and Contractor. Clarifications to the requirements identified in the RFP are not considered major and are not subject to a change request.

Once the baseline requirements are established from the GAP Analysis process, any further changes to the requirements or scope will be considered a Change and worked through Change Requests. All Change Requests shall be documented regardless of whether they are initiated by the Contractor or by the State. A graded approach decision process for handling a CR will be established. All changes to the system must be reflected in the documentation. All change tracking documents shall be retained, including those that the State does not approve. The change shall be initiated by a request that provides details of the change. The change request shall include time and dollar estimates prepared by the Contractor. A Campaign Finance Change Control Board comprised of State stakeholders must evaluate all change requests for approval or disapproval. The Change Control Board will set the priority of the CR. If the Change Control Board cannot reach consensus, the Campaign Finance Steering Committee has final authority.

Elements include:

- i. A description of the change control process and its purpose
- ii. The creation of a “graded approach” system for ranking/prioritizing changes

- iii. The roles and responsibilities of the Contractor and State team members affected by the Change Control Plan
- iv. A description of the processes and tasks required for the Change Control process including a process flow chart and corresponding text (purpose, description, input, outputs and agents)
- v. A description of the criteria to be met for resolution or closure of a defect / bug or CR

The Contractor must design a change request form that includes:

- i. A description of the change
- ii. Control Numbering
- iii. Priority
- iv. Date Submitted
- v. Date Completed
- vi. Proposed cost of the change (positive or negative amount)
- vii. Estimated impact on the project schedule
- viii. Impact on application if change is made
- ix. Impact on application if change is not made
- x. Approval line for Contractor Project Manager
- xi. Approval line for CDOS Project Manager
- xii. Approval line for CDOS Special Projects Coordinator
- xiii. Approval line for CDOS CIO

- d. **Configuration Management Plan** - The Configuration Management Plan establishes a sound configuration management approach that maintains the integrity of the Campaign Finance project's hardware, software, requirements and documentation. It provides traceability for changes incorporated.

Elements include:

- i. A description of the purpose and objectives of the Configuration Management Plan
- ii. The roles and responsibilities of the Contractor and State team members affected by the Configuration Management Plan
- iii. A detailed definition of Configuration Items (CI) and the processes used for varying types of CIs
- iv. Baseline and library management of CIs
- v. A description of requirements will be tied to CIs and managed throughout the project
- vi. A description of the configuration audit process
- vii. A description of the Configuration Management Reporting process and requirements
- viii. A description of the migration process of CIs from environments
- ix. A list of the milestones used to gauge progress of the configuration effort
- x. A list of any tools used to manage CIs and requirements
- xi. A description of any metrics used to monitor the progress of configuration management

- xii. A description of the recovery and backup procedures surrounding the CIs
- e. **Risk Management Plan** - The Risk Management Plan describes the process of recording, tracking, and mitigating risks that may result in issues that affect the Campaign Finance project. Risks are situations that could occur and, if they do, would have an impact on the project.

The Contractor shall parallel its Risk Management Plan after the State Campaign Finance project manager's plan which is based on the PMI (PMBOK) industry standard. This is necessary to allow comparison of risks across each of the project oversight areas. The Probability and Impact levels shall match the Campaign Finance PM scales.

The Contractor shall proactively identify risks to the project, make recommendations to prevent and/or reduce risks, identify causes of any missed deadlines, and monitor status of corrective actions / risk intervention strategies.

The Contractor will work with the State to perform quarterly external environmental scans to determine how changes in the external environment may impact the project. These changes may include, but are not limited to, changes in regulations, laws, and budgets. The Contractor may also bring additional information as gathered from other projects/states to the attention of the State and provide support to implement any project changes if needed as a result of such information.

Elements include:

- i. A description of the objectives of the Risk Management Plan
- ii. A list of the roles and responsibilities associated with implementing the Risk Management Plan
- iii. A list of the project stakeholders
- iv. A list of the plan and / or process dependencies
- v. A detailed description of the Risk Management process including identifying, tracking and mitigating risks
- vi. A description of the project metrics applied to Risk Management
- vii. A risk tracking matrix in Microsoft Excel containing:
 - 1. Risk Area
 - 2. Risk Impact (high, medium, low)
 - 3. Risk Probability (high, medium, low)
 - 4. Risk Realized (yes, no)
 - 5. Mitigation Strategy
 - 6. Actions Taken
 - 7. Mitigation Status (on schedule, behind schedule, complete)
 - 8. Risk Owner

- f. **Issue Management Plan** - The Issue Management Plan describes the process of recording, tracking and resolving issues that are impacting the project. Issues are problems that involve a choice between two or more alternatives for a decision critical to meeting the project schedule.

The Contractor shall be responsible for early identification, tracking, managing and communication of problems and issues associated with execution of the project. The primary areas of ongoing focus shall include, but not be limited to: adherence to schedule (time) and reasonableness of staffing assumptions (people).

Elements include:

- i. A description of the objectives of the Issue Management Plan
 - ii. A list of the roles and responsibilities associated with implementing the Issue Management Plan
 - iii. A description of the criteria needed to identify an Issue
 - iv. A description of the process for identifying, tracking and communicating status on Issues
 - v. A description of the criteria needed to resolve an Issue
 - vi. An Issue tracking matrix in Microsoft Excel or Word containing:
 1. Issue Area
 2. Issue Impact
 3. Resolution
 4. Deliverable(s) Affected
 5. Actions Taken
 6. Status (on schedule, behind schedule, complete)
 7. Date of Issue
 8. Target Date for Resolution
 9. Date of Resolution
 10. Issue Owner
 11. Individual(s) responsible for resolution
- g. **Quality Management Plan** - The Quality Management Plan explains the activities the Campaign Finance project team will perform to help ensure that quality is built into project tasks.

Elements include:

- i. A description of the purpose of the Quality Plan
- ii. A description of roles and responsibilities of the team members implementing the Quality Management Plan
- iii. A list of the plan stakeholders
- iv. A list of plan and / or process dependencies
- v. A description of the verification process, including monitoring, control and communication of status and issues
- vi. A description of the process for validating quality efforts and the acceptance criteria. State and Contractor will mutually agree early in the project to the criteria for setting defect levels.

- vii. A detailed description of the quality review process
 - viii. A description of the process of performing quality reviews and gauging project team members satisfaction and performance
 - ix. A description of the milestones to be reached during implementation of the Quality Management Plan. This will be related back to the Statement of Work, Contract and Payment Schedule.
 - x. A description of quality metrics used to monitor the Quality Management Plan and assess State satisfaction
 - xi. A reference to, or the inclusion of, Contractor's COTS Software Quality Assurance Plan (SQAP)
- h. **Staffing Plan** - The Staffing Plan describes the roles and responsibilities of each Contractor and State team position in the Campaign Finance Project Organization chart as well as the planned hours per month for each Contractor team resource.

The plan must state that the Vendor's Project Manager shall be available by telephone during Mountain Time business hours and respond to a CDOS inquiry within one business day.

Elements include:

- i. A list of Contractor team members and their titles
- ii. A list of State team members and their titles
- iii. A description of the Contractor team member's role and responsibilities on the Campaign Finance project
- iv. A description of the State team member's role and responsibilities on the Campaign Finance project.
- v. A table in Microsoft Excel with expected hours per month per Contractor resource for project duration. The table should also identify start and end dates for each Contractor resource

The success of the Project Plan creation effort is a key indicator of overall project success. The State, per contract Section 24 and in its sole discretion, reserves the right to terminate the contract if an approved Project Plan is not created in a timely manner.

Deliverable: Status Reports

Purpose: The Contractor shall prepare project status reports that summarize key information related to the status and health of the project. Status reports will be tactical in nature. Status reporting meetings will be held weekly unless otherwise changed by the State Campaign Finance PM.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. Executive summary on technical, business, and schedule aspects
- b. Progress (actual vs. planned)
- c. Accomplishments
- d. Schedules
- e. Risks
- f. Issues and concerns
- g. Staffing
- h. Outside influences
- i. Snapshot of the established project metrics
- j. Change Requests
- k. Defects / Bugs
- l. Current release and planned release schedule.
- m. Weekly Meetings – The Contractor shall review project milestones and deliverables with State project manager and other interested State persons and report both positive features of the work completed as well as areas of technical or business risk
- n. Monthly Meetings – The Contractor project management team will meet monthly with the State team to review progress and discuss the next reporting period’s strategy
- o. Quarterly Meetings – The Contractor project management and leadership team will meet quarterly with the State team to review progress

Deliverable: Project Website

Purpose: The Contractor shall provide and maintain a project website for internal and external stakeholders.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: The website must have individual logins for each stakeholder. The information visible to each user must be definable by the site administrator. Roles and access levels will be assigned by the State.

This web site will consist of but is not limited to:

- a. Up-to-date project information and status
- b. Contact List
- c. Calendar (Internal / External)
- d. Project Metrics
- e. Issues
- f. Risks
- g. Project Documents (Plans, Schedules)
- h. Links to other pertinent site(s)

- i. Frequently Asked Questions and Answers
- j. PM Status Reports
- k. Quality Assurance and Testing artifacts
- l. File repository
- m. Reports
- n. Conversion information

Deliverable: Test Strategy Plan

Purpose: This deliverable includes an overview of the objectives of each testing phase (e.g., unit/module, network/communication, performance, load, full integration, user acceptance, system and security), the processes employed to control the test effort, test scenarios, scripts, conditions as well as resources, schedule, tools, and environments.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. An overview of the objectives of each test phase
- b. Verification and validation techniques
- c. A description of the processes employed to control the test effort
- d. A list of roles and responsibilities for Campaign Finance team members
- e. A high level test schedule
- f. A list of the testing tools employed
- g. A description of the testing environments
- h. Installation and performance test plans that include:
 - i. Load and stress testing of the production hardware
 - ii. Testing of the network linking all system components
 - iii. Testing of the security established for the system
 - iv. Testing of the recovery procedures established for the system
 - v. Testing of the system response time for various common user activities
- i. A user verification testing plan that includes:
 - i. An outline of the State's UAT plan
 - ii. Description of Contractor's quality assurance, configuration management and version control
 - iii. Functions developed to validate data conversion with evidence of approval from State
 - iv. Proposed system test plans including test cases and business scenarios developed with input from State

Deliverable: System Test Plan

Purpose: To document the processes and tasks necessary to complete System and performance/security testing. The Contractor shall provide a framework for performing repeatable verification testing.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. The most recent version of the System Test Plan, updated with any changes to the approach identified after execution of the previous version, if necessary
- b. System test scripts, script inventory, schedule and expected results
- c. Performance and security test scripts, script inventory, schedule and expected results
- d. The application requirements deliverable to include mapping of requirements to System Test Scripts
- e. Regression Test plan for impacted functionality

Deliverable: User Acceptance Test Plan

Purpose: To document the processes and tasks necessary to complete the User Acceptance Test (UAT) Process.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. A description of Contractor's involvement as required by the State
- b. Contractor's Help Desk personnel support process
- c. Contractor's programming staff support process to ensure quick turnaround on issues
- d. Contractor's data load and re-load support process
- e. Contractor's server and peripheral support process
- f. A description of State's involvement in UAT
- g. UAT test scenarios and scripts created by State with support from Contractor

Deliverable: Organizational Change Management Plan

Purpose: The Organizational Change Management Plan defines changes in job functions, employee workloads and business processes. The Campaign Finance project does not require change across the entire organization; however, changes impacting campaign finance stakeholders shall be managed and efficiently implemented by following this plan.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. List and description of stakeholders
- b. Corresponding communication strategies for each stakeholder group
- c. The key messages each stakeholder group should receive
- d. The communication development, review, and delivery process
- e. The targets, timelines and methods for delivering the messages
- f. A reference to training activities necessary to facilitate change
- g. Modified job descriptions to address process changes
- h. Primary roles and responsibilities of Contractor and State Campaign Finance team members having Change Management responsibilities. Primary work activities will be completed by State Campaign Finance team members with support by Contractor staff. Contractor will incorporate aspects of this plan in the training content.

Deliverable: Training Plan

Purpose: The Training Plan deliverable includes the approach, preliminary schedule, and training design for training State, County, Candidate and Committee users and providing onsite support during the testing phases and the Implementation Rollout.

The Contractor will provide training to CDOS technical personnel for application software and database structure knowledge to facilitate CDOS creation of ad-hoc queries.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. A description of the training approach and the responsibilities of Campaign Finance project team members. This section details the Contractor's training approach and provides a bulleted summary of both Contractor and State staff responsibilities
- b. A preliminary listing and description of delivered training topics and modules with an indicator showing the training modules to be updated for Colorado by type of application functionality
- c. For the modules to be customized from the base application, a preliminary list outlining the changes to be made to the training curriculum by type of application functionality
- d. A definition of the training scope, audience, objectives, approach, and development timelines, which maps Campaign Finance functions to business processes. The training audience is broken into three areas: State, County and Candidates/Committees
- e. A preliminary training and onsite support schedule for target audiences based on the logical sequence of how the content should be delivered, availability of the participants and deployment timing, and training locations
- f. Training Materials will be specific to Colorado
- g. Training will be provided in four (4) regions of the State

Deliverable: System Acceptance Criteria

Purpose: The System Acceptance Criteria deliverable will document the specific and measurable criteria to be evaluated for system acceptance purposes, after the Campaign Finance implementation. State will use this deliverable after the Campaign Finance Implementation Rollout as a checklist to determine if the system shall be accepted.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. Description of the process that will be performed once the system has been implemented to determine acceptance, including dates and names of Contractor and State staff who will participate in the process
- b. A list of the specific criteria needed to be met by the Campaign Finance project after implementation for State to accept the system including:
 - i. System Quality Level (defects / bugs)
 - ii. Training
 - iii. Help Desk
 - iv. Documentation
 - v. Security Testing
 - vi. Disaster recovery test

- vii. Submission of a project report for acceptance

Deliverable: Security Plan

Purpose: The Security Plan provides guidance to the project team to make sure application security will be addressed throughout the project's entire lifecycle, including a complete description of how Colorado data will be protected while in the hands of the Contractor.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. Threat security model
- b. Token administration and implementation
- c. A high-level description of six (6) main layers of security, including:
 - i. Physical Security
 - ii. Network Security
 - iii. Application Security
 - iv. Data Security
 - v. Perimeter Security
 - vi. Host Security

Note: The focus shall be on the intended purposes of each layer and will describe the components to be deployed and documented in the Campaign Finance Installation and Configuration guide.

- d. A description of security risks, concerns and mitigation strategies. This section will be a "point in time" list or table of security risks
- e. Roles and responsibilities for Contractor and State staff throughout the project life cycle related to security. This section will be a table listing the security roles and responsibilities to support security as described in this deliverable throughout the project life cycle. The columns included in the table will be roles (e.g., Database Administrator, System Administrator) and corresponding responsibilities
- f. A list of tools used to apply and maintain the security architecture. This section will be a table listing security tools or services used in the Campaign Finance solution. The table will list the name of the tool, a description of the tool and a description of how it is used in Campaign Finance
- g. A list of Campaign Finance User Profiles required during population of Campaign Finance application security profiles. This section will be a table listing the user roles and the relevant security attributes required for each role
- h. A description of the security measures that will be used when the Colorado legacy data is being used. This should include the security on the servers used for development and quality assurance that may be housed in the Contractor's company location

- i. A description of how the Contractor will guarantee the independence of the State operations from other customers within the development servers
- j. The plan should address the following items at a high-level
 - i. Encrypted communication
 - ii. User authentication
 - iii. Transaction logging
 - iv. Secure clients
 - v. Server firewalls
 - vi. Intrusion detection and reporting
 - vii. Intrusion isolation, detection and recovery
 - viii. Password management and automatic expiration
 - ix. Documented policies
 - x. Network and security diagram
 - xi. Physical security
 - xii. Role-based security at all levels
 - xiii. Any additional security measures needed

Track 2: Software Customization

Deliverable: COTS Campaign Finance Application Software

Purpose: The core software is required early in the project to facilitate JAD sessions, testing script development and end user training.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. The Contractor shall install the executable code for the core COTS application software prior to Colorado specific modifications. The COTS code and all other software necessary for execution will be installed on the Colorado Campaign Finance Test server (provided by Quest in Quest's data center)
- b. The Contractor will provide a CD containing the compiled and source Campaign Finance software
- c. Once the CDOS hosting center is built, the Contractor will load the most current version of the executable code and source code onto the CDOS hosting center hardware.

Deliverable: Application Requirements

Purpose: This document captures the Campaign Finance requirements and is created in table form in Microsoft Excel or Word. Once State approved, this deliverable drives the design, testing, and implementation of the customized State campaign finance system. The initial version of the Campaign Finance application requirements will be the Technical and Business Requirements Matrices provided in RFP # CDOS-CF-08-01 with any modifications made as a result of Contractor's proposal and contract negotiations between the State and Contractor.

Updated: Yes. This deliverable will be updated with State approval when changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. Technical and Business Requirements Matrices that contain the following information:
 - i. Requirement Number
 - ii. Requirement Description
 - iii. Requirement Clarification
 - iv. Priority (Low, Medium, High)
 - v. Type (Mandatory, Optional)

- vi. Status (Deleted, Pending, Approved)
- vii. Status Date
- viii. Status Comments
- ix. Source
 - x. Application Reference
 - xi. Test Script Reference
- b. A listing of additional requirements identified during JAD sessions or analysis and review, with a corresponding description of how new requirements will/will not be addressed
- c. All Colorado requirements documented in a mutually agreed upon software tool

Deliverable: Detail Design for Colorado Customizations

Purpose: The Detail Design deliverable contains design details needed by the development team for custom developed processes, screens and reports unique to Colorado. The configuration settings for the Campaign Finance application to support Colorado requirements shall also be included with the designs. The Contractor will conduct Joint Application Development (JAD) sessions with State selected campaign finance stakeholders.

Updated: Yes. This deliverable will be updated with State approval when changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. An inventory of the designs to be included in this deliverable
- b. Application process Detail Designs
- c. Screen Detail Designs (Colorado specific)
 - i. Name and description of the screen
 - ii. Interface layout, including field format, field length, field description, and validation logic
 - iii. Logic description
 - iv. Issues and assumptions
 - v. Business Test conditions
- d. Report Detail Designs (Colorado specific)
 - i. Name and description of the report
 - ii. Report layout, including field format, field length, and field description
 - iii. Logic description
 - iv. Issues and Assumptions
 - v. Business Test conditions
- e. Campaign Finance Configuration items (e.g. code tables, security setup, etc.)
- f. Application Requirements deliverable to include mapping of custom developed report and screen requirements to designs included with this deliverable

Deliverable: Configured Software

Purpose: The configured customized Campaign Finance software and custom developed screens and reports are unit and integration tested. This deliverable signifies the completion of unit and integration testing activities. The Contractor will demonstrate that requirements gathered during JAD sessions are integrated into the software design. This deliverable will occur with each of the three software builds as part of the iterative approach defined in the project plan.

Updated: Conditional. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. The Contractor shall configure and provide the software customized to meet the requirements identified, as approved by State
- b. The Contractor shall install the configured software on the Test server
- c. The Contractor will provide a CD with the source code and compiled Campaign Finance software
- d. An inventory of the custom developed screens and reports
- e. Documentation that the configured Campaign Finance software and custom developed screens and reports were successfully unit and integration tested

Deliverable: System Test Results

Purpose: The System Test deliverable documents the results of the Campaign Finance system test.

Updated: No. However, the System Test may need to be repeated multiple times depending on the volume and severity of discrepancies, as defined in the System Test Plan.

Specification: This deliverable will consist of but is not limited to:

- a. A listing of the system test cycles executed and current status including:
 - i. A description of testing environment
 - ii. Test case and scope description
 - iii. Expected results
 - iv. Actual results
 - v. Identified testers
 - vi. Conclusions as to modifications needed
 - vii. Completed modifications with evidence the necessary test scripts were retested with expected results

- b. A listing of the defect or bugs generated during system test, the resolution date, and resolution description
- c. Outstanding issues and a resolution plan

Deliverable: Training Materials

Purpose: The Training Materials deliverable consists of application training curriculum and materials to support user training on all aspects of the configured campaign finance system.

Updated: Yes. This deliverable will be updated with State approval when changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. An inventory of training curriculum and materials
- b. Campaign Finance training materials
- c. Identification of Contractor's training instructors

Deliverable: Regression and System Test / Production Build

Purpose: The Regression and System Test deliverable documents the results of the Campaign Finance testing for new functionality and is used to deliver the production build.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. A listing of the regression tests executed and current status
- b. A listing of the system test cycles executed and current status
- c. A listing of the defects / bugs generated during system test, the resolution date, and resolution description
- d. Outstanding issues and a resolution plan

Deliverable: Documentation

Purpose: The Contractor shall submit detailed design documents inclusive of all modifications and the Contractor shall create and submit user documents.

The Contractor is responsible for timely (ten (10) business days following State review and approval) upgrades of the existing documentation, so that documentation reflects all approved changes. As modifications are made

that affect the original documentation (e.g., requirements, process decomposition, business rules, data flow, manuals), that documentation shall be upgraded to reflect what has actually been delivered.

Documentation must be provided for the users that will explain how the application works. This documentation must be written in layman terms and clearly explain how to use all Campaign Finance application functionality. The documentation must explain those variables that can be updated by the users.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. Detailed Design Documents
 - i. A data model consistent with latest changes including all data elements, logical relationship and a data model diagram.
 - ii. A definition of system modules including a diagram showing the design of the system and all interfaces
 - iii. A description of the application development environment to include the procedures used to build the executable application from source code
- b. User Documents
 - i. User Guides
 - ii. Quick Reference Guides
 - iii. Training Guides
 - iv. Trouble-shooting Documentation
 - v. On-line help
 - vi. Data Mapping and Translation
 - vii. Lessons Learned
 - viii. Other documentation as required

Track 3: Data Migration

The Contractor has primary responsibility for all aspects of the legacy data conversion and migration. State personnel are available to provide assistance in data interpretation, data verification, access to extract data and participate in testing and evaluation of the results. The Contractor will provide all reports, documentation, and information needed for verification and will migrate the converted data to the new Campaign Finance application for verification. State personnel will provide an extract of all legacy data for conversion in aan industry-standard format.

The legacy Campaign Finance data is stored at the CDOS in two systems. Data other than document images are stored in a campaign finance Informix database (refer to Section 3 – Current Environment of the RFP). Document images are stored in a separate application called DocTrack, also in Informix database tables. The Contractor should assume that multiple images exist for each candidate and committee.

The Contractor is responsible for identifying data anomalies that require “data cleansing” activities, both automated and manual. The Contractor will assist users with the needed manual “data cleansing” activities. These “cleansing” activities will ensure that all data is ready for conversion and processing.

The State will be the sole owner of the data that resides in the Campaign Finance application system. No technical characteristic of the system supplied by the Contractor shall prohibit or unreasonably inhibit access to all data in all tables and files in the system provided to the State pursuant to this Statement of Work. It is the intent of the State to be able to query the Campaign Finance database to create one-time or ongoing reports that may be desired subsequent to system implementation.

Deliverable: Data Migration Plan

Purpose: The Data Migration Plan outlines the approach and preliminary schedule for converting data from the State’s legacy Campaign Finance system to the Contractor’s Campaign Finance system.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. A description of the conversion approach and the responsibilities of Contractor and State team members
- b. A description of the conversion schedule, including the timeline for test conversions
- c. A description of the pre-conversion tasks

- d. A description of the process of extracting, cleansing, and loading the data and the roles and responsibilities of the Contractor and State team members during this process
- e. A description of when the application product will be used to review the data
- f. A description of known issues and challenges that should be resolved prior to test conversion
- g. A contingency plan itemizing the risks and mitigation strategies specifically related to conversion activities
- h. A plan for handling ongoing legacy system data entry and any necessity to freeze data entry for a period of time prior to production implementation of the new system
- i. A records retention plan for the reports and artifacts created during the conversion process

Deliverable: Data Migration Detail Design

Purpose: The Data Migration Detail Design illustrates how the data from the legacy systems are extracted, converted, and validated. This plan shall include information regarding the synchronizing of data to ensure there is no lost data as the system is phased in.

The Contractor must provide programs for converting the existing data to the new system. These conversion programs must be unit and system tested by the Contractor prior to having conversion results provided to the State for review.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. A description of the conversion process including roles and responsibilities of Campaign Finance team members (updated from the Data Migration Plan)
- b. An approved list of data mappings with source data to target data specifications, including default values, translation rules and calculations to be applied
 - i. The translation document needs to be in a form that can be used during training and implementation phases as a bridge for users
 - ii. Translations must account for codes and or data fields
- c. A description of validation tests and techniques
- d. A description of validation reports to be produced by the Contractor during conversion
- e. Defined processes for preserving manually entered, newly required data during multiple Data Migration executions
- f. Instructions on how and when to execute the Data Migration process and the validation tasks

Deliverable: Data Migration for System Test Results

Purpose: The Data Migration process moves the legacy Campaign Finance data into the new Campaign Finance system database (test environment). The results will include the various validation reports defined in the Data Migration Detail Design deliverable and a data populated database in the new system.

Updated: Yes. This Data Migration execution will occur more than once, depending upon the frequency and impact of application customization and the occurrence of data conversion errors

Specification: This deliverable will consist of but is not limited to:

- a. Reports and queries generated from the new system showing:
 - i. Contents of all Reference Tables
 - ii. Candidate lists
 - iii. Committee lists
 - iv. Contribution summaries
 - v. Expenditure/Spending summaries
 - vi. Loan lists
 - vii. Other reports as defined in the Data Migration Detail Design deliverable
- b. An updated list of prioritized conversion issues that must be resolved prior to statewide deployment
- c. Data / images available in the new Colorado Campaign Finance application software that is viewable, where applicable, by testing personnel

Deliverable: Data Migration for User Acceptance Test Results

Purpose: The Data Migration for UAT is the final test and evaluation of converted data prior to the production Implementation Rollout. Data will be loaded into the new application by the Contractor and verified by the State by reviewing reports and the production-ready version of the application.

Updated: No, unless an unexpected and unacceptable volume of discrepancies appear.

Specification: This deliverable will consist of but is not limited to:

- a. A report of any identified conversion issues discovered during the Data Migration UAT
- b. A recommended approach to clearing any discrepancies and identification of the responsible party. Examples of the approach might be default values or manual data cleanup
- c. A list of prioritized issues that must be resolved prior to Implementation Rollout

Deliverable: Data Migration to Production Environment

Purpose: Collect data and images from the legacy application and any manually prepared conversion data and migrate it to the production campaign finance environment.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. Final conversion reports as defined in the Data Migration Detail Design
- b. All specified data and images migrated from the legacy system to the new production application database
- c. A signoff by Contractor and State that migrated campaign finance data is ready and available to be used by the new production application

Track 4: Data Centers

Deliverable: Data Centers GAP Analysis

Purpose: The GAP Analysis document measures the proposed hosting data center site against the Contractor's data center requirements.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. A GAP analysis of the proposed hosting data center in the area of infrastructure and security against the Contractor and industry standards
- b. Documented cost of upgrades
- c. Positive features of the hosting data center

Deliverable: Technical Architecture Design

Purpose: The Technical Architecture Design describes the physical implementation of the environment/infrastructure in which the Campaign Finance application will execute. This information feeds into the Hardware Procurement Plan & Inventory and Software Inventory deliverables. The design must reflect environments for Production, Development, Test and Training.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. A diagram reflecting the physical connectivity of the Campaign Finance central servers and internet/network components
- b. A diagram reflecting the software installed on each component of the Campaign Finance servers
- c. Hardware security design specification
- d. Software security design specification
- e. System and data backup design
- f. A process for storing backup tapes at an off-site location approved by State
- g. Environmental requirements specification and analysis
- h. Demonstrate that the architecture meets the State's Office of Information Technology (OIT) standards

Deliverable: Hardware Installation

Purpose: Complete the installation and configuration of the data centers. The task includes developing all needed documentation of the configuration of the equipment including the hardware itemized lists for configuration and inventory management purposes.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. Installing all hardware and third party software needed to make the data centers operate as described in deliverables
- b. The Contractor shall install, setup, load software and validate the operation of the hardware and software environments that will ultimately support the entire application. The Contractor must include the installation, setup, and operational validation tasks as part of the overall schedule.
- c. The Contractor may choose to install a configuration sufficient to accomplish any step or steps of the above but must test the total system on the final configuration
- d. Develop documentation of the configuration of the equipment, including hardware, itemized lists for configuration and inventory management purposes
- e. Testing the total system including application functions and all interface elements, backup and restore capabilities, security, and those measures designed to support availability requirements that are available to be tested at the time

Deliverable: Performance & Security Test Results

Purpose: This deliverable includes information specific to performance and security testing. The tests should test at minimum the following areas: system security, internet/network, fail over testing and load/stress testing.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. A listing of the performance and security test cycles executed and current status
- b. A listing of the defects / bugs generated during performance and security test, the resolution date, and resolution description
- c. Outstanding issues and a resolution plan
- d. Independent security testing including white hat attacks.

Deliverable: Disaster Recovery / Business Continuity Plan

Purpose: The primary objective of the Disaster Recovery / Business Continuity Plan is to document the steps to enable an organization to survive a disaster and to reestablish normal business operations for the Campaign Finance application. This plan will be an extension of the State Disaster Recovery Plan and contains the information to address the situation where Campaign Finance hardware/software has become unavailable. The CDOS will support the Contractor with State Disaster Recovery and Business Continuity standards.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. A high-level approach for restoring data from a backup tape. The Contractor will store backup tapes in a mutually agreed to process and off-site location
- b. A high-level approach for restoring data
- c. High-level overview of server and network equipment configuration instructions
- d. High-level overview of steps to restore the Campaign Finance software configuration with Colorado-specific configuration settings and data
- e. Primary contact information for State, Contractor, and hardware and software vendors
- f. Description of disaster recovery support to be included in the Contractor annual Operations Support contract. This section will be a table listing the roles, responsibilities and estimated time required for the State staff
- g. Description of restoration specifications of all individual components, servers and network devices in proposed system
- h. Planned frequency of the disaster recovery test
- i. Document protection provided in hot environment

Deliverable: Disaster Recovery / Business Continuity Test Results

Purpose: To demonstrate and document the adequacy of the Disaster Recovery / Business Continuity Plan by testing and recording the test results.

Updated: No, unless an unexpected and unacceptable volume of discrepancies appear resulting in the need to repeat the test.

Specification: This deliverable will consist of but is not limited to:

- d. A report showing results of testing each of the Disaster Recovery / Business Continuity Plan requirements
- e. A recommendation of corrections and improvements to the Plan

- f. A list of prioritized issues that must be resolved prior to Production implementation

Deliverable: Installation and Configuration Guide

Purpose: The Installation and Configuration guide contains technical information for State on the current configuration of the Campaign Finance hardware and software.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. Campaign Finance hardware and network configuration settings
- b. Campaign Finance software configuration settings
- c. Instructions on configuration setting maintenance and which configurations can be maintained by Contractor or State
- d. Deployment instructions for the Campaign Finance software

Track 5: Implementation

Deliverable: Implementation Plan

Purpose: The Implementation Plan describes the schedule, checklist for readiness and description of the cutover to the new system.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. A list of the deployment activities and the resources responsible for completing them
- b. A schedule of deployment activities and checkpoints
- c. A verification plan for security policy enforcement
- d. A verification plan for performance testing results
- e. A verification plan for disaster recovery testing
- f. A verification plan for the deployment
- g. A contingency plan for implementation

Deliverable: Train User Acceptance Test Participants

Purpose: This deliverable trains UAT participants in preparation for UAT. Contractor will provide just-in-time, in-person training as close to UAT as possible.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. Identification of training facilities
- b. Ensure connectivity and available infrastructure
- c. Provide on-site instructor led training
- d. Trainees that understand the application and can properly use the application in a good and workman like fashion to the satisfaction of the State
- e. State, with assistance from Contractor, will train UAT participants in the use of the specific test scenarios and test scripts associated with UAT

Deliverable: User Acceptance Test Readiness Report

Purpose: The UAT Readiness report documents the readiness of the Campaign Finance system for execution of the UAT Plan. The report summarizes the current status of various components and confirms the readiness criteria documented in the System Acceptance Criteria deliverable.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. Summary of conversion and training status
- b. Summary of technical environment (hardware, software, etc.) and connectivity status
- c. The Contractor must include the installation, setup, and operational validation tasks as part of the overall schedule
- d. System testing results completed for the total system including application functions and all interface elements, backup and restore capabilities, security, and those measures designed to support availability requirements
- e. Confirmed and documented readiness criteria included in the UAT Test Plan
- f. Confirmed training
- g. Final documentation completed including user guides, installation guides, training guides, system documentation (application and database), system administration and trouble-shooting documentation
- h. Submit project report for acceptance
- i. Verify State data migration has been successfully completed
- j. Verify hardware has been successfully installed
- k. Provide additional application training for all stakeholders as required

Deliverable: User Acceptance Test Results

Purpose: To allow select users) to test the new Campaign Finance system to determine if it meets all specifications. Contractor will support User Acceptance Test participants during this effort.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. State user participation per the User Acceptance Test Plan
- b. Contractor participation per the User Acceptance Test Plan
- c. Availability of the Contractor's Help Desk personnel
- d. Availability of the Contractor's Issue tracking software for the process
- e. Availability of the Contractor's programming staff to support quick turnaround on issues

- f. Contractor support to load and re-load data as required by test scenarios
- g. Contractor support for all hardware and software used during the testing
- h. State and Contractor evaluation of sufficiency of training
- i. UAT results
- j. State signoff of UAT results acceptance upon successful completion of UAT
- k. Survey UAT participants seeking input on what areas of the training could be improved and provide the State with a revised training curriculum taking into account the feedback from training

Deliverable: Help Desk Plan

Purpose: The Help Desk Plan describes the process and resources to support the Campaign Finance application help desk. The Plan outlines the process of resolving Campaign Finance application issues by State and the escalation of unresolved issues to the application support help desk. The plan will primarily be the responsibility of the State Campaign Finance staff, with input from Quest in regards to Tier-2 and Tier-3 application support.

Updated: Yes. This deliverable will be updated with State approval if changes occur.

Specification: This deliverable will consist of but is not limited to:

- a. A description of the roles and responsibilities of Help Desk personnel.
- b. A description of help desk tools.
- c. The Contractor will provide a list of recommended help desk tools State may choose to acquire
- d. A description of the escalation process used by State to contact the Contractor's Tier 2 Help Desk. This section will include a recommended flowchart of issue resolution
- e. A description of first response
- f. A description of the types of problems resolved in Tier 1 versus Tier 2 support
- g. The schedule for availability of the Help Desk. The Help Desk Hours of Operation section lists the hours of operation for the Help Desk, as well as the type of access State will have to the support desk. It also highlights any after-hours procedures and peak period procedures
- h. There will be a website and / or email for the Help Desk
- i. Help Desk personnel will be involved in other aspects of the project (training) in order to get up to speed on Colorado State Business Procedures
- j. The State will have access to Help Desk call logs and will monitor calls for quality control
- k. Strategy for handling of the Colorado Campaign Finance law information request

Deliverable: Train Users

Purpose: This deliverable trains all users that have not previously received training as UAT participants. Contractor will provide just-in-time, in-person training as close to go-live as possible.

Update: No

Specification: This deliverable will consist of but is not limited to:

- a. Identification of training facilities
- b. Ensure connectivity and available infrastructure
- c. Provide on-site instructor led training for 10 CDOS staff
- d. Trainees that understand the application and can properly use the application in a good and workman like fashion to the satisfaction of the State
- e. Provide web-based training materials to allow self-training by committees and candidates and their agents.

Deliverable: System Implementation Rollout Readiness Report

Purpose: The Implementation Rollout Readiness report documents the readiness of Campaign Finance to be deployed into production. The report summarizes the current status of various components and confirms the readiness criteria documented in the System Acceptance Criteria deliverable.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. Confirmation of UAT completion without any discrepancies that would preclude an Implementation Rollout
- b. Summary of production conversion readiness
- c. Summary of user training status
- d. Summary of technical environment
- e. Final documentation completed including user guides, installation guides, training guides, system documentation (application and database), system administration and trouble-shooting documentation.

Deliverable: Implementation Rollout

Purpose: The Campaign Finance Implementation Rollout moves the Campaign Finance application into production making it the “system of record”. Data is converted and the system production environment is ready to be utilized by all trained users and the public.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. A final conversion report of the identified conversion issues discovered during the final conversions used in the rollout process and the resolution (if applicable)
- b. A list of prioritized issues and a planned resolution for each
- c. Listing of implementation rollout best practices
- d. System Acceptance Criteria deliverable with an additional column to document the acceptance criteria resolution
- e. Provide personnel to facilitate statewide rollout implementation
- f. Recommendations in writing to the State of any post rollout changes

Track 6: Post-Implementation Support

Deliverable: Support Plan and Service Level Agreements

Purpose: This deliverable includes a plan that defines each of the Support areas (Warranty Period, Operations, Maintenance, Application and Application Development) and documents the agreements for service levels (SLA) within each support area.

The SLA will include priority levels (e.g., Severe, High, Medium, ~~Low~~ and Low) and corresponding definitions. Service levels will be defined for various service categories (e.g., Application availability, Database availability, Response time, Backup success, Backup completion, Backup validation, Hardware availability, Application problem frequency, Application problem repair time, Application updates). Each service category will have service levels defined based upon percentages, counts or time for measurement purposes.

Updated: No

Specification: This deliverable will consist of:

- a. Warranty period support definition and associated service level agreements
- b. Operations support definition and associated service level agreements
- c. Application support definition and associated service level agreements
- d. Maintenance support definition and associated service level agreements
- e. Application Enhancement support definition and associated service level agreements

Deliverable: Transition Plan

Purpose: This deliverable is a plan that describes the services to be provided by the Contractor should the State transition from having the services be performed by the Contractor to having the services be performed by another contractor or by the State.

Updated: Yes

Specification: This deliverable will consist of:

Descriptions of the following Pre-Transition Services:

- a. Freeze all non-critical software changes
- b. Notify all outside contractors of necessary contractor-related procedures to be followed during the turnover phase

- c. Review all software libraries (tests and production) with the new service provider and the State
- d. Assist in establishing naming conventions for the new production site
- e. Analyze space required for the databases and software libraries
- f. Generate a tape and computer listing of the source code for the software to be provided to the State in a form reasonably requested by the State
- g. Deliver all source code, technical specifications and materials, and user documentation for the software to the State and/or the State's designee
- h. Provide listings of equipment and software leases and contracts used to support the State
- i. Provide a transition plan for personnel who support the State
- j. Explain the operations manual to new operations staff
- k. Provide training to new operations staff if the State is assuming responsibility for the services, and assist with training if a third party is assuming responsibility
- l. Provide system "walk-throughs"
- m. Provide a security transition plan
- n. Submit a schedule for termination activities

Descriptions of the following Transition Services:

- a. Unload the production databases
- b. Deliver tapes of production databases (with content listings) to the new operation staff, data files and tape libraries
- c. Assist with the loading of databases
- d. Assist with the communications network turnover
- e. Provide documentation on how to deploy source code and required development environment for State IT support of the system.
- f. Provide any additional custom tools or scripts utilized to support the development and unit/integration testing activities.

Descriptions of the following Post-Transition Services:

- a. Answer questions regarding the services on an "as needed" basis
- b. Turn over any remaining State-owned reports and documentation still in Contractor's possession.

Deliverable: Warranty Period Support

Purpose: This deliverable includes fixes to any application discrepancies that arise during the warranty period. In addition, as specified below, one Contractor staff member shall be onsite at the State to support three (3) State users in Tier 1 Help Desk application support and to train two (2) State database administrators in the structure of the database to allow State personnel to perform custom database query extracts.

Updated: No

Specification: This deliverable will consist of but is not limited to:

- a. A Warranty Period of four months immediately following Implementation Rollout
- b. Fixes to any application and infrastructure discrepancies that arise during the warranty period
- c. An onsite Contractor support person to perform the following:
 - o Onsite support of three State Tier 1 Help Desk personnel to ensure they understand the application and can properly use the application in a good and workman like fashion and can answer basic application questions from system users, to minimize having to escalate to Contractor Tier 2 support. This support shall be for a period of four weeks upon Implementation Rollout.
 - o Onsite support and training of two State database administrators, for a period of two weeks after Implementation Rollout, to train them in creating and executing custom database queries.

Deliverable: Operations Support

Purpose: No later than three months prior to Implementation Rollout, the State will begin an annual Operations Support contract option with Contractor. This support includes all Data Center support activities and environmental and physical security services. This includes keeping the hardware and system software operating at an agreed upon specified Service Level.

Updated: Yes. Depending upon Operations Support contract terms, this deliverable may be updated by agreement of both Contractor and State.

Specification: This deliverable will consist of a signed Operations Support contract between the Contractor and the State. The contract will address the following areas but is not limited to:

- a. Hardware monitoring, maintenance and repair
- b. Operating System version and update monitoring and maintenance
- c. Security software version and update monitoring and maintenance
- d. Database software version and update monitoring and maintenance
- e. Any other software required to operate the Campaign Finance system will be monitored and maintained at the proper version
- f. A Service Level Agreement which addresses operational performance levels and any fees when not achieved

Deliverable: Application Maintenance and Support

Purpose: At the end of the Warranty Period, and through the term of this Contract, the State will begin an Application Maintenance and Support agreement with Contractor. Thereafter, State will enter into an agreement with Contractor for continued maintenance and support. This support will ensure that the application software is sustained throughout operation, discovered defects are corrected, and vendor designated enhancements are developed, tested and released. This support includes application help desk support above the Tier 1 level. State personnel will attempt to handle application support questions at the Tier 1 level. Questions that cannot be answered by the State will be presented to the Contractor for resolution per the Application Maintenance and Support contract.

Updated: Yes. Depending upon Application Maintenance and Support contract terms, this deliverable may be updated by agreement of both Contractor and State.

Specification: This deliverable will consist of a signed Application Maintenance and Support contract between the Contractor and the State. The contract will address the following areas but is not limited to:

- a. Application software monitoring, maintenance and repair
- b. Vendor designated improvements to application software are developed, tested and released
- c. Minor textual (non-logic) type changes to the application software are made, tested and released
- d. A Service Level Agreement which addresses application software performance levels and any fees when not achieved
- e. A toll-free number to the Contractor's Tier 2 help desk
- f. An application support website containing aids such as Frequently Asked Questions, with answers
- g. A Service Level Agreement which addresses Contractor Help Desk performance levels and any fees when not achieved

Deliverable: Application Development Support

Purpose: Once the Campaign Finance system is implemented in the production environment (rolled out for production use by users), the State will begin an annual Application Development Support contract option with Contractor. This support includes estimating the time and cost to accomplish State identified enhancements to the application to improve services or address new legislative requirements. This support will include the development, testing and release of application enhancements.

Updated: Yes. Depending upon Application Development Support contract terms, this deliverable may be updated by agreement of both Contractor and State.

Specification: This deliverable will consist of a signed Application Development Support contract between the Contractor and the State. The contract will address the following areas but is not limited to:

- a. Procedures to be used to request application enhancement development estimates
- b. A rate chart showing hourly development cost for each job category and level of Contractor software development resources
- c. A Service Level Agreement which addresses Contractor's software development performance levels and any fees when not achieved

State of Colorado

Department of State



Campaign Finance Project

Contract # 09VAA00010

Exhibit B - Amended

Exhibit B
Payment and Delivery Schedule
Total Cost Table
Amendment #1

Total Cost Table	
Item	Cost
FirstTuesday Application Software Cost Total	\$ 215,000.00
Project Labor Cost Total	\$ 597,365.00
Miscellaneous Cost Total	\$ 45,000.00
Post-Acceptance Support (5 months per change request COCF-03)	\$ 86,000.00
Post-Implementation Warranty Period Support Jan-Apr 2010 (4 months)	\$ 39,530.00
Application Maintenance and Support May-Jun 2010 (2 months)	\$ 8,000.00
Operations Support Jul 2009-Jun 2010 (12 months @ 2,000/mt and 7,000 Setup)	\$ 31,000.00
Total	\$ 1,021,895.00

**Exhibit B
Payment and Delivery Schedule
Payment Schedule by Date
Amendment #1**

Payment Schedule by Date Table						
Deliverable (Service or Product)	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
Deliverable: Project Plan						
Deliverable: Status Reports						
Deliverable: Project Website						
Deliverable: Test Strategy Plan						
Deliverable: System Test Plan						
Deliverable: User Acceptance Test Plan						
Deliverable: Training Plan						
Deliverable: System Acceptance Criteria						
Deliverable: Security Plan						
Deliverable: COTS Campaign Finance Application Software						
Deliverable: Updated System Requirements Table						
Deliverable: Detail Design for Colorado Customization						
Deliverable: COCF-01 Code						
Deliverable: COCF-02 Code						
Deliverable: COCF-04 Code						
Deliverable: Configured Software						
Deliverable: System Test Results						
Deliverable: Training Materials						
Deliverable: Documentation						
Deliverable: Data Migration Plan						
Deliverable: Data Migration Detail Design						
Deliverable: Data Migration System Test Results						
Deliverable: Data Migration to Production Environment	\$ 4,000.00					
Deliverable: Technical Architecture Design						
Deliverable: Performance & Security Test						
Deliverable: Installation and Configuration Guide						
Deliverable: Implementation Plan						
Deliverable: Train User Acceptance Test Participants						
Deliverable: User Acceptance Test						
Deliverable: Help Desk Plan						
Deliverable: Train Users						
Deliverable: Post UAT Acceptance Support						
Deliverable: System Implementation Rollout Readiness Report						
Deliverable: Implementation Rollout	\$ 20,000.00					
Deliverable: Warranty Period Support Agreement	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 9,530.00		
Deliverable: Operations Support Agreement (TBD)	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
Deliverable: Application Maintenance and Support Agreement					\$ 4,000.00	\$ 4,000.00
Holdback Payouts						
Milestone # 1 - Project Initiation						
Milestone # 2 - Add'l Project Planning & Customization Design						
Milestone # 3 - Software Build #1						
Milestone # 4 - Software Build #2						
Milestone # 5 - Final Software Build						
Milestone # 6 - Data Conversion						
Milestone # 7 - UAT Acceptance						
Milestone # 8 - Implementation	\$ 13,850.00					
Project Holdback Payment - UAT Acceptance						
Project Holdback Payment - Implementation	\$ 13,850.00					
Monthly Total	\$ 63,700.00	\$ 12,000.00	\$ 12,000.00	\$ 11,530.00	\$ 6,000.00	\$ 6,000.00
Monthly Running Total	\$ 974,365.00	\$ 986,365.00	\$ 998,365.00	\$ 1,009,895.00	\$ 1,015,895.00	\$ 1,021,895.00
1% Daily Penalty, following 5 day cure period						
Monthly Grand Total						
Monthly Running Grand Total						

Exhibit B
Payment and Delivery Schedule
Payment Schedule by Milestone
Amendment #1

Payment Schedule by Milestone Table								
Deliverable	Due Date	Revised Date	Cost	10% Milestone Holdback	10% Project Holdback	Projected Payments	Penalties	Actual Payment
Deliverable: Project Plan	15-Dec-08		\$ 25,000.00	\$ 2,500.00	\$ 2,500.00	\$ 20,000.00	\$ -	\$ -
Deliverable: Status Reports	31-Dec-08		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Project Website	15-Dec-08		\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: COTS Campaign Finance Application Software	31-Dec-08		\$ 215,000.00	\$ 21,500.00	\$ 21,500.00	\$ 172,000.00	\$ -	\$ -
Payment for Milestone #1 Holdback	31-Dec-08		\$ -	\$ -	\$ -	\$ 25,500.00	\$ -	\$ -
Milestone # 1 - Project Initiation	31-Dec-08		\$ 255,000.00	\$ 25,500.00	\$ 25,500.00	\$ 229,500.00	\$ -	\$ -
Deliverable: Status Reports	31-Jan-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Project Plan	31-Jan-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Test Strategy Plan	31-Jan-09		\$ 20,000.00	\$ 2,000.00	\$ 2,000.00	\$ 16,000.00	\$ -	\$ -
Deliverable: System Test Plan	28-Feb-09		\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: User Acceptance Test Plan	28-Feb-09		\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: System Acceptance Criteria	31-Jan-09		\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: Security Plan	31-Jan-09		\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: Technical Architecture Design	31-Jan-09		\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: Updated System Requirements Table	31-Jan-09		\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: Detail Design for Colorado Customization	28-Feb-09		\$ 15,000.00	\$ 1,500.00	\$ 1,500.00	\$ 12,000.00	\$ -	\$ -
Payment for Milestone #2 Holdback	28-Feb-09		\$ -	\$ -	\$ -	\$ 9,500.00	\$ -	\$ -
Milestone # 2 - Add'l Project Planning & Customizations Design	28-Feb-09		\$ 95,000.00	\$ 9,500.00	\$ 9,500.00	\$ 85,500.00	\$ -	\$ -
Deliverable: Training Plan	15-Mar-09		\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: Status Reports	28-Feb-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Project Plan	28-Feb-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: System Test Results	28-Feb-09		\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: Configured Software	28-Feb-09		\$ 90,000.00	\$ 9,000.00	\$ 9,000.00	\$ 72,000.00	\$ -	\$ -
Payment for Milestone #3 Holdback	15-Mar-09		\$ -	\$ -	\$ -	\$ 11,750.00	\$ -	\$ -
Milestone # 3 - Software Build #1	15-Mar-09		\$ 117,500.00	\$ 11,750.00	\$ 11,750.00	\$ 105,750.00	\$ -	\$ -
Deliverable: System Test Results	20-Apr-09		\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: Status Reports	31-Mar-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Status Reports	30-Apr-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Project Plan	31-Mar-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Project Plan	30-Apr-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Configured Software	20-Apr-09		\$ 109,700.00	\$ 10,970.00	\$ 10,970.00	\$ 87,760.00	\$ -	\$ -
Payment for Milestone #4 Holdback	20-Apr-09		\$ -	\$ -	\$ -	\$ 13,720.00	\$ -	\$ -
Milestone # 4 - Software Build #2	30-Apr-09		\$ 137,200.00	\$ 13,720.00	\$ 13,720.00	\$ 123,480.00	\$ -	\$ -

Exhibit B
Payment and Delivery Schedule
Payment Schedule by Milestone
Amendment #1

Payment Schedule by Milestone Table								
Deliverable	Due Date	Revised Date	Cost	10% Milestone Holdback	10% Project Holdback	Projected Payments	Penalties	Actual Payment
Deliverable: System Test Results	10-Jun-09	30-Jun-09	\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: Documentation	31-May-09	30-Jun-09	\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: Configured Software	10-Jun-09	30-Jun-09	\$ 61,000.00	\$ 6,100.00	\$ 6,100.00	\$ 48,800.00	\$ -	\$ -
COCF-01		15-Jun-09	\$ 3,490.00	\$ 349.00	\$ 349.00	\$ 2,792.00	\$ -	\$ -
COCF-02		15-Jun-09	\$ 4,275.00	\$ 427.50	\$ 427.50	\$ 3,420.00	\$ -	\$ -
COCF-04		30-Jun-09	\$ 23,900.00	\$ 2,390.00	\$ 2,390.00	\$ 19,120.00	\$ -	\$ -
Payment for Milestone #5 Holdback	10-Jun-09	30-Jun-09	\$ -	\$ -	\$ -	\$ 11,016.50	\$ -	\$ -
Milestone # 5 - Final Software Build	10-Jun-09	30-Jun-09	\$ 110,165.00	\$ 11,016.50	\$ 11,016.50	\$ 99,148.50	\$ -	\$ -
Deliverable: Data Migration Plan	31-Jan-09		\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: Data Migration Detail Design	28-Feb-09		\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: Data Migration System Test Results	30-Apr-09	15-Jun-09	\$ 15,000.00	\$ 1,500.00	\$ 1,500.00	\$ 12,000.00	\$ -	\$ -
Payment for Milestone #6 Holdback	30-Jun-09	15-Jun-09	\$ -	\$ -	\$ -	\$ 3,500.00	\$ -	\$ -
Milestone # 6 - Data Conversion	30-Jun-09		\$ 35,000.00	\$ 3,500.00	\$ 3,500.00	\$ 31,500.00	\$ -	\$ -
Deliverable: Performance & Security Test	10-Jun-09	30-Jul-09	\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Status Reports	31-May-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Status Reports	30-Jun-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Project Plan	31-May-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Project Plan	30-Jun-09		\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Installation and Configuration Guide	15-May-09	19-Jun-09	\$ 2,500.00	\$ 250.00	\$ 250.00	\$ 2,000.00	\$ -	\$ -
Deliverable: Implementation Plan	15-May-09	29-May-09	\$ 2,500.00	\$ 250.00	\$ 250.00	\$ 2,000.00	\$ -	\$ -
Deliverable: Train User Acceptance Test Participants	10-Jun-09	15-Jul-09	\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Help Desk Plan	30-Jun-09		\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Deliverable: User Acceptance Test	30-Jun-09	7-Aug-09	\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: System Implementation Rollout Readiness Report	30-Jun-09	7-Aug-09	\$ 7,500.00	\$ 750.00	\$ 750.00	\$ 6,000.00	\$ -	\$ -
Payment for Milestone #7 Holdback	30-Jun-09	7-Aug-09	\$ -	\$ -	\$ -	\$ 5,500.00	\$ -	\$ -
Partial Payment of Project Holdback	30-Jun-09	7-Aug-09	\$ -	\$ -	\$ -	\$ 80,486.50	\$ -	\$ -
Milestone # 7 - UAT Acceptance	30-Jun-09	7-Aug-09	\$ 55,000.00	\$ 5,500.00	\$ 5,500.00	\$ 129,986.50	\$ -	\$ -
COCF-03 Post-Acceptance Support for Aug 2009		31-Aug-09	\$ 17,200.00	\$ 1,720.00	\$ 1,720.00	\$ 13,760.00	\$ -	\$ -
COCF-03 Post-Acceptance Support for Sep 2009		30-Sep-09	\$ 17,200.00	\$ 1,720.00	\$ 1,720.00	\$ 13,760.00	\$ -	\$ -
COCF-03 Post-Acceptance Support for Oct 2009		31-Oct-09	\$ 17,200.00	\$ 1,720.00	\$ 1,720.00	\$ 13,760.00	\$ -	\$ -
COCF-03 Post-Acceptance Support for Nov 2009		30-Nov-09	\$ 17,200.00	\$ 1,720.00	\$ 1,720.00	\$ 13,760.00	\$ -	\$ -
COCF-03 Post-Acceptance Support for Dec 2009		31-Dec-09	\$ 17,200.00	\$ 1,720.00	\$ 1,720.00	\$ 13,760.00	\$ -	\$ -
Deliverable: Training Materials	10-Jun-09	1-Dec-09	\$ 10,000.00	\$ 1,000.00	\$ 1,000.00	\$ 8,000.00	\$ -	\$ -
Deliverable: Data Migration to Production Environment	30-Jun-09	1-Jan-10	\$ 5,000.00	\$ 500.00	\$ 500.00	\$ 4,000.00	\$ -	\$ -
Deliverable: Train Users	30-Jun-09	31-Dec-09	\$ 12,500.00	\$ 1,250.00	\$ 1,250.00	\$ 10,000.00	\$ -	\$ -
Deliverable: Implementation Rollout	30-Jun-09	1-Jan-10	\$ 25,000.00	\$ 2,500.00	\$ 2,500.00	\$ 20,000.00	\$ -	\$ -
Payment for Milestone #8 Holdback	30-Jun-09	1-Jan-10	\$ -	\$ -	\$ -	\$ 13,850.00	\$ -	\$ -
Remaining Payment of Project Holdback	30-Jun-09	1-Jan-10	\$ -	\$ -	\$ -	\$ 13,850.00	\$ -	\$ -
Milestone # 8 - Implementation	30-Jun-09	1-Jan-10	\$ 138,500.00	\$ 13,850.00	\$ 13,850.00	\$ 138,500.00	\$ -	\$ -

Exhibit B
Payment and Delivery Schedule
Payment Schedule by Milestone
Amendment #1

Payment Schedule by Milestone Table								
Deliverable	Due Date	Revised Date	Cost	10% Milestone Holdback	10% Project Holdback	Projected Payments	Penalties	Actual Payment
Deliverable: Warranty Period Support Agreement - Month 1	1-Jul-09	1-Jan-10	\$ 10,000.00	\$ -	\$ -	\$ 10,000.00	\$ -	\$ -
Deliverable: Warranty Period Support Agreement - Month 2	1-Aug-09	1-Feb-10	\$ 10,000.00	\$ -	\$ -	\$ 10,000.00	\$ -	\$ -
Deliverable: Warranty Period Support Agreement - Month 3	1-Sep-09	1-Mar-10	\$ 10,000.00	\$ -	\$ -	\$ 10,000.00	\$ -	\$ -
Deliverable: Warranty Period Support Agreement - Month 4	1-Oct-09	1-Apr-10	\$ 9,530.00	\$ -	\$ -	\$ 9,530.00	\$ -	\$ -
Milestone # 9 - Four-Month Warranty Expiration Signoff	1-Oct-09		\$ 39,530.00	\$ -	\$ -	\$ 39,530.00	\$ -	\$ -
Post-Warranty Application Maintenance and Support - Month 1	1-Nov-09	1-May-10	\$ 4,000.00	\$ -	\$ -	\$ 4,000.00	\$ -	\$ -
Post-Warranty Application Maintenance and Support - Month 2	1-Dec-09	1-Jun-10	\$ 4,000.00	\$ -	\$ -	\$ 4,000.00	\$ -	\$ -
FY2009/10 Application Maintenance and Support Totals	Monthly		\$ 8,000.00	\$ -	\$ -	\$ 8,000.00	\$ -	\$ -
Operations Support Startup Costs	1-Jul-09		\$ 7,000.00	\$ -	\$ -	\$ 7,000.00	\$ -	\$ -
Operations Support - Month 1	1-Jul-09		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 2	1-Aug-09		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 3	1-Sep-09		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 4	1-Oct-09		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 5	1-Nov-09		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 6	1-Dec-09		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 7	1-Jan-10		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 8	1-Feb-10		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 9	1-Mar-10		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 10	1-Apr-10		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 11	1-May-10		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
Operations Support - Month 12	1-Jun-10		\$ 2,000.00	\$ -	\$ -	\$ 2,000.00	\$ -	\$ -
FY2009/10 Operations Support Totals	Monthly		\$ 31,000.00	\$ -	\$ -	\$ 31,000.00	\$ -	\$ -
TOTALS			\$ 1,021,895.00	\$ 94,336.50	\$ 94,336.50	\$ 1,021,895.00	\$ -	\$ -

NOTES: Dates may change based upon formally approved Project Schedule date changes. Milestone 8 COCF-03 Support can be terminated with 30-day notice.

Exhibit B
Payment and Delivery Schedule
Project Labor Cost Table
Amendment #1

Project Labor Cost Table	
Description	Total Cost
<i>Project Management</i>	
Full time assigned project manager	\$ 125,000.00
<i>Project Management Total</i>	
\$ 125,000.00	
<i>Customization (Show Requirement ID(s) and short description)</i>	
ID: 1 - The Application shall provide a mechanism to archive data records that have reached a specified point in time.	\$ 2,400.00
ID: 2 - The Application shall provide a mechanism to retrieve archived data records for internal CDOS research purposes.	\$ 3,600.00
ID: 4 - The Application must provide a means to search by audit event and/or user against the event logging records and report date/time/action.	\$ 2,400.00
ID: 6 - The Application must allow online entry of campaign finance complaints.	\$ 1,440.00
ID: 7 - The Application must provide a registration process before an Individual (natural person, not an authenticated user) can file a Campaign Finance Complaint on the campaign finance website. This registration process must use a control mechanism (i.e. an email returned to the Individual which includes an input access link or requiring the unscrambling of text known as a CAPTCHA system).	\$ 960.00
ID: 8 - The Application must allow for maintenance of a Campaign Finance Complaint Log containing...	\$ 2,400.00
ID: 9 - The Application shall allow for batch generations of correspondence to be mailed with mail needing to be sent by Certified Mail being separated from mail not needing to be certified.	\$ 600.00
ID: 10 - The Application shall allow for a primary and a secondary mailing address for candidates and committees.	\$ 1,200.00
ID: 13 - The Application must allow for up to three (3) email addresses for candidates and committees and correspondence being sent by email shall go to all email addresses on file.	\$ 1,200.00
ID: 15 - The Application must allow assignment of a document category type to a scanned document.	\$ 1,200.00

Exhibit B
Payment and Delivery Schedule
Project Labor Cost Table
Amendment #1

Project Labor Cost Table	
Description	Total Cost
ID: 16 - Disclosure reports that are filed before the deadline, but are deemed to be incomplete shall be recorded as conditionally accepted and a notification shall be mailed and, if an email address is on file, emailed to the reporting Committee.	\$ 600.00
ID: 17 - The Application must allow for automated attachment of email correspondence to the database record of the associated candidate or committee.	\$ 1,440.00
ID: 18 - The Application must allow an authorized user to generate a free-form message and email it to a candidate or committee from within the Application, with a copy being optionally sent to the email address of the authorized user sending the message.	\$ 1,440.00
ID: 24 - The Application must notify all candidates running for a specific office when changes in the Voluntary Spending declarations of any of the candidates occur.	\$ 4,800.00
ID: 26 - The Application must provide the capability to distinguish which mailings are required to be sent by Certified mail.	\$ 600.00
ID: 27 - The Application must provide the capability to schedule daily batch production of notifications and correspondence to Candidates and Committees for mail and/or email delivery.	\$ 4,800.00
ID: 28 - The Application shall allow public access to information about...	\$ 2,400.00
ID: 29 - Once a specific Candidate is displayed, the Application must provide a link to the following...	\$ 480.00
ID: 30 - Once a specific Committee is displayed, the Application must provide a link to the following...	\$ 480.00
ID: 31 - Once a specific Disclosure report has been selected for display, a summary of the report shall be displayed with links to the following details...	\$ 4,800.00
ID: 32 - The Application must allow users, including public users, the ability to extract and download non-restricted campaign finance data for off-line processing by the user. The downloadable file format shall be a user choice of Comma Separated Values (CSV) or Excel Spreadsheet. Data that can be downloaded shall include...	\$ 2,400.00
ID: 37 - The Application must allow Electronic Data Interchange (EDI) filing of campaign finance reports. Electronic filings must be accepted by...	\$ 4,800.00
ID: 41 - The Application must allow a Committee or an Individual (public) to file a Notification of Independent Expenditure Report on the campaign finance website.	\$ 3,600.00
ID: 42 - The Application must allow a Committee to file a Major Contributor Report on the campaign finance website.	\$ 3,600.00

Exhibit B
Payment and Delivery Schedule
Project Labor Cost Table
Amendment #1

Project Labor Cost Table	
Description	Total Cost
ID: 44 - The Application must provide a registration process before an Individual (natural person, not an authenticated user) can file a Notification of Independent Expenditure Report on the campaign finance website. This registration process must use a control mechanism (i.e. an email returned to the Individual which includes an input access link or requiring the unscrambling of text known as a CAPTCHA system).	\$ 600.00
ID: 45 - The Application needs to be able to handle a single Notification of Independent Expenditure report that has the total expenditure allocated between multiple candidates. The report must be attached to each candidate, but each candidate's dollar amount should reflect the reported amount for that candidate.	\$ 1,920.00
ID: 46 - The Application must allow for the filing of Electioneering Communications expenditures by any person. The report must contain name and address of contributors spending more than \$250 in a year and, if such contributor is a natural person, the report must include occupation and employer.	\$ 3,600.00
ID: 47 - The Application must use a control mechanism (i.e. an email returned to Individual which includes an input access link or requiring the unscrambling of text known as a CAPTCHA system) for submission of Electioneering Communications reports via the website if the submitter is not an authenticated user of the Application.	\$ 600.00
ID: 48 - The Application must provide Committees the ability to file Electioneering Communications expenditures on their regularly filed disclosure reports. The entry must be identifiable as an Electioneering Communications expenditure and shall include the data required on the standard Electioneering Communications report.	\$ 1,920.00
ID: 50 - The Application must collect Federal Employer Identification Number (FEIN) on contributions made from a business entity type contributor.	\$ 960.00
ID: 62 - The Application must have the capability to allow online entry of penalty waiver requests.	\$ 1,440.00
ID: 63 - The Application must have the capability to record and display penalty waiver request decisions.	\$ 1,440.00
ID: 66 - Authorized users must be able to maintain a Candidate Status table containing, at a minimum...	\$ 720.00
ID: 68 - Authorized users must be able to maintain a Committee Type table containing, at a minimum...	\$ 1,440.00
ID: 71 - Authorized users must be able to maintain a Committee Status table containing, at a minimum...	\$ 720.00

Exhibit B
Payment and Delivery Schedule
Project Labor Cost Table
Amendment #1

Project Labor Cost Table	
Description	Total Cost
ID: 72 - Authorized users must be able to maintain a Jurisdiction table containing, at a minimum...	\$ 3,600.00
ID: 73 - Authorized users must be able to maintain an Office table. There shall be multiple Office records for each Jurisdiction. Each entry in the table must include, at a minimum...	\$ 1,800.00
ID: 74 - Authorized users must be able to maintain a District table that contains all the Districts associated with each Office. For instance, the Office of Governor would only have Statewide as the District. The office of Colorado House would have sixty-five (65) districts.	\$ 1,920.00
ID: 75 - The Application must provide the ability for an authorized user to associate an Election Cycle with each Jurisdiction/Office/District combination active for that Election Cycle.	\$ 1,920.00
ID: 76 - The Application must provide a field in each Committee Type table entry that signifies the type of Contribution Period used by the Committee for Contribution limit processing. The possible values are...	\$ 1,920.00
ID: 78 - The Application must allow an authorized user the ability to add a new Election Cycle for a particular Jurisdiction/Office/District combination that is an exception.	\$ 960.00
ID: 79 - Authorized users must be able to maintain an Event or Tickler type table that allows the application to know when to automatically take an action. An example would be if a candidate declares that they will abide by a Voluntary Spending Limit and then another person declares their candidacy for the same office but doesn't accept the Voluntary Spending Limit, the first candidate must be given notice of this and the right to withdraw their Voluntary Spending Limit requirement within 10 days. At the end of 10 days, the first candidate's position on Voluntary Spending is then frozen, unless a later action triggers a new window of action.	\$ 9,600.00
ID: 81 - The Application must allow an authorized user the ability to add/modify notification text in a Notification table.	\$ 1,200.00
ID: 82 - The Application must allow an authorized user the ability to identify fields within a Notification that are to be filled in by the Application during notification generation.	\$ 1,200.00
ID: 84 - Authorized users must be able to maintain a table of Contribution Limits by Jurisdiction and Committee Type.	\$ 1,920.00
ID: 85 - Authorized users must be able to maintain a table of Spending Limits. The limits shall have start and end dates because the application must allow the limits to be periodically adjusted by the Secretary of State per statute.	\$ 1,920.00
ID: 90 - The Application must have a feature to record and track registrant filing fees.	\$ 4,800.00
ID: 92 - The Application must allow the report selection criteria to be printed on a report cover page, along with the user name of requestor and date/time generated.	\$ 2,400.00

Exhibit B
Payment and Delivery Schedule
Project Labor Cost Table
Amendment #1

Project Labor Cost Table	
Description	Total Cost
ID: 93 - The Application shall allow CDOS and County authorized users the ability to run the following Committee reports with an option to direct output to PDF or Spreadsheet...	\$ 3,600.00
ID: 94 - The Application shall allow CDOS and County authorized users the ability to run the following Candidate reports with an option to direct output to PDF or Spreadsheet...	\$ 960.00
ID: 95 - The Application shall allow CDOS and County authorized users the ability to run the following Contribution reports with an option to direct output to PDF or Spreadsheet...	\$ 4,800.00
ID: 96 - The Application shall allow CDOS and County authorized users the ability to run the following Expenditure reports with an option to direct output to PDF or Spreadsheet...	\$ 2,400.00
ID: 97 - The Application shall allow CDOS and County authorized users the ability to run the following Loan reports with an option to direct output to PDF or Spreadsheet...	\$ 1,920.00
ID: 98 - The Application shall allow CDOS and County authorized users the ability to run the following Disclosure Management reports with an option to direct output to PDF or Spreadsheet...	\$ 1,200.00
ID: 99 - The Application shall allow CDOS and County authorized users the ability to run the following Security reports with an option to direct output to PDF or Spreadsheet...	\$ 1,920.00
ID: 100 - The Contractor shall provide up to fifteen (15) additional reports to be created during the Software Customization phase of the project.	\$ 10,800.00
ID: 105 - The Application shall allow a search for Candidates based upon one or more of the following data items as search criteria...	\$ 960.00
ID: 106 - The Application shall allow a search for Committees based upon one or more of the following data items as search criteria...	\$ 1,440.00
ID: 109 - The Application shall allow a search for Independent Expenditures based upon one or more of the following data items as search criteria...	\$ 2,400.00
ID: 110 - The Application shall allow a search for Electioneering Reports based upon one or more of the following data items as search criteria...	\$ 2,400.00
ID: 111 - The Application shall allow a search for Major Contributors based upon one or more of the following data items as search criteria...	\$ 2,400.00
ID: 113 - The Application shall allow a search for Political Race History based upon all the following data items as search criteria...	\$ 2,400.00
ID: 114 - The Application shall allow a search for Documents and Manual Filings based upon one or more of the following data items as search criteria...	\$ 3,000.00

Exhibit B
Payment and Delivery Schedule
Project Labor Cost Table
Amendment #1

Project Labor Cost Table	
Description	Total Cost
ID: 117 - The Application shall have a mechanism to deter fraudulent usage of campaign finance data for mailing list purposes. For example, the use of a "salt" that would result in the owner of contact information being alerted if their data is being used wrongfully by another party.	\$ 2,400.00
ID: 121 - The Application must have the ability to associate a unique email address with each unique User ID.	\$ 720.00
ID: 123 - The Application must have the ability to inactivate a user's Password if the user has not logged into the Application in a specified number of days since the current Password was assigned.	\$ 720.00
ID: 124 - The Application must have the ability to restrict user authority to a particular jurisdiction.	\$ 7,200.00
ID: 127 - The System must provide access security to enable/disable inquire, add, modify and delete capability for specific users.	\$ 4,800.00
ID: 144 - The Application must allow the user to define default values for certain screen fields.	\$ 7,200.00
ID: 145 - The Application must automatically insert delimiting characters for fields that have a mask (e.g., slashes and hyphens).	\$ 2,400.00
BAFO Question #5 - Scanning & Workflow changes	\$ 15,000.00
COCF-01 - Various Requirement Additions and Subtractions identified in the change request	\$ 3,490.00
COCF-02 - Enhancement to Report Scheduling modules	\$ 4,275.00
COCF-04 - Enhancements to accommodate SOS Centralized Operations	\$ 23,900.00
Customization Total	\$ 218,865.00
Conversion	
Database analysis, design, database conversion and migration activities	\$ 89,000.00
	\$ -
Conversion Total	\$ 89,000.00

Exhibit B
Payment and Delivery Schedule
Project Labor Cost Table
Amendment #1

Project Labor Cost Table	
Description	Total Cost
Training <i>(training travel addressed in 5.0 Miscellaneous Cost Table)</i>	
Web-based training development and materials for Committee and Candidate training	\$ 15,000.00
10 CDOS Users (1 class, 10 per class - Application training)	\$ 12,500.00
10 CDOS Users (1 class, 10 per class - UAT training)	\$ 5,000.00
	\$ -
Training Total	\$ 32,500.00
Testing	
Software Quality Assurance Testing for all project iterations	\$ 82,000.00
	\$ -
Testing Total	\$ 82,000.00
Implementation / Installation / Configuration	
Implementation and Installation services	\$ 50,000.00
	\$ -
Implementation / Installation / Configuration Total	\$ 50,000.00
Other	
	\$ -
Other Total	\$ -
TOTAL PROJECT LABOR	\$ 597,365.00

Exhibit B
Payment and Delivery Schedule
Post-Implementation Support Cost Table
Amendment #1

Post-Implementation Support Cost Table						
Support Category	Colorado FY 2009/2010	Colorado FY 2010/2011	Colorado FY 2011/2012	Colorado FY 2012/2013	Colorado FY 2013/2014	Total
Warranty Period Support	\$ 39,530.00					\$ 39,530.00
Operations Support	\$ 31,000.00	\$ 24,000.00	\$ 25,200.00	\$ 26,460.00	TBD	\$ 106,660.00
Application Maintenance and Support	\$ 8,000.00	\$ 48,000.00	\$ 56,800.00	\$ 101,640.00	\$ 105,840.00	\$ 320,280.00
SUPPORT SUB-TOTAL	\$ 78,530.00	\$ 72,000.00	\$ 82,000.00	\$ 128,100.00	\$ 105,840.00	\$ 466,470.00

Warranty Period Support is support provided during the four months following system implementation.

Operations Support is the support provided by Quest Information Systems and the hosting organization to operate the application hosting environment. The agreement for this support is included as Exhibit F to this contract.

Application Maintenance and Support is the support provided by Quest Information Systems to maintain the FirstTuesday campaign finance software and provide Help Desk Level 2 and 3 support. The Application Support agreement is included as Exhibit E to this contract.

The \$78,530 amount in the Colorado FY 2009/2010 column is the amount associated with the contract. The amounts for remaining years are what the vendor has agreed to charge if the support agreements are extended beyond the June 30, 2010 contract end date. The \$78,530 is what is shown in the Total Cost Table worksheet, broken down by the three categories of Warranty, Operations and Application support.

Exhibit B
Payment and Delivery Schedule
Miscellaneous Cost Table
Amendment #1

Miscellaneous Cost Table		
Item	Description	Total Cost
Documentation	User and Technical Documentation	\$ 15,000.00
Non-Training Travel	Project Manager, Business Analyst, Data Migration Person, Other	\$ 30,000.00
		\$ -
		\$ -
		\$ -
TOTAL MISCELLANEOUS COSTS		\$ 45,000.00

Exhibit B
Payment and Delivery Schedule
Hourly Rate Table

Hourly Rate Table					
Position Description	Rate / Hour Application Development Warranty Period	Rate / Hour Application Development Support YR 1	Rate / Hour Application Development Support YR 2	Rate / Hour Application Development Support YR 3	Rate / Hour Application Development Support YR 4
Project Manager	\$125.00	\$125.00	\$128.75	\$132.61	\$136.59
Senior Architect	\$125.00	\$125.00	\$128.75	\$132.61	\$136.59
Database Administrator	\$125.00	\$125.00	\$128.75	\$132.61	\$136.59
Business Analyst	\$110.00	\$110.00	\$113.30	\$116.70	\$120.20
Senior Developer	\$110.00	\$110.00	\$113.30	\$116.70	\$120.20
Developer	\$95.00	\$95.00	\$97.85	\$100.79	\$103.81
Technical Writer	\$75.00	\$75.00	\$77.25	\$79.57	\$81.95
Trainer	\$75.00	\$75.00	\$77.25	\$79.57	\$81.95
Help Desk Analyst (Tier 2)	\$75.00	\$75.00	\$77.25	\$79.57	\$81.95

These hourly rates apply to Quest services requested by CDOS for changes or enhancements to the campaign finance software, for additional training and other services. These hourly rates will be used when requesting services through the Application Development Agreement or for other services, such as transfer/transition services, not covered by existing contracts/agreements.

Colorado Campaign Finance System Operations Support Agreement

between

**State of Colorado
Department of State**

and



Contract # 09VAA00010

Exhibit F

Table of Contents

1. INTRODUCTION.....	4
1.1 Overview	4
1.2 Scope	4
1.3 Term of Agreement	4
2. OPERATIONS SUPPORT.....	4
2.1 Definition of Services.....	4
2.2 Application Hosting Services	4
2.3 Hardware and Software	5
2.4 Availability	5
2.5 Connectivity	5
2.6 Monitoring.....	5
2.7 Patches, Updates and New Releases.....	5
2.8 Backups	5
2.9 System Maintenance Services	6
2.10 Maintenance Windows	6
2.11 Urgent Maintenance	6
2.12 Hosting Site Hardware	7
2.13 Hosting Site Software.....	7
2.14 Hosting Site Disaster Recovery	7
2.15 Transition to another Environment.....	7
3. PERFORMANCE METRICS	8
3.1 Service Levels	8
3.2 System Availability	8
3.3 Application Performance.....	9
3.3.1 Single Transaction Activities.....	9
3.3.2 Search Activities.....	9
3.3.3 Batch Activities	10
3.3.4 Electronic Data Interchange Filings	10
3.4 Notification and Escalation Procedures.....	10
3.4.1 Service Interruptions	10
3.4.2 Intrusion.....	10
3.4.3 Escalation Procedure	10
3.5 Penalties for Non-Performance	10

3.5.1	System Availability	10
3.5.2	Application Performance.....	10
4.	SECURITY	11
4.1	Threat Model	11
4.2	Physical Security	13
4.3	Network Security.....	13
4.4	Application and Data Security.....	13
5.	COSTS.....	13
5.1	Monthly Support Costs.....	13
5.2	Optional Services.....	13

1. INTRODUCTION

1.1 Overview

Quest Information Systems, Inc. (“Quest”) was selected to provide its FirstTuesday® campaign finance application software along with Colorado customization (“Product”) to the Colorado Department of State (“CDOS”) as a result of a CDOS Request for Proposals (RFP) number CDOS-CF-08-01 and subsequent Contract # 09VAA00010. Quest will provide operations support as defined in this Operations Support Agreement (“Agreement”), which is incorporated in Contract # 09VAA00010 under Amendment 1.

1.2 Scope

This support agreement addresses three (3) areas of operations support. The areas are:

- Application Hosting Services
- Hosting Site Hardware Support
- Hosting Site Software Support

These three support areas are each addressed in this Agreement. Maintenance and support for the campaign finance application software are addressed in Contract Exhibit E, Application Maintenance and Support Agreement.

1.3 Term of Agreement

This Agreement will commence at the effective date of Amendment #1. This Agreement will be in effect for the initial term of the Contract, as defined in §5A of the Contract, and may be renewed per §5B of the Contract.

2. OPERATIONS SUPPORT

2.1 Definition of Services

The Operations Support to be performed by Quest includes Application Hosting Services, Hosting Site Hardware Support, and Hosting Site Software Support. Whereas the term Product refers to the Colorado version of the campaign finance application software, the term “System” refers to the Hosting Site hardware and software, Network hardware and software, and all other components needed to support the operation and availability of the Product.

2.2 Application Hosting Services

Application Hosting Services are part of Operations Support and consist of:

- Providing the Hardware and Software required to operate the Product in a production hosting environment;
- Hosting platform connectivity to the Product;
- Daily monitoring and operations of the Product; and
- Providing system and data backup and recovery services.

Quest will provide all applicable Application Hosting Services with the capability to support the Product as described in the Specifications and to meet the Service Levels set forth in this agreement.

2.3 Hardware and Software

Quest will provide the FirstTuesday® Campaign Finance Program as configured for Colorado use, all System Software, all Hosting Site network Hardware, all server and application Hardware, as designed and required to operate the Licensed Software Program to meet all Functional, Performance, Security and Failover Requirements. No centralized printing services will be provided.

2.4 Availability

All Hosting Site Hardware, the FirstTuesday® Campaign Finance Program and System Software will be secured in a hosting facility and designed to be generally available (as defined in Section 3.2) on a 7-day, 24-hours-per-day basis, except for Maintenance Windows (as defined in Section 2.10) or as otherwise described in this amendment.

2.5 Connectivity

System Connectivity includes the Hosted Platform Connectivity. Hosted Platform Connectivity is that Internet Protocol connectivity from the Quest hosting facility to the Internet. During the term of this Agreement, Quest will provide and support System Connectivity with a response time to meet the Application Performance metrics defined in Section 3.3 of this Agreement.

2.6 Monitoring

Quest will monitor all Hardware at the Hosting Site, all System Software and the Hosted Platform Connectivity. Monitoring will be accomplished using monitoring tools developed by Quest's hosting provider as well as other Quest tools and processes designed specifically for the System. An example of a monthly availability report is shown in Section 3.2 of this Agreement. Quest will monitor server utilization, network communication usage, disk space utilization, intrusion detection, and equipment faults within the System. Quest will document any noted issues from this activity in monthly status reports to CDOS.

2.7 Patches, Updates and New Releases

Quest will periodically install and update virus protection software, software patches, and Hardware and/or Software upgrades to the extent needed to maintain Service Levels, as Quest determines necessary. These updates will be made in a weekly scheduled maintenance window. Applications hosted on this environment for other Quest customers utilize separate applications and databases; therefore, maintenance for these clients will not affect the Colorado FirstTuesday® Campaign Finance Product.

2.8 Backups

Quest will manage all Hosting Site backups and equipment within the hosted System. Full System and database backups will be conducted on a weekly basis with daily differential backups as well as every 15-minute transaction log backups. All backups will be stored in accordance with Quest's disaster recovery policies and procedures. Quest is responsible for promptly restoring any data lost as a result of System Failure or occurring from any cause, including disasters, other than misuse by an Authorized User. Quest shall not be responsible for restoring data lost as a result of misuse by an Authorized User unless the data loss resulted from a defect in the Product. The data restored by Quest shall

be the database as it existed prior to the loss, up to the last valid differential or transactional backup.

2.9 System Maintenance Services

As part of the Operations Support, Quest will provide Maintenance Services for the Hardware, FirstTuesday® Campaign Finance Product, and System Software provided by and implemented by Quest, as described below.

Quest will comply with the following procedures when performing System Maintenance:

- Quest will make reasonable efforts to schedule maintenance so as not to unreasonably interrupt CDOS business operations;
- Quest shall make no changes that would alter the functionality of the Product or degrade the performance of the Product, without first obtaining CDOS written approval;
- Quest will notify CDOS of any updates to the hosting environment, except for patches done by the hosting provider of which Quest has not been notified;
- Prior to using any software or hardware to provide Maintenance Services, Quest shall utilize customary testing efforts to verify that the item has been properly installed, is operating substantially in conformance to its specifications, and is performing its intended functions in a reliable manner;
- Prior to deploying changes to the Product to production, the updated software and related database will be deployed to the user acceptance test environment for CDOS acceptance; and
- Quest shall follow Quest's formalized methodology in migrating programs from development and testing environments into the production environment.

2.10 Maintenance Windows

Maintenance Windows apply to scheduled upgrades of the Hardware at the Hosting Site; Licensed Software Program and System Software; or adjustments to accommodate designed capacity, as mutually agreed between Quest and CDOS. Unless otherwise agreed by CDOS, all Maintenance shall be performed in a weekly window of time outside CDOS business hours of 7:30 a.m. to 5:00 p.m. Colorado time. The standard maintenance window is 1:00 a.m. to 4:00 a.m. on Wednesdays. During the Maintenance Window, the quality of the Service may be temporarily degraded, including possible outages. If possible, Maintenance will be scheduled during times of lowest Product activity by non-CDOS users (committees and public).

2.11 Urgent Maintenance

Urgent Maintenance is Services required to correct System conditions that would require immediate action, including, without limitation, emergency patches. Quest may perform Urgent Maintenance at any time that it is necessary. Quest shall notify CDOS prior to performing Urgent Maintenance whenever possible. Such notice should be in the form of an email to the CDOS. In the event that prior notification would unreasonably delay Urgent Maintenance, Quest may perform Urgent Maintenance, then immediately notify CDOS upon completion. Urgent Maintenance may temporarily degrade the quality of services and service levels, including possible outages.

2.12 Hosting Site Hardware

The necessary servers, networking and other hardware utilized at the Hosting Site will be provided as part of the hosting services commitment. Based on final software configuration, Quest will provide the necessary Hosting Site Hardware to support the System and all requirements. Hardware specifications include the following:

Application (Web) Server

- HP DL380G3/Windows 2003
- 2 x 3.06 GHz/2GB
- 2 x 36GB (Raid 1)
- 2 x 36GB (Raid 1)
- 2 x 146GB (Raid 1)

DB Server

- HP DL380G3/Windows 2003
- 1 x 3.06 GHz /4GB
- 2 x 36GB (Raid 1)
- 2 x 36GB (Raid 1)
- 2 x 146GB (Raid 1)

2.13 Hosting Site Software

Based on final software configuration, Quest will provide the necessary Hosting Site software licenses associated with Third Party Software. The costs for the Hosting Site software are based on the following usage estimates:

- 100 concurrent CDOS Admin, Committee and Candidate users; and
- Public website access not to exceed more than 3,000 Page Views per hour.

Additional usage may result in the need for additional costs or a contract change. The following system software will be deployed on the Application server and the Database server:

- Microsoft Windows 2003 (both servers)
- Microsoft .NET Framework 3.5 (both servers)
- SQL Server 2005 (database server)
- SQL Reporting Services 2008 (application server)

2.14 Hosting Site Disaster Recovery

Hosting Site disaster recovery will be managed and provided as part of the Hosting Services arrangement. Quest will leverage the extensive disaster recovery capabilities of the hosting provider. These capabilities include:

- Multiple telecommunications connections to the Internet provided by different providers;
- Onsite hardware and software support staff; and
- Battery and power generation capability.

2.15 Transition to another Environment

If CDOS determines they wish to transition to another hosting environment, Quest will assist in this transition by:

- Assisting in the physical transition of the Product;

- Providing services to configure the software, install the application, and test and troubleshoot the installation and configuration; and
- Providing technical transition support training.

Other than Section 3.5.2 provisions, these services are offered as “Staffing Services”, billed in a traditional “Time & Expense” method, or offered as “Fixed Cost”, billed upon delivery completion. The rates used for these services are defined in Section 5.2 Optional Services.

3. PERFORMANCE METRICS

3.1 Service Levels

During the performance of this Operations Support Agreement, Quest will maintain the service levels (“**Service Levels**”) listed in this Section 3.

3.2 System Availability

System Availability is defined as the time during which the Product is available to CDOS, County, and Public users to access and perform the campaign finance operations contemplated by the Contract and this Agreement. If any user is not able to access the Product and perform the campaign finance operations contemplated by the Agreement, then the Product is considered to be not available unless one of the following conditions applies:

- Acts or omissions of any party (other than Quest or Quest subcontractors or communications providers), including the acts or omissions of CDOS (including CDOS Authorized Users), or third parties on behalf of CDOS;
- Force Majeure events;
- Maintenance Windows; and
- Any other cause outside of Quest’s control but only if Quest provides a reasonable and practical workaround that meets all the business needs of the users.

An example of a monthly report showing System Availability follows:



Availability Management

Availability Details

Item Monitored	Up Time
http://www.ricampaignfinance.com	100.00 %
https://secure.ricampaignfinance.com	100.00 %
http://www.indianaintern.net	100.00 %
http://campaignfinance.in.gov	100.00 %
https://campaignfinance.in.gov/INCF/UserLogin.aspx	100.00 %
http://www.questis.com	100.00 %
https://www.insvrs.com	100.00 %
http://www.ricampaignfinance.com/RIPublic/Homepage.aspx	100.00 %
http://www.indianavoters.com	99.98 %
https://secure.raskcorp.com	100.00 %
https://www.sportsexchangenet.com/SEN/Common/Login.aspx	100.00 %

3.3 Application Performance

The Colorado Campaign Finance application software needs to function at a performance level that allows users (admin and public) to complete their tasks in a reasonable amount of time and with as little waiting on the application to respond as possible. Areas where metrics are applicable and a service level shall be met include:

3.3.1 Single Transaction Activities

This includes application transactions such as:

- Add or access a single contribution, expenditure or loan;
- Add or access a single penalty or waiver record;
- Add or access a committee or candidate record;
- Add or access a disclosure reporting schedule; and
- Any other transaction that typically adds, updates or displays a single or minimal number of database records.

The average application response time for single transaction activities shall be 5 seconds or less. Occasional delays of 10 seconds are acceptable; however, consistent response times greater than 5 seconds are not acceptable.

3.3.2 Search Activities

Search activity response times are dependent upon the type of search being performed. The following categories are listed with the corresponding response time service level:

- Search where the search criteria provides a value that corresponds to a database index field – 5 second response;
- Search where a “Begin With” or “Contains” value is used as the search criteria – 10 second response; and
- Search where low or high limits are included in the search criteria – 10 second response.

3.3.3 Batch Activities

Activities that are executed in batch mode shall complete within a time window that does not create a schedule delay that prevents all batch activities from completing within the specified time window. For instance, nightly batch activities must complete prior to the beginning of normal business hours such as to not delay campaign finance staff in performing their daily activities. All nightly batch jobs that create output for Public Site viewing and that create output for administrative and committee user usage shall complete by 6am Colorado time.

3.3.4 Electronic Data Interchange Filings

When committees upload their electronic files of contributions, expenditures and loans, the process to verify that the file format is correct and notifies the user of success or failure regarding the file format, should take no longer than 2 minutes.

3.4 Notification and Escalation Procedures

3.4.1 Service Interruptions

The CDOS shall be notified within sixty (60) minutes after Quest becomes aware of a Service interruption that impacts Product availability. If an outage is noticed by CDOS, and notification by Quest has not been given, the CDOS will within sixty (60) minutes after becoming aware of such interruption, collect the mutually agreed upon relevant information and provide such information to Quest.

3.4.2 Intrusion

The CDOS shall be notified by Quest as soon as possible to report any and all suspicious activity regarding the System equipment, or to report any attempts to access the System by unauthorized persons.

3.4.3 Escalation Procedure

Any problems experienced by the CDOS or Authorized Users may be called in to CDOS Help Desk during Help Desk service hours. The Help Desk is the single point of contact between CDOS authorized users and the Quest Help Desk.

3.5 Penalties for Non-Performance

3.5.1 System Availability

For any month when System availability is less than 97%, a Staffing Services amount equivalent to 15% of the Operations Support monthly rate for that month will be credited to CDOS. These credits, if any, may be used by CDOS for future Optional Services as defined in Section 5.2 of this Agreement.

3.5.2 Application Performance

If the application fails to perform at the specified response levels defined in Section 3.3 on a consistent basis, which adversely impacts user productivity, then Quest and CDOS will work together to define an adequate solution to the

problem. If the solution requires migration of the Colorado campaign finance application to another hosting environment, Quest will agree to assist in the transition without charging for Quest staff services. These services will be similar to those listed in Section 2.15. The new environment may be hosted by Quest, another hosting provider, or CDOS.

4. SECURITY

4.1 Threat Model

Quest’s threat security model is based on the following general characteristics:

- Confidentiality - The information contained in the Colorado Campaign Finance Database should remain private until the filings are completed by the committees and candidates. Certain document images must be flagged as confidential and not available for public viewing (i.e. Candidate Personal Financial Disclosure Statement).
- Integrity - The application and supporting architecture should ensure only authorized users are able to add and update records.
- Availability – The system and resulting data must be available. Committees and candidates must maintain the ability to file reports on a tight schedule. The public must have access to the data in a timely manner.

Based on these characteristics, the following security threats will be managed as part of this Agreement:

Table 4.1 – Quest Security Threat Model

Category	Risk	Mitigation
Confidentiality	Data could be viewed by public prior to being filed by the candidate or committee.	Implement application security measures to ensure application design does not allow public to see data until the associated reports are filed.
Integrity	Unauthorized users could access and update records for committees and candidates.	Implement application security to address data access, web site security, login security, session timeout, page rendering, user account and permission management, user ID and password management and event logging. Also ensure data security through audit logging and data backup procedures.
Integrity	Unauthorized users may access the servers remotely via network vulnerabilities and manipulate the application data.	Maintain remote access to servers on a secure, limited and as needed basis.

Category	Risk	Mitigation
Availability	Unauthorized persons may access the physical servers.	<p>Enforce physical security measures, including:</p> <ul style="list-style-type: none"> • Only Terremark employees may enter the data center floor • Card access, hand geometry scanners & audible alarms • Multi-zoned, 24/7 monitored access areas w/CCTV surveillance on all external & internal doors • Badge access into gateway • Badge plus biometrics into server suite
Availability	Power outage, cooling system failure, or fire may result in the system being unavailable.	<p>Maintain environmental measures, including:</p> <ul style="list-style-type: none"> • HVAC closed loop drycooler system (not chilled water) • Total cooling capacity > 1,360 tons • 56/20 ton Liebert Air Handlers & 17 drycooler units on roof • 24/7 environmental monitoring • 18” raised flooring dedicated for air distribution & ventilation only • 7,000 amp 480V entrance from power company • 1.5MW & 2MW generator units with 3,000 fuel gallon capacity each (>24 hours autonomy @ max. load) • 10,000 amp –48VDC power plant w/redundant rectifiers • 2 –125 KVA, 2-500 KVA & 2-300 KVA AC UPS systems • 24/7 power systems monitoring • Dryline, multi-zoned, failsafe pre-action fire suppression system • >500 photo-electric sensors throughout facility (overhead & under floor) • 24/7 local & remote monitoring
Availability	Unauthorized users may access the servers remotely via network vulnerabilities to disrupt servers and application performance.	<p>Employ two Citrix Netscaler model #RS9800HA to provide security into the shared hosting servers. The Netscaler load balancers (active/passive mode – which provides redundancy) provide port filtering to ensure only port 80 (http) and port 443 (https) have access to the environment. In addition, the Netscaler load balancers provide Network Address Translation (NAT) services to map external IP addresses to their associated internal IP addresses.</p>

4.2 Physical Security

Quest will provide application hosting as a service utilizing a SAS-70 Type II Certified hosting provider, Terremark in Dallas, Texas. The hosting provider will employ Perimeter, Environmental, Power System and Fire Suppression security as listed in the Threat Model table in Agreement Section 4.1.

4.3 Network Security

Operation Support services will include devices and procedures as listed in the Threat Model table in Agreement Section 4.1 to address Network Security.

4.4 Application and Data Security

Application security will be addressed with User Access Management processes, Data Modification auditing processes, and Data Backup processes.

5. COSTS

5.1 Monthly Support Costs

An installation payment of \$7,000 shall be due Quest when a testing site is available for CDOS use on the hosting provider. The monthly support costs include services for CDOS Production, Testing and Training environments. The monthly rates for Operations Support services, beginning when a demonstration or testing site is available for CDOS use on the hosting provider are:

Table 5.1 – Operations Support Monthly Rates

Months	Monthly Rate
1-24	\$2,000
25-36	\$2,100
37-48	\$2,205

5.2 Optional Services

Optional Services (technical and other) are available from Quest. CDOS and Quest will execute written approvals for any optional services. Services are subject to Quest resource availability and will be billed in a traditional “time and expense” method using the hourly rates in the table below. Quest also offers services utilizing a “fixed cost” method, billable upon successful completion of services. Travel and other expenses will be passed through to CDOS, when appropriate. The hourly rates may be adjusted for long-term commitments.

Table 5.2 – Quest Optional Services Hourly Rates

Hourly Rate Table					
Position Description	Rate / Hour thru Warranty Period	Rate / Hour Development Support Year 1	Rate / Hour Development Support Year 2	Rate / Hour Development Support Year 3	Rate / Hour Development Support Year 4
Project Manager	\$125.00	\$125.00	\$128.75	\$132.61	\$136.59
Senior Architect	\$125.00	\$125.00	\$128.75	\$132.61	\$136.59
Database Administrator	\$125.00	\$125.00	\$128.75	\$132.61	\$136.59
Business Analyst	\$110.00	\$110.00	\$113.30	\$116.70	\$120.20
Senior Developer	\$110.00	\$110.00	\$113.30	\$116.70	\$120.20
Developer	\$95.00	\$95.00	\$97.85	\$100.79	\$103.81
Technical Writer	\$75.00	\$75.00	\$77.25	\$79.57	\$81.95
Trainer	\$75.00	\$75.00	\$77.25	\$79.57	\$81.95
Help Desk Analyst (Tier 2)	\$75.00	\$75.00	\$77.25	\$79.57	\$81.95