Unisys Response to State of Nebraska V-2 Technical Proposal

Request for Proposal (6724 Z1)

JANUARY 26, 2023

Unisys Corporation
801 Lakeview Drive Suite 100
Blue Bell, PA 19422

Table of Contents

List of Figures

List of Tables

1. Project Understanding

The bidder should provide narrative describing their understanding of the NSP MSS modernization project. An explanation of how the proposed solution addresses the issues and opportunities outlined in the RFP should be included

Unisys Response:

The Unisys Team Proposal organically correlates to the desired outcomes of this RFP because both Unisys and DCI have a similar mindset as NSP. We each seek to partner with others in creating the most advanced MSS solution available – one that is proven, yet modern, resilient, but nimble, highly secure, and at the same time easy to use and learn, all hosted in an extremely reliable Cloud environment . We all want technology to do the grunt work while we focus on critical business objectives such as better, faster and more cost-efficient information flow. While a Unisys/NSP partnership will deliver on every requirement and objective of this proposal, in the end, only one thing matters – the safety and lives of police officers and citizens. To that goal, we strongly believe we are all "better together" on this modernization project, including NSP, DCI and Unisys, plus our supporting colleagues at Peak Performance and Microsoft. We have a complete understanding of the NSP modernization effort because we in a way helped light the pathway to Cloud-based CJIS environments, especially message switch hosting which NSP seeks. We are the only bidder you will encounter with an Azure message switch implementation and user interface on its resume. That means low risk, lessons-learned you don't pay for, and a much faster, more "evergeen" development and continued support plan. The Unisys Team has already gone down this road, found the bumps, put up guiderails and established GPS coordinates to take NSP on the same journey.

Specifically, the Unisys Team Proposal achieves NSP outcomes as follows:

<u>Complete Enhancement of Technical Operational Capabilities</u>

- The Unisys Team has highly experienced resources to assist NSP with all regulatory change requirements, including meeting NIEM deadlines. We helped our clients become the first states to achieve Nlets NIEM compliancy, and have provided technical assistance to the FBI to help improve the NCIC NIEM rollout to all states, not just our own clients.
- Business continuity is the bedrock of Azure-hosted message switches, and we are writing the book on such resilient environments which align with NSP desires.
- Greatly improved business processes and agility will be possible through our Unisys and DCI experts, ready to supplement NSP staff on important technology endeavors, or conduct entire development efforts for you prior to turning them back over to your agency for deployment. These improved business processes also include better available audit metrics, system monitoring and easier planning plus insights into criminal records.
- Our proposal helps jumpstart the NSP desired interoperability of disparate systems, leading the way for more common, less vendor-proprietary, Cloud-based infrastructure, with lower overall

maintenance and integration costs plus earlier termination of legacy MSS contracts, aging Windows servers, storage needs, etc.

Greatly Improve Business Capabilities

- Faster and broader MSS user adoption will occur with our easier-to-train eAgent UI, increasing information flow, reducing help desk calls and providing quick wins for NSP with both improved efficiency and stakeholder satisfaction. Our LEMS/jx message switch is also highly configurable to NSP business methods and future needs, especially configurations NSP developers can do themselves without help from the Unisys Team.
- All three major components of our proposal (LEMS/JX, eAgent and the Cloud) are incredibly scalable and have virtually unlimited ceilings for NSP surge usage capacity. Cloud computing power can very quickly be raised or lowered, plus both eAgent and LEMS/JX are adjustable to usage rates many times greater than even the current NSP peak usage. Better workload monitoring, usage insights and health/efficiency of the system are natural by-products of our Cloud-based solutions.
- NSP Stakeholder interactions will be faster, more configurable and broader using modern web services and service-bus-type connections. It will be easier to include justice and public safety agency not traditionally part of the MSS community.
- Faster, More Wide-ranging Service Opportunities
- Our two companies have been the first message switch providers with fully implemented NIEM and other regulatory changes, ahead of government deadlines, and NSP will benefit from that leadership and knowledge. In many cases, our companies have aided both NLETS and NCIC with style sheet corrections and other assistance since we are traditionally the first providers to take on such mandated changes on behalf of our clients.
- Quality assurance and responsiveness are embedded in our culture, which is why all of our clients, both past and present serve as references. The Unisys Team is constantly reviewing processes and updating our service to clients, plus looking forward by attending and participating in all industry events such as the Nlets Annual Business Meeting, FBI CJIS Advisory Policy Board events, etc.
- Data usage, integrity and quality will improve according to NSP desires and next practices because of several elements within our bid. Most importantly, more involved and happier users mean deeper usage by NSP stakeholders – simply put, more data will be pushed, pulled and queried because eAgent makes it much easier to do so. Data quality will be better because it is much easier and more intuitive, plus less time-consuming to make entries and extract information more quickly. Increased safety is a by-product of this better data usage.

Significant Architecture Improvements

- The sustainability factor which our Azure Cloud bid provides cannot be overstated. Sick or family leave, training time, retirements, reassignments, crime surges, extreme weather, power outages

and other environmental and human challenges have virtually no effect on our services to NSP. Our bench is deep, and our expertise is extensive across our team. There are no junior or new employees to bring up to speed who need knowledge transfer – we are always at full strength.

- The continuity of operations NSP provides to its citizens is legendary - troopers and NSP staffing are always available, day or night, cold or hot, dangerous or routine, regardless of circumstances. That is the same level of service we wish to provide you. NSP can spend much more time doing policework and providing its huge list of services to citizens because our highly-seasoned team, software and Cloud environment are always on-duty. You will have two message provider companies to rely on, not just one.
- Configurability will be significantly increased with the Unisys Team solution. LEMS/JX is the most configurable message switch available, much of which NSP staff can control without our involvement. Most of our clients manage configuration changes in-house, although our LEMS/JX Team is always available to provide guidance or actual technical assistance. The DCI eAgent UI is also highly configurable down to the individual user level, and affords front line supervisors as well as NSP CJIS staff the option of controlling many features and functions, including how query responses are returned as well as how menus and message key favorites are used.

In summary, the Unisys Team intends to give you the very best, robust and user-friendly MSS system which improves your modernization trajectory while lowering overall costs and strain on your law enforcement mission. But "fully modern" isn't enough, which is why we intend to give you the latest technology AND easier integration with both existing, legacy systems and the newer solutions you are deploying soon and will adopt into the future. We will be "better together" doing this as true partners. Unisys, DCI and Microsoft are already teamed up and prepared to join NSP on this journey.

2. Proposed System Design

The bidder should include a proposed design solution within the proposal. The design solution should be described in detail to demonstrate that the proposed design meets the requirements of the RFP. There is no minimum degree of detail required.

The bidder should identify the major subsystems or components (e.g., configuration items) that compose the proposed system architecture. The bidder should discuss how each major subsystem or component and interface to other systems (outlined in the requirements) will be implemented and tested, i.e., in developed hardware or software; by using COTS products; or to-be-developed hardware or software or combinations of same. The bidder should indicate what new product development (e.g., custom software, COTS extension or customization) and integration products (e.g., services layer, glue code), if any, are required.

Unisys Response:

The proposed Unisys design solution for the Nebraska MSS Modernization Solution embraces NSP's objective to provide a modernization of the state-level message switching system, associated local hot

files, FBI hosted hot files, and related subsystems used to exchange information assets with local, national, and international partners. Our solution includes:

- A true Government Cloud deployment (without the limitations of a vendor managed services facility) using the NSP-preferred **Microsoft Azure Government Cloud**
- The highly configurable **Unisys Law Enforcement Message Switch (LEMS/JX)**, built using contemporary, standards-based integration technologies and message formats, with a new web-browser management console and flexible state hot files framework
- **Diverse Computing's eAgent 2.0**, the most modern, easy to learn and use law enforcement end user interface available, completely web browser-based, accessible from desktops to smartphones.

Unisys was proud to be the MSS provider for Nebraska from 1995 to 2012. Near the end of that contract, NSP suffered from some of the same issues you are suffering with today: ten-year old, obsolete and unreliable hardware resulting in poor resiliency and reliability; obsolete, difficult to support third-party database management software; and legacy interfaces. Our proposed solution won't let that happen again.

Redundancy and Resiliency

The Microsoft Azure Cloud has inherent redundancy and resiliency features for computing, storage, and networking that make it easy to provide high availability. Failures occur less often, and when they do, services and resources are quickly restored without human intervention due to Azure's automated monitoring and self-healing capabilities. This resilient infrastructure supports the proven reliability and self-healing capabilities of LEMS/JX and eAgent 2.0.

Continuous Sustainment

Hardware and software will never be obsolete with the "evergreen" approach inherent in the Azure Government Cloud. Virtual machines (VMs) and storage can be re-sized as needed, and the underlying hardware is periodically refreshed by Microsoft. Operating system software can be kept up to date to the latest releases without having to procure new hardware. Azure SQL Database – the solution's database management software – is provided using a Platform as a Service (PaaS) model, periodically updated and improved by Microsoft. Advances in networking and the many other services available in Azure are frequently added or improved.

The Unisys Team has adopted the evergreen concept as a part of our support. LEMS/JX is kept up to date with NCIC Technical and Operation Updates (TOUs) and other government mandates. The LEMS/JX configurability, functionality, and integration technologies are frequently updated to meet new business and technical needs. eAgent 2.0 is also kept up to date with updated transaction forms, including updates to state-specific forms. Its modern UI technologies, maintained using agile development, enable frequent improvements in the user experience and functionality.

Agency-Configurable Workflows and Modern Interfaces

LEMS/JX has always been the most configurable state message switch available. Using the table-driven, web-browser based LEMS/JX Console, message workflows are readily added and modified without the need for Unisys intervention. Interfaces, security, and the many other LEMS/JX features are also configurable by authorized NSP staff.

Modern, standards-based integration and information sharing technologies are a hallmark of LEMS/JX. It provides strong support for transforming messages between modern XML and legacy formats, along with a flexible framework for web services. Unisys was an early adopter of web services and standards-based XML formats, such as the National Information Exchange Model (NIEM). While other vendors invented their own proprietary message formats, Unisys decided their customers are best served by using standards wherever practical. This has been borne out by the release of web service and NIEM XML format message specifications by NCIC, III, and Nlets. Unisys makes these web services and NIEM XML formats available on interfaces to local agency systems and other law enforcement information systems. However, LEMS/JX continues to support legacy integration technologies – such as the old DMPP 2020 protocol and dot delimited or non-standard XML message formats – for interfaced systems that are not able to advance to modern information sharing technologies at this time.

Solution Overview

The MSS Context Diagram is shown in **Figure 1**. The solution is deployed to the Microsoft Azure Government Cloud, and includes the following components:

- Diverse Computing eAgent 2.0 User Interface
- Unisys LEMS/JX MSS
- Unisys State Hot Files, with the three local hot files listed
- Azure SQL Database to store and maintain configuration data and log files
- SQL Server Reporting Services for reporting
- Azure Application Gateway, Azure Active Directory, and Azure networking and security services
- Azure VPN for connecting to the systems located at NSP Headquarters.

The State's on premises networking provides access to connected State systems, the FBI CJIS WAN router, and the Nlets router.

The MSS connection to Peak Performance products, located a separate Azure Cloud subscription, uses the Microsoft Government Cloud backbone.

User devices running eAgent 2.0 on their web browser securely connect to the MSS using FIPS 140-2 certified HTTPS/Transport Layer Security (TLS 1.2) and advanced authentication, either through the State network or over the Internet, depending on State/NSP policy and agency preference.

Local agency systems using LEMS Web Services also securely connect to the MSS using FIPS 140-2 certified HTTPS/TLS 1.2 and advanced authentication, either through the State network or over the

Internet, depending on State/NSP policy and agency preference. Local agency systems using DMPP-2020 connect through the State network.

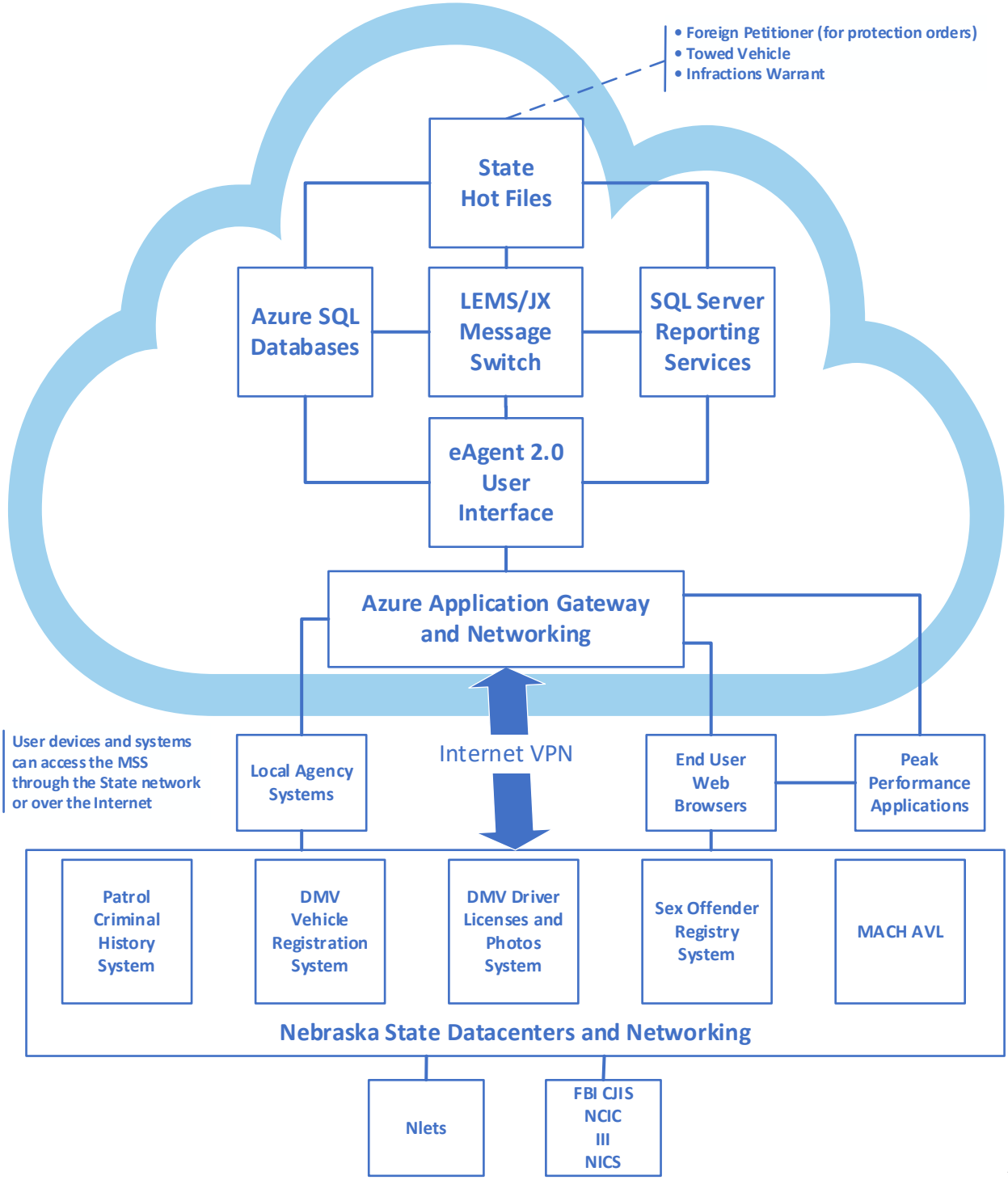

Figure 1. MSS Context Diagram.

Additional details on the MSS components and interfaces are shown in the MSS System diagram in **Figure 2**.

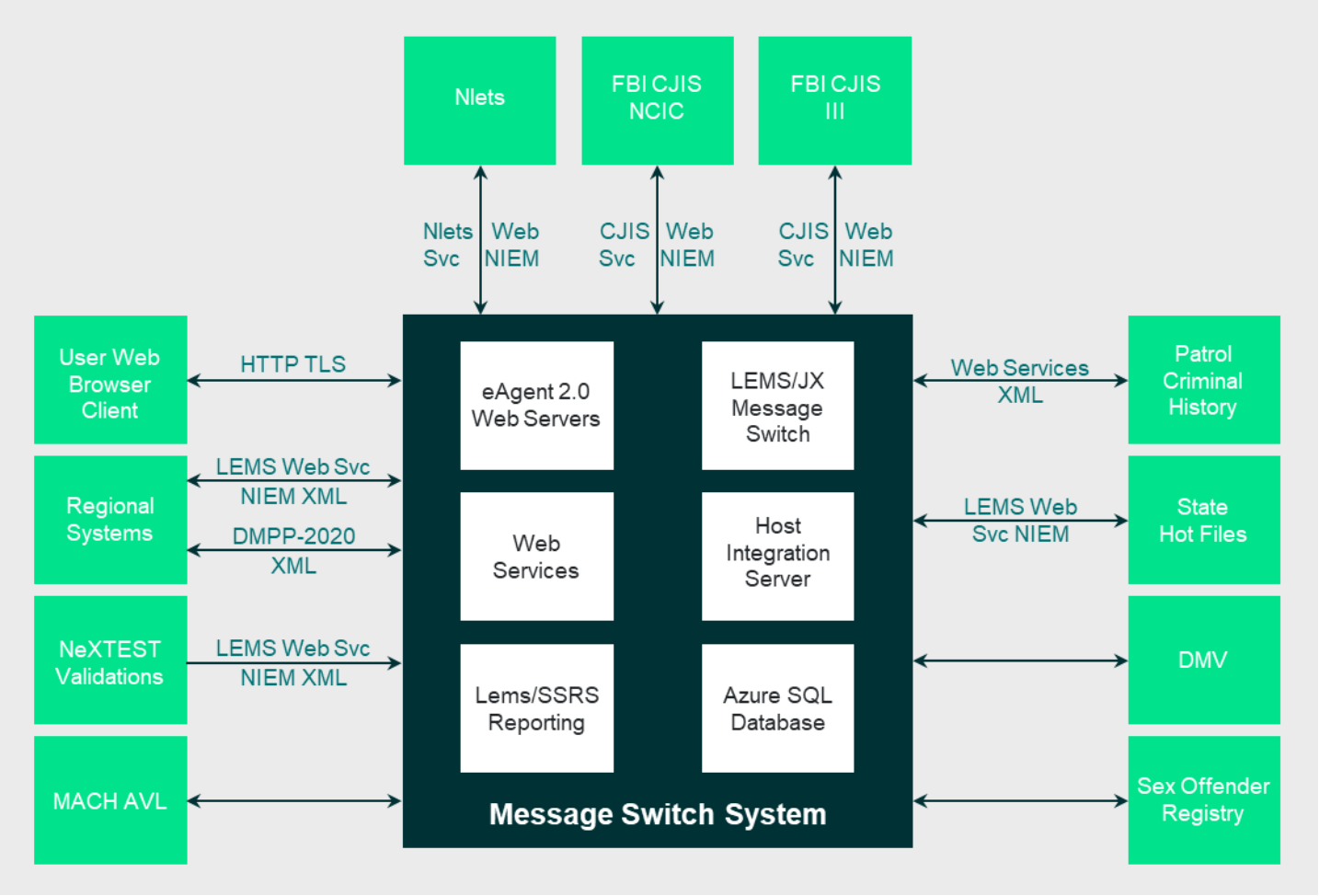

Figure 2. MSS System Diagram.

All components are COTS except the Unisys State Hot Files. The Unisys State Hot Files framework is Government off the Shelf (GOTS); the source code is provided by the Commonwealth of Pennsylvania to the NSP, with customization by Unisys for use by the NSP. Some State-specific interfaces may require customization of an interface Dynamic Link Library (DLL) using the LEMS/JX interface framework. All other State-specific functionality is provided through configuration of the COTS and GOTS solution components.

Azure Government Cloud

Unisys is excited to propose hosting the MSS solution in the Microsoft Azure Government Cloud. As of the date of this proposal, Unisys is the only state message vendor to successfully deploy a complete state message switch to the Azure Government Cloud, for the State of Nevada. We firmly believe Government Cloud hosting is the future of criminal justice information system, including message switches. In contrast

to other message switch vendors, Unisys has extensive expertise and experience deploying solutions for government to the cloud.

The Azure Government Could offers a number of benefits, compared to on-premises deployments and vendor data center managed services:

- Highly secure, with the flexibility to easily reconfigure security as needed
- Supports shared responsibility with Unisys and Nebraska for complying with FBI Criminal Justice Information Services (CJIS) Security Policy
- Highly performant, with the flexibility to right size infrastructure resources by growing or shrinking compute, storage, and network resources as needed for peak loads and future growth
- Inherent high availability
- Disaster Recovery though the use of a paired disaster recovery Azure Government Region
- No hardware procurement or hardware installation required
- Shifts management of in-scope infrastructure from the State to Unisys—this minimizes dependencies and burden on State resources
- Facilitates migrating other existing and future Nebraska CJIS workloads to the Azure Government Cloud
- Retains communications with other state and national systems at NSP headquarters for continued system access management control by the NSP, using a secure, reliable site-to-site Internet VPM between the Azure Government Cloud and the NSP headquarters
- Applies proven Unisys Cloud Forte services to provide proactive monitoring, problem resolution, and Service Level Agreement (SLA) reporting
- Potentially reduces risk and improves flexibility and agility compared to a small product vendor's data center
- Uses Azure Active Directory to enable users to authenticate for access to authorized systems in the Azure cloud with Multi-Factor Authentication (MFA).

Unisys LEMS/JX MSS

LEMS/JX is a message switch developed specifically to support the exchange of law enforcement and criminal justice information. LEMS/JX is the culmination of years of incremental improvements to our Microsoft Windows based LEMS software, which has been in production since 1995. LEMS was based on the heritage and rich functionality of our mainframe-based LEMS 2200, in use since the early 1980s.

LEMS/JX provides proven reliability, flexibility, and capability with comprehensive capabilities for Justice XML Web Services and integrated justice support. LEMS/JX:

- Allows users to access and manage information in federal, state, and local criminal justice information systems
- Connects disparate criminal justice information systems using asynchronous messaging in the format and protocols native to each information system
- Supports a wide variety of message formats and protocols that use powerful, configurable, and flexible message processing and interface capabilities
- Provides message delivery with high availability and high performance using message store-and-forward capabilities
- Acts as the control terminal message switch for systems such as NCIC and Nlets that require connection to a single system in a city or state
- Supports modern information sharing technologies and standards, such as:
    - XML Web Services
    - National Information Exchange Model version 2.0 through the latest version (currently 5.1)
    - Global Justice XML Data Dictionary 3.0 and 3.1
    - Microsoft Message Queueing (MSMQ) and IBM Message Queueing (IBM MQ)
    - Service Oriented Architectures
- Supports legacy and proprietary integration technologies, such as:
    - TCP/IP socket protocols, including DMPP-2020
    - IBM APPC and TN3270.

LEMS/JX includes the LEMS/JX Console, a modern web-browser based tool for monitoring, controlling, and configuring LEMS/JX. **Figure 3** shows a screenshot of the LEMS/JX main screen.

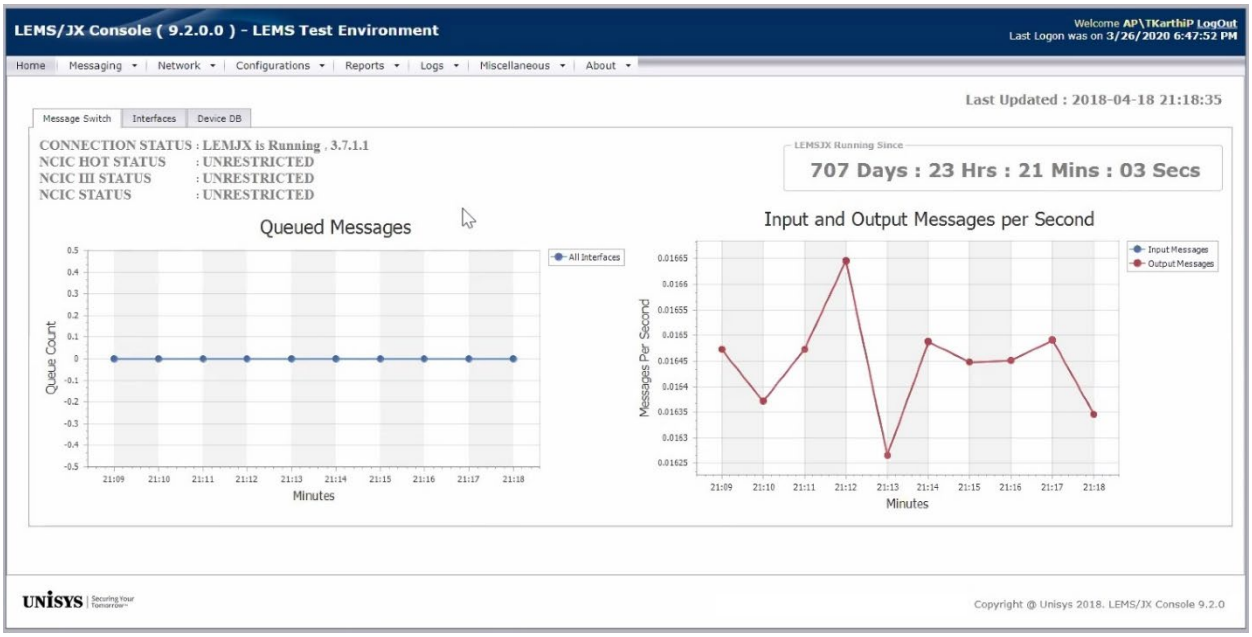

Figure 3. LEMS/JX Console Main Screen.

The LEMS/JX Console is used to configure, monitor, and control interfaces, devices, and queues; manage function groups; manage ORIs and ORI groups; manage broadcast groups; manage code lists; search the LEMS.JX Event Log (which contains message logs); run statistical reports; and configure message workflows. **Figure 4** shows the configurable elements of message workflows.

LEMS/JX also includes the LEMS/JX User Management Console to allow NSP and local agencies to manage user profiles (including user permissions), eAgent 2.0 User Inboxes, and eAgent 2.0 Team Inboxes. The LEMS/JX User Management Console is also browser based and has the same look and feel as the LEMS/JX Console.

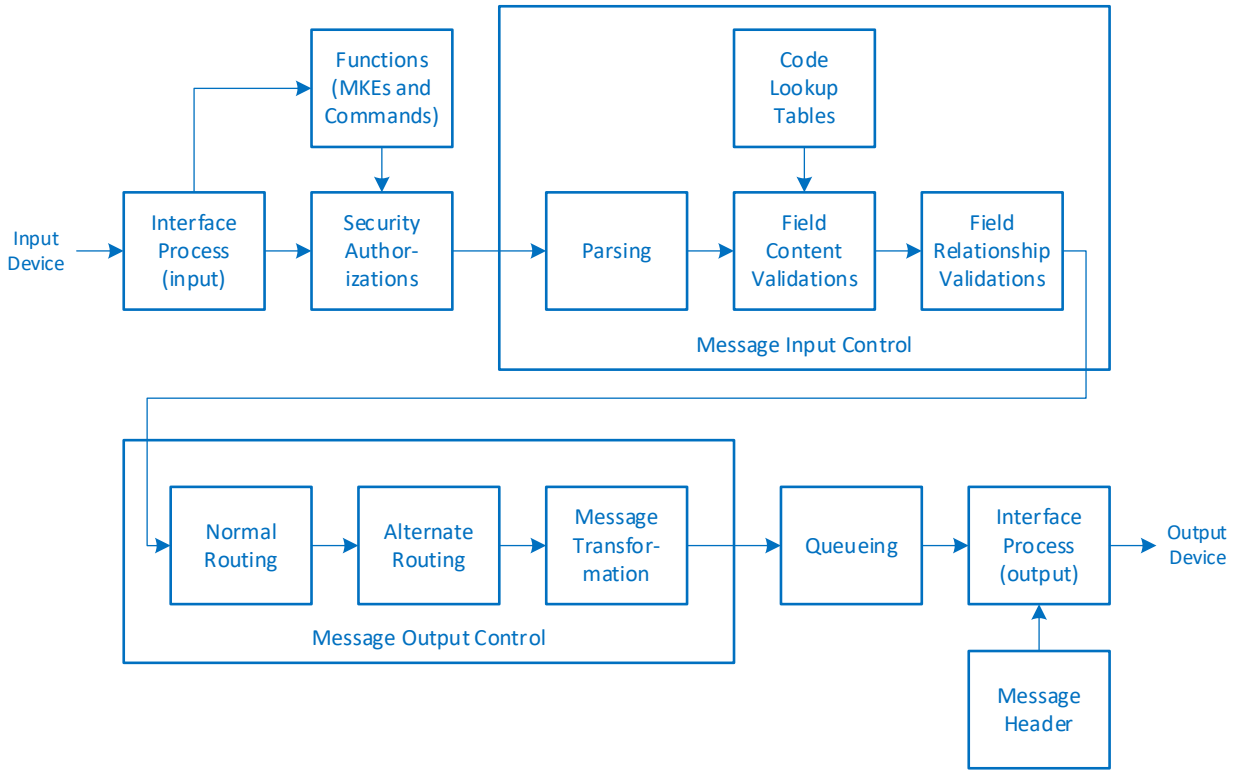

Figure 4. LEMS/JX Message Workflow Configuration.

Diverse Computing eAgent 2.0

eAgent 2.0 is a software program developed by Diverse Computing, Inc. (DCI) that represents the culmination of creative thinking and innovation that delivers the best message switch user interface on the market today. eAgent 2.0 is the world's first web-based, full-access law enforcement software, which means it doesn't require installation and users can access it in the office or from any authorized modern and secure device that meets CJIS Security Policy requirements. This includes secure iPads, iPhones, Android devices, and other agency-approved tablets and smartphones. The design of eAgent 2.0 functions similarly to an email inbox. All incoming messages display in a primary inbox tab and the additional tabs provide methods of organization.

Nebraska MSS users will see a remarkable improvement in their current user interface. eAgent 2.0 provides a modern user look and feel and familiar user experience, as it looks and works like most of the web sites and apps people use every day. It is easy to learn, which reduces training time. It is easy to use, which provides more efficient and timely operation for the user. eAgent 2.0 was designed with a focus on efficiency to drive officer and public safety.

Users can view all incoming message responses in the Inbox Tab, as shown in **Figure 5**. The message responses in this tab are organized chronologically using the section headings "Today," "Yesterday," and "Past." To navigate through messages in the Inbox users may press the up and down arrows (↑, ↓) on the keyboard. The check box to the left of the currently selected message will be outlined in blue.

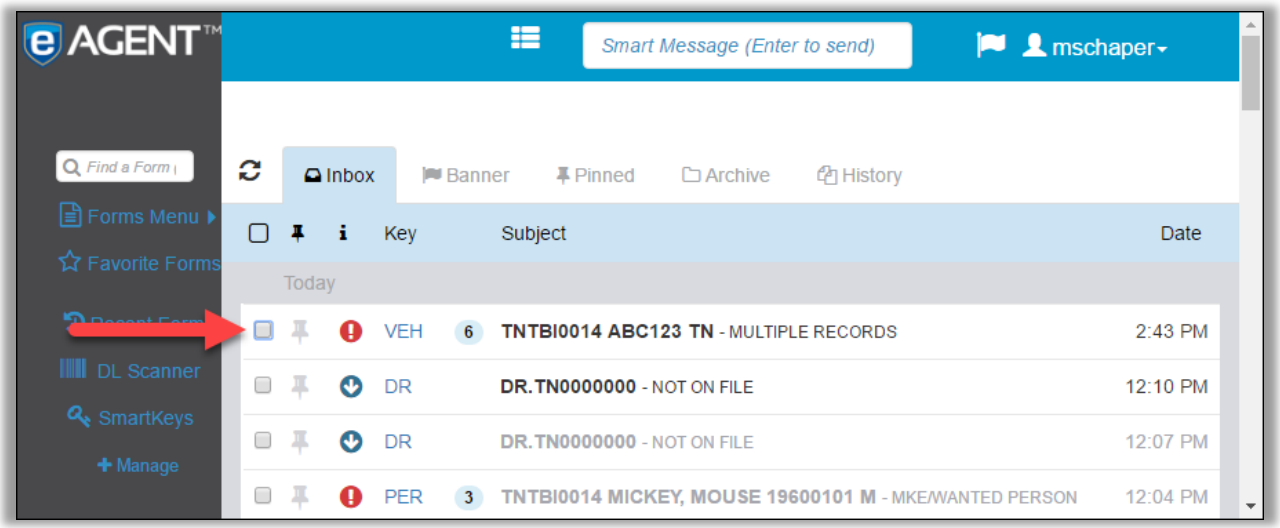

Figure 5. eAgent 2.0 Inbox Tab.

Each message in the Inbox displays the message priority, MKE, message count, subject of the message, and the date the message was received. Messages that users receive for the current day will display the time instead of the date shown **Figure 6**.

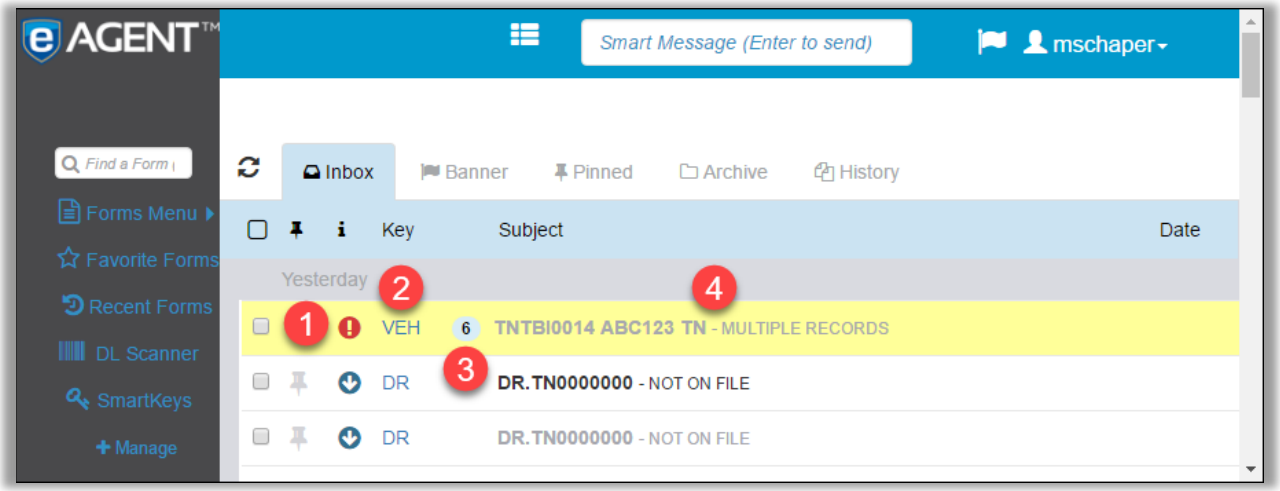

Figure 6. Message Priority, MKE, Message Count, Message Subject, and Message Date.

The following describes the key components of each message:

1. Message priorities are represented by colored icons which display to the left of the MKE. These indicate low, medium, and high priority responses.
2. The Message Key displays to the left of the message count and shows the MKE of the form users have sent. Except for unsolicited messages, users can select the MKE of a message to open the form from the Inbox.

3. The Message Count displays to the left of the subject for messages with multiple responses. This shows the number of responses associated with a transaction but does not include the transaction itself.
4. The message Subject displays core information about the message. The example in **Figure 6** shows "Multiple Records" for a message that had multiple responses. Other message subjects may display important information about the content of a message or refer to the priority of the message response.

Users may view message details by clicking on any message in the Inbox. When users select a message, the message detail will open in the Inbox tab. If users have the Split View setting turned on, the message will open in a new window. When users view message detail the transaction information will display first and all associated responses will appear below it, shown in **Figure 7.**

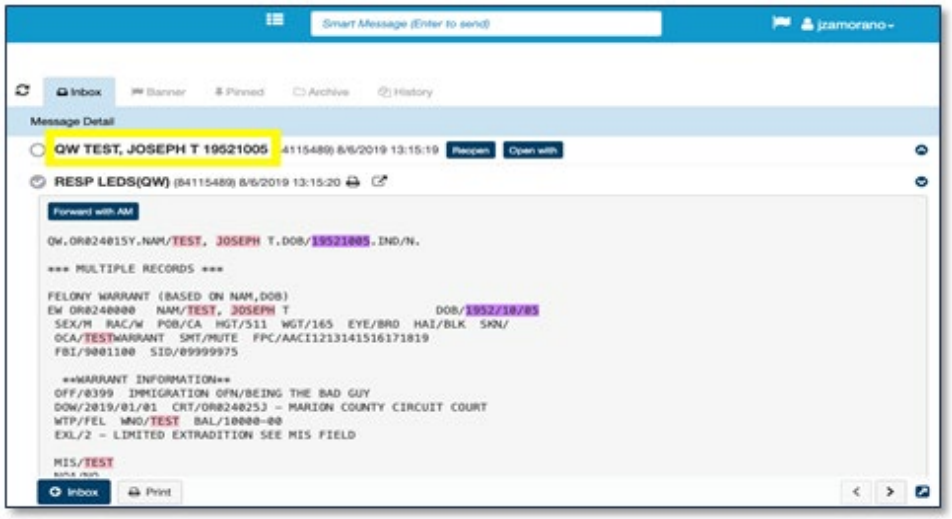

Figure 7. eAgent 2.0 Message Detail.

When a user wants to access a specific form, they may select the "Find a Form" text box and begin typing the name or message key of the form desired, shown in **Figure 8**. This action presents the user with a dropdown menu where they can select the form or message key they would like to use.

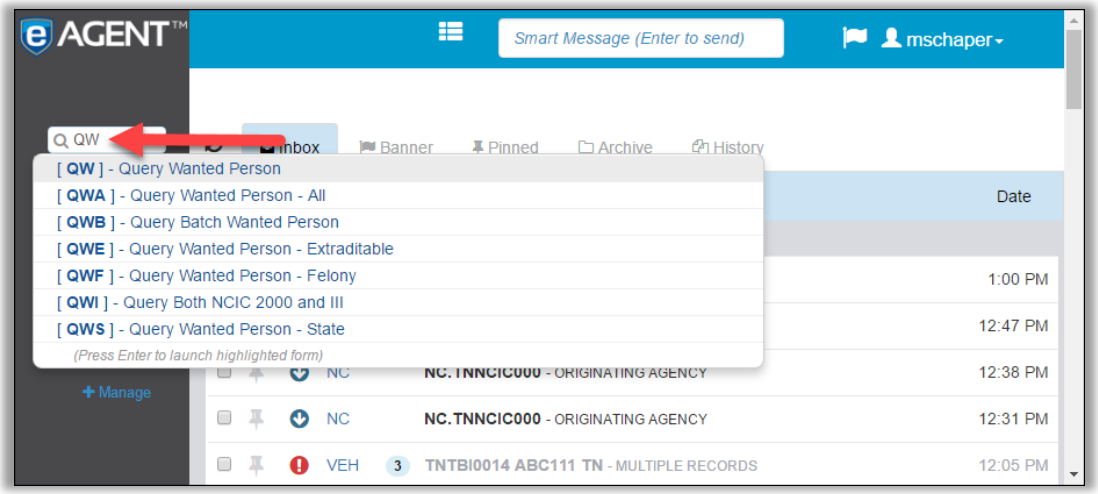

Figure 8. eAgent 2.0 Find a Form.

To navigate through all forms in the application, the user can select the Forms Menu link from the side navigation panel. The Forms Menu organizes forms by category and displays them in a tree format. **Figure 9** shows an example of an eAgent 2.0 form.

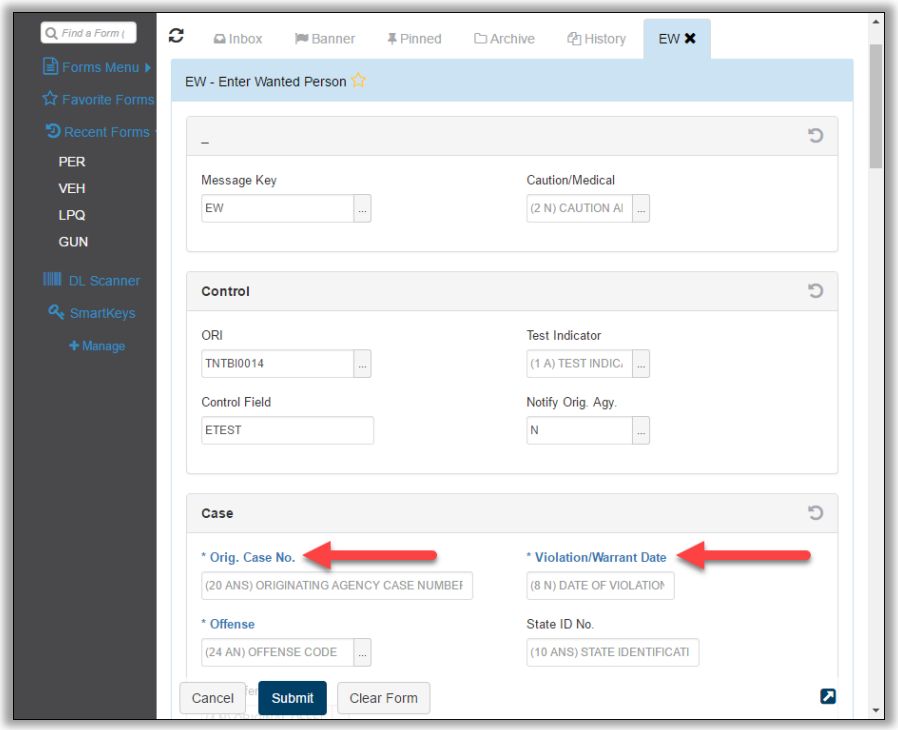

Figure 9. eAgent 2.0 Form.

This section described just a few key eAgent 2.0 features. Other eAgent 2.0 features include the following:

- Agency Mode
- Archive Messages

- Banner Messages
- Pinned Messages
- History Tab
- User Dropdown Menu
- eAgent Help
- User Settings
- Split View
- Pop Out Forms
- Night Mode
- Inbox Line Height
- Alert Sounds
- Priority Icons
- Highlighting
- eAgent Response Buttons (ERB)
- Smart Message
- Select ORI
- Favorite Forms
- Recent Forms
- Save Draft of Forms
- Clearing Forms
- Image Support
- VINassist
- Create a Report
- Hit Confirmation and YQ Workflow
- Hit Confirmation Reminders
- Mobile Environment
- Mobile Navigation
- Team Inbox

3. Proposed Project Management Plan

The bidder should submit a high-level project management plan which clearly identifies the work to be completed during the message switch implementation. This plan must include project tasks, deliverables, milestones, and associated dependencies. It shall also address risk management, deficiency management, and project change management processes.

Unisys Response:

Project Management can be seen as a monitoring system that continuously compares performance against plan and objectives to identify problems so that corrective actions can be developed to address them as required during the term of the resultant Contract. It includes a collection of skills and knowledge needed to plan, monitor, and manage the project's successful execution. Project Management encompasses a number of skill sets and disciplines that include:

- Project Planning
- Schedule Management
- Financial Management
- Issue and Risk Management
- Contract Management

- Change Control
- Third-party Management
- Measuring, assessing, and reporting performance.

This project follows the Unisys Solutions and Services Delivery Framework (SDF), which is aligned with the Project Management Institute's Guide to Project Management Body of Knowledge (PMBOK) – Fourth Edition and PMI best practices.

Our Project Management Plan is included as an attachment to Volume 2 – Technical Proposal. The file is entitled **Exhibit 1 – MSS PMP-Project Management Plan**.

4. Proposed Schedule

The bidder must submit a high-level schedule summary minimally representing the major milestones and contract deliverables associated with the Implementation Plan.

Unisys Response:

The Unisys Team has included an MSS Integrated Master Schedule which will be reviewed, updated and approved during the Project Initiation phase of the Implementation. The IMS includes tasks and deliverables associated to milestones for both Implementation and Operations phases of the project.

Our Integrated Master Schedule is included as an attachment to Volume 2. The file is entitled **Exhibit 3 – MSS Integrated Master Schedule**.

5. Security Response

Bidders should provide a narrative of their overall approach to security. Security Proposal must demonstrate both a full comprehension of the security requirements throughout this RFP and associate requirements and plan attachment(s) and the intention to comply with these requirements. The Security Response must indicate how the bidder will comply with all personnel, physical, and technical requirements of the solicitation.

The bidder should describe its management structure and procedures for protecting NSP and state data, information, materials, equipment, and facilities to which prime and subcontractor personnel may have access. The bidder must describe the bidder's security organization, showing lines of communication to corporate management and explaining why this organization is appropriate for the project.

The bidder should describe the pre-screening procedures to be used prior to submitting potential employee candidates for facility and/or information access approvals and subsequent NSP background screening.

Unisys Response:

Overall Approach to Security

Our approach to security is multifaceted. The primary goals of security are to protect NSP information systems and data from unauthorized access, alteration, deletion, or denial of service access to NSP information systems and data, including data exchanged with local agencies and users. This involves application security, IT infrastructure security, physical security, etc. Our primary guidance comes from the FBI CJIS Security Policy, Nevada Security Policies, and NSP Security Policies. Some key aspects of Unisys implementation and enforcement of security policies are:

- All Unisys personnel with access to NSP systems or data undergo a fingerprint background check and receive periodic security training on the FBI CJIS Security Policy and other specified security policies.
- Unisys personnel access to NSP systems and data is denied except for approved business purposes to meet contract obligations.
- The proposed Microsoft Azure Cloud infrastructure used to deploy the solution is configured to meet applicable security policies and is continuously monitored for compliance with those security policies. Any non-compliance is immediately remediated.
- All CJI data at rest and data in transit is encrypted using FIPS 140-2 certified cryptographic modules.
- All Virtual Machines have virus protection installed, running, and reporting.
- All software patches are applied as they become available to remediate vulnerabilities.
- The solution is subject to penetration testing to identify any security vulnerabilities, which are remediated upon discovery.
- The solution enforces FBI CJIS and State password policies and other authentication policies for access.
- The solution uses Azure Active Directory (AD) default security policies for authentication, augmented with Unisys-configured security policies to completely meet FBI CJIS Security Policy basic password standards.
- A user's account can be enabled or disabled by an authorized user administrator, If the user is disabled, they are denied access to the system.
- The solution uses Role Based Access Control (RBAC). Each permitted user is assigned a LEMS/JX "Function Group". The Function Group lists the functions (such as message keys) which the user is permitted to perform. If the user attempts to perform a function that is not in their assigned function groups, the attempt to use the function is rejected by LEMS/JX and logged. The user's permitted functions are available to the eAgent 2.0 UI, which uses this information to control which forms are displayed on the forms menu and are available to the user.

- A LEMS/JX Function Group can be assigned to an ORI, which can further restrict the functions for the user submitting transactions using that ORI.
- A user must have a certification date stored in the LEMS/JX user profile that has not expired or they will be denied access to the system.
- All eAgent 2.0 user connections to the MSS use HTTPS/Transport Layer Security (TLS) 1.2 with FIPS 140-2 certified cryptographic modules.
- Passwords expire periodically as specified by the NSP and FBI CJIS Security Policy.
- A user can change their own password before expiration of they can sign on to the system. Users are notified of impending password expiration.
- Once a user's password has expired, their password must be reset. An authorized user administrator can reset it, or the user can reset it themself if they have registered for self-service password reset.
- User sessions automatically terminate upon a period of user inactivity specified by the NSP and FBI CJIS Security Policy.
- Local agency administrators can only manage user profiles for users in their agency.

This list describes many key aspects of our security approach, but it is not an all-inclusive list. Unisys will update the approach as required to mitigate new threats and continue to comply with updated FBI CJIS and State security policies.

Security Management Structure and Procedures

Unisys security is managed by the Unisys Corporate Security & Infrastructure Office, led by Mat Marshall. Jennifer Raiford is our Information Security Office responsible for supporting Unisys delivery projects involving the FBI CJIS Security Policy. She consults and reviews our Justice and Law Enforcement delivery project security documentation, procedures, and issues.

Unisys has stringent, documented, up-to-date security policies for information security and physical security. These security policies and associated procedures include protection of client data and materials (such as paper documents and media). All subcontractors and suppliers with access to client data and facilities are required to submit a detailed questionnaire to verify compliance with Unisys and client security policies. All employees undergo security training quarterly. Employees with access to sensitive client data, such as Criminal Justice Information (CJI) and Personally Identifiable Information (PII) undergo additional training on protecting client data and materials. Employees dealing with client information security receive a daily brief from the CISO on recent security threats and vulnerabilities. All company-provided computers use BitLocker encryption of disk data and are centrally managed using Symantec Endpoint Protection and other security tools. All employee phones used for business purposes have Unisys-managed Mobile Device Management (MDM) with separate personal and work profiles.

Prescreening Procedures

Unisys performs standard commercial background checks as a part of the hiring process. All of the proposed personnel have previously performed work on delivery projects for other law enforcement/criminal justice agencies that necessitated access to criminal justice information, and have previously undergone fingerprint-based background checks required for CJI access; so it is likely they will pass the NSP background screening.

6. Implementation Plan Response

Attachment A to this RFP contains the MSS Implementation Plan. The bidder must describe its understanding of the NSP's requirements as expressed in the MSS Implementation Plan and its approach to satisfying those requirements. The bidder must address methodology and tools, assumptions, risks, applicable standards, deliverables, and deliverable content. The response to the MSS Implementation Plan should minimally include:

Approach for the Development of Each Plan Deliverable – The bidder must provide a textual description of their approach to conducting the activities and developing the deliverables associated with the Implementation Plan. For each task, the bidder must provide proposed activities, deliverables, descriptions of deliverable content, and methods and tools to be used. If the bidder recommends any additional deliverables, they should also be discussed here.

Detailed Schedule – A detailed Gantt-chart resource (staff) loaded Schedule in Gantt-chart form. The Integrated Master Schedule (IMS) must include, at a minimum, all activities required by the MSS Implementation Plan, including Management and Technical Reviews. The Schedule should identify any schedule margin/reserve. The Schedule must provide sufficient detail to demonstrate confidence that the proposed schedule is complete and realistic. There is no minimum degree of detail required.

Unisys Response:

Our understanding of the NSP's requirements is based on decades of experience as a global systems integrator, maintaining long-term relationships with clients as a trusted advisor and provider of solutions and services. We are committed to local, state, and federal criminal justice and public safety domains, which gives us a deep reservoir of expertise and lessons learned that we apply to every project. For many organizations, we have excelled at supporting standards-based and complex integration with legacy internal and external agency systems. This experience and commitment translate to lower risk and higher quality for the MSS Modernization project. Having experienced and knowledgeable personnel who understand the unique business requirements of the applications within the MSS system will improve the quality of the design documents and result in achieving project schedule milestones as well as end-user satisfaction.

The Unisys Team's approach to meeting our clients' needs focuses on providing the system, the people, and the access to the data required to respond effectively to a complex, dynamic technology environment. Project Management must monitor the performance of the teams and take actions as needed to keep the project on plan and report the project's progress regularly. Events (such as obtaining deliverable acceptance) drive some Project Management tasks, and time intervals (such as reporting performance) drive others. These tasks are identified in the Project Schedule section (**Exhibit 3 – MSS Integrated Master Schedule**) and align to the Implementation and Operations Plans outlined in this RFP.

Through decades of delivering high-quality complex solutions for our clients, Unisys developed the Unisys Solutions and Services Delivery Framework (SDF), which is aligned with the Project Management Institute's Guide to Project Management Body of Knowledge (PMBOK) – Fourth Edition and PMI best practices. SDF provides the platform to consistently deliver projects that reliably meet success criteria. The Unisys SDF is the unique One-Unisys framework that applies to all Unisys projects worldwide. The SDF contains core delivery methodologies and work product artifacts as well as focuses on defined best practices. The SDF methods are process and activity based and include key role-based disciplines like Project Management. Each method defines by role the phases, activities, tasks, and work products required to consistently deliver repeatable results. These proven and repeatable methods deliver consistent results and quality in the way we deliver services and solutions to clients.

These methods are founded on commonly recognized industry best practices. Executed by our experienced Project Management staff, SDF conforms to the PMI phases: initiate, plan, launch, manage, control, and close—and is rated as optimized or level 5, the highest level on the Software Engineering Institute's (SEI's) Capability Maturity Model Integration (CMMI) maturity scale. SDF brings discipline and governance to the entire project—mutually establishing business operations and setting clear expectations from start to finish. Documented and transparent operations will provide NSP and the State with full visibility into each project phase, showing that all operations are being performed according to the project plan and established guidelines. SDF mandates a comprehensive set of project plans that document the detailed management processes used to manage all the project's aspects effectively — shown in **Figure 1.**

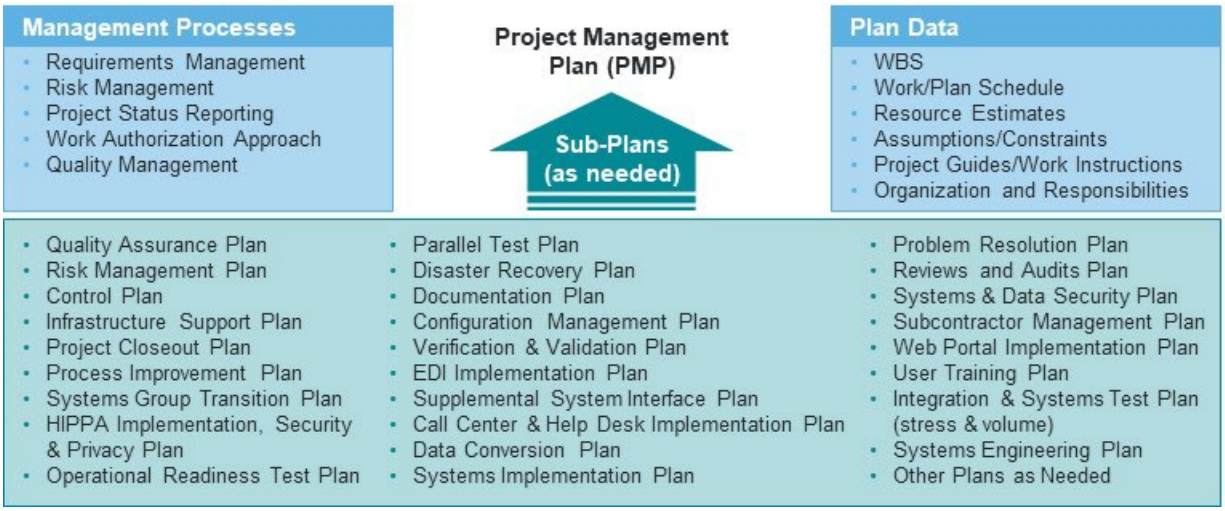

Figure 10. Unisys SDF Project Plans.

Unisys developed SDF with an eye to meeting the variety of technology challenges facing our clients as they implement systems similar to NSP's system, including:

- Providing a clear direction for the project with periodic project schedule updates
- Saving time by providing predefined processes procedures and templates

- Increasing productivity by providing scope and configuration management
- Improving deliverable quality with deliverable review procedures and quality reviews.

Consistent processes, clear communication, tested techniques, and industry-proven tools are required to plan and organize the work as well as to establish a robust communications plan so that information is continuously shared among the project's members and stakeholders. These processes are crucial to properly manage the project's scope, focus on effective issue and risk management, balance business priorities and constraints across tasks and time, and confirm that effective resources are used for optimum benefit. SDF is very effective when used together with a Project Management Office (PMO) and a Project Governance Model.

The Project Management Office (PMO)

Our Project Management approach uses the Project Management Office (PMO) concept, which has proven to be extremely important in managing statewide engagements. According to a survey conducted by the Project Management Institute, the top two reasons for establishing a PMO are to improve project success rates and to implement standard practices.

A PMO structure also facilitates improved communication with executive management and supports strategic planning with all levels of management when used in a governance model. Business outcomes improve as projects because they are no longer isolated parts of the organization. The PMO structure maintains good governance and creates a level of coordination and consistency. Without a PMO, it is difficult to determine project performance. As NSP's business needs and challenges evolve and become more complex, sophisticated methodologies will often be needed to manage them.

The Governance Model

The governance model describes the roles of the project's participants. Unisys suggests a governance model for the MSS Modernization project that divides project responsibilities and focus into three tiers: the Executive Steering Committee (Strategic), the Operations Steering Committee (Tactical), and the Project Steering Committee (Project Execution and Management). Each level in the governance model shown in **Figure 2** is responsible for specific project activities and decisions.

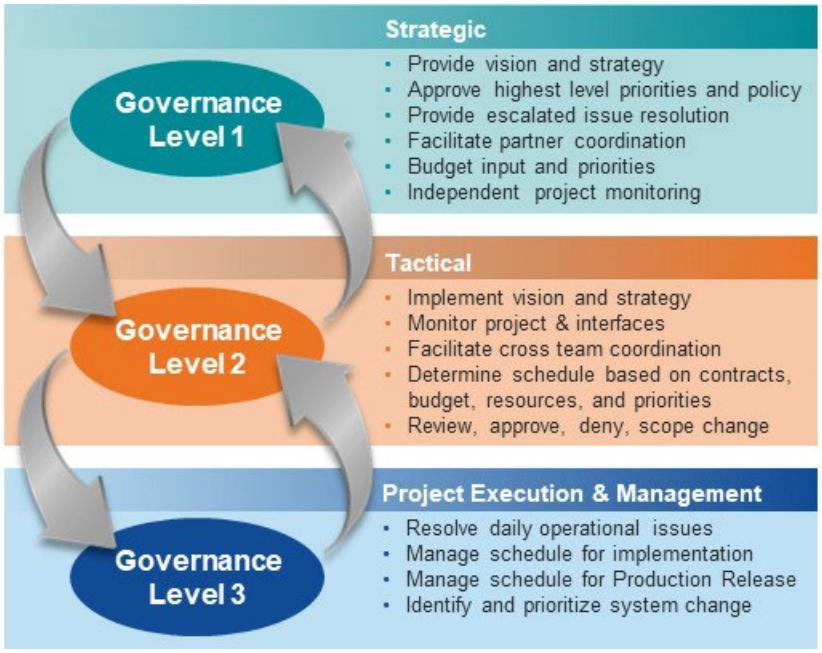

Figure2 . Levels of the Unisys Governance Model.

The governance model will be detailed in the Communication Plan and define how project stakeholders should engage with the project and what is expected of them. It will describe the quality control processes so that users of the project outputs meet expectations. The development and communication of a clear and concise governance model is critical to the project's success.

The governance structure is also an important tool and process for issue resolution and escalation. Issues, risks, and changes will flow through the three tiers of the governance model for appropriate resolution and escalation. The entry point into the governance model depends on the nature and the severity required to resolve the problem. The governance model is structured to incorporate all stakeholders of the project at each level.

Meeting of the governance members will depend on the project's current state and the overall project schedule, but the approach shown in **Figure 3** is suggested.

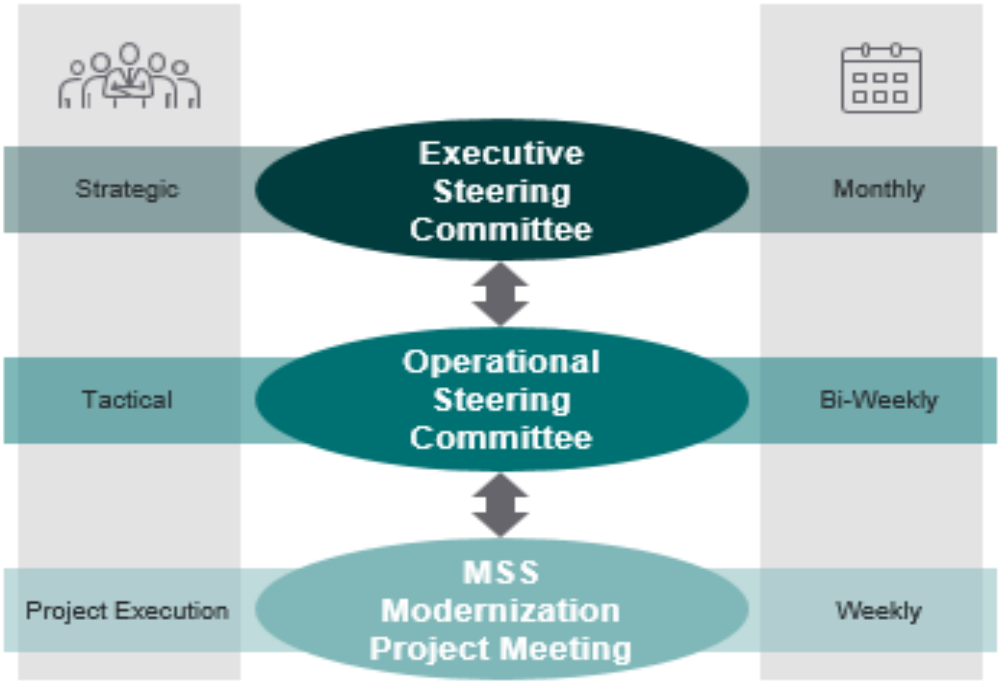

Figure 3. Meetings in the Unisys Governance Model.

Tools

The Unisys Team SDF methodology is "tool agnostic" because the chosen toolset for managing the project can be any of a variety of application lifecycle management (ALM) tools. Unisys has used many different toolsets and often will use the client's preferred tools to avoid client retraining and purchasing of software licenses. Unisys also has internal tools for software implementation and development that we can use if needed. Access and licenses would be limited to Unisys. Tools required to support the ALM process include tools for:

- Requirements Management
- System design and development
- Software configuration management
- Software testing, including regression testing.

The Unisys Team is providing our response to each of the contractor Implementation and Operations Plans (**Attachment A – MSS Implementation Plan** and **Attachment B – MSS Operations Plan**) directly within the appendix documents (as an attachment to this proposal section).

7. Operations Plan Response

Attachment B to this RFP contains the MSS Operations Plan. The bidder should describe its understanding of the NSP's requirements as expressed in the MSS Operations Plan and its approach to satisfying those requirements. The bidder should address methodology and tools, assumptions, risks, applicable standards, deliverables, and deliverable content. The bidder should provide a textual description of their approach accomplishing the work in the Operations Plan. For each task, the bidder should provide proposed activities, deliverables, descriptions of deliverable content, and methods and tools to be used. If the bidder recommends any additional items, they should also be discussed here. Minimally, the bidders response should address the following topics as introduced in the Operations Plan:

System Interfaces. The bidder should identify applicable interface standards and discuss any limitations in its implementation of those standards, interface capacities (average and peak hour), as well as any assumptions, risks, or constraints.

Report Generation. The bidder should describe how authorized personnel will access and inspect the MSS. The bidder should describe the logging mechanism and how these are available to authorized personnel. Logs should inform of who accessed and who hanged what information.

Support Services. The bidder should describe the approach to identifying, responding to, resolving and tracking problems. The bidder should identify which support services are to be performed on-site and which will be remote. The bidder should describe how configuration management will be provided.

Customer Support. The bidder should describe the proposed Customer Support services. The bidder should identify what is automated or has automation support, what kind of automation support is proposed, what support priorities are and what the Support Service Level Agreements (SLAs) are.

Training. The bidder should describe the proposed approach to training and to ensure that all applicable users and bidder staff are sufficiently trained and stay current.

Program Organization. The bidder should describe the proposed Program Management Office (PMO). The bidder should discuss how the proposed PMO (including subcontractors and vendors) is organized (an organizational chart should be included); how it fits into the bidder's overall corporate structure (an organizational chart should be included); how the proposed PMO will interface with the NSP; and what the responsibilities are for key persons. The bidder should identify and discuss the principal interfaces and reporting mechanisms internal to and external to the PMO as well as elements of the bidder's support organization

Management and Technical Reporting and Reviews. The bidder should identify proposed reviews, their purpose, frequency, participants, and any associated deliverables. The bidder should acknowledge the reviews required in the Operations Plan. All reports should be enumerated, their contents described, the frequency of reporting described, and the recipients (organizations) of the reports specified.

Facility Personnel. The bidder should describe the proposed staffing roster for the Primary Site and the COOP Site. The bidder should show how staffing would be redeployed in case the COOP Site needs to take over. All staffing roles should be identified, with an indication of the responsibilities and reporting requirements for each role. The bidder should indicate security measures that will be in place in respect to the bidder's proposed facility personnel.

System Security. The bidder should describe the approach to establishing and managing system security over time. The bidder should explain and provide for ongoing compliance with NSP's security requirements.

System Maintenance. The bidder should show how the system is maintained over time. Maintenance is applicable to all software, hardware, services, inputs and interfaces that are required to operate the MSS. Maintenance includes regression testing and issue resolution after a change. The bidder should describe the approach to periodic maintenance reviews, the required hardware refreshes, system software updates and feature upgrades. The bidder should describe the approach to minimize downtime during scheduled and unscheduled maintenance.

Response Time Management. The bidder should describe the approach to monitoring and managing system response performance.

Correction of Deficiencies. The bidder should describe in detail how deficiencies are identified, categorized and triaged for resolution. The bidder should explain how the NSP is informed of the status of a deficiency log and which personnel is involved how in decision-making, depending on the priority of deficiencies.

Configuration Management. The bidder should describe the approach to configuration management across three separate environments per site. The bidder should describe the approach to automated deployment between environments as well as ensuring that the Primary Site and the COOP site are kept in synch. The bidder should describe how the NSP will be kept informed and what decision-making may be needed to maintain effective configuration management.

COOP. The bidder should describe the COOP services proposed within the provisions of the Operations Plan.

Unisys Response:

The Unisys Team understands the requirements for Nebraska State Patrol MSS Modernization project and will continue to apply our decades of experience into the operations phase of the project. As with the implementation phase, the Unisys Team will continue to leverage our Unisys Solutions and Services Delivery Framework (SDF) which is aligned with the Project Management Institute's Guide to Project Management Body of Knowledge (PMBOK) – Fourth Edition and PMI best practices. SDF provides the platform to consistently deliver projects that reliably meet success criteria. The SDF contains core delivery methodologies and work product artifacts as well as focuses on defined best practices that will carry over from the implementation phase into the operations phase of this project.

System Interfaces.

The Unisys Team's MSS Solution embraces Nebraska State Patrol's objectives for the MSS Modernization Project by leveraging best of breed systems from our Unisys Team and applying our systems integration expertise to deliver a MSS system that is secure, modern, highly available and reliable, highly functional, and highly accessible to users.

By meeting these objectives, the solution improves the ability of law enforcement and criminal justice agencies and personnel to get the information they need to make decisions affecting the public safety.

Figure 4 shows the system interfaces that are in scope for the NCJIS solution.

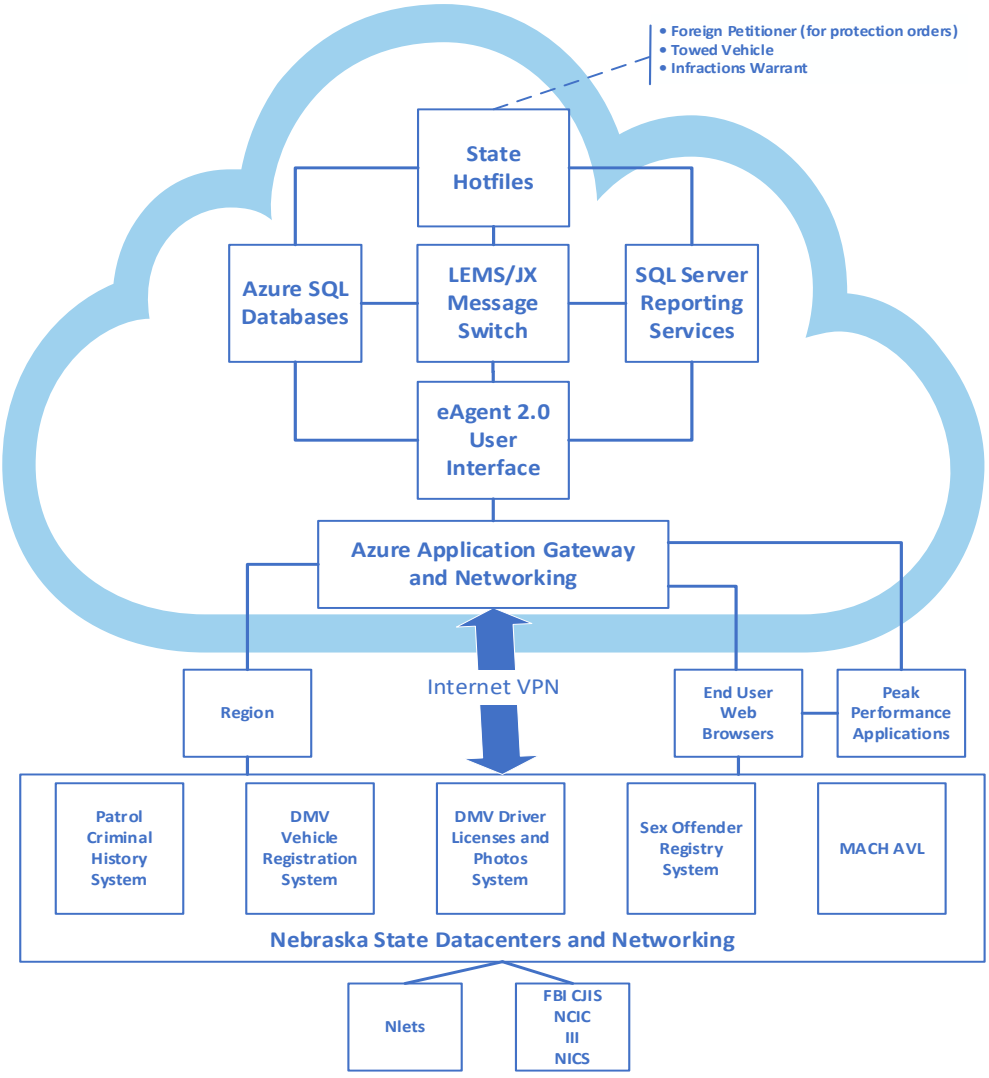

Figure 4. MSS Solution Overview.

The solution architecture redirects the historical monolithic approach to a new, modular approach that simplifies upgrades and enhancements, and provides future flexibility to replace individual system components.

Finally, the solution shifts the design, implementation, hosting, and support of MSS to the Unisys Team, lifting this difficult burden from the State.

The Proposed System Design section within this document describes the System Interfaces and integration approach for the solution components in detail.

Report Generation

The Unisys Team understands the importance of report generation requirements within the MSS solution. The solution is comprised of Commercial Off-The-Shelf (COTS) products, each having robust reporting capability baked into their respective system. Each component will have data collection routines as outlined in **Attachment C** of the MSS requirements. The data collection frequency will be captured for each component depending on the system specifications and/or Gap assessment documentation. These

project implementation documents will map the requirements of the MSS solution as understood in this RFP and how the product aligns to the requirements. Where necessary, additional configurations and customization will be made based on the scope of work outlined in this tender. These reporting capabilities will support views into transaction logs and user-level access history.

Examples of how authorized personnel will access and inspect the MSS can be found in our LEMS/JX logging and statistical reporting capabilities.

LEMS/JX provides three types of logs:

1. Event Log, which is the primary log for events and messages
2. Dissemination Log, which is a separate log used to provide specialized audit trails such as criminal history disseminations
3. Console Log, which logs all of the changes made to the LEMS/JX database.

Event Log
The LEMS/JX Event Log contains events, such as logon attempts, interface status changes, and messages. For messages, an agency can configure logging by device, message key, and direction (input or output).

For each combination, an agency can configure logging of the message text and statistics (metadata), statistics only, or no logging.

To aid performance, LEMS/JX stores Event Logs in a separate disk file for each interface. LEMS/JX creates a new set of files each day. These native event logs are continuously harvested into a SQL Server database, where they are available for query and analysis.

LEMS/JX Event Logs can be accessed using user commands, the LEMS/JX Console, and SQL Server Reporting Services (SSRS).

User commands—Users can retrieve messages sent to or received from the device they are using. The retrieval can be based on the direction (input, output, or both); input, output, or message sequence number; and date/time range. Users can retrieve a list of messages or the actual messages meeting the criteria. Authorized administrators can retrieve messages sent to or received from any device.

LEMS/JX Console—Administrators can use the LEMS/JX Console Event Log's search capability to search and retrieve messages. This capability provides powerful search capabilities based on logical combinations of multiple search criteria. A search can be based on:

- Start date and time
- End date and time
- Source device
- Destination device
- Source line
- Input sequence number (ISN)
- Output sequence number (OSN)
- Message sequence number (MSN)
- Destination line
- Input message key
- Output message key
- ORI
- User
- Event type (inputs, outputs, command, ACKs, errors, and interface status changes)
- Text search string

Output can be sorted up to three levels. Also, the retrieved message's output can be exported to a file in various formats:

- Text formatted for viewing and printing
- Comma separated variable (CSV) format
- Tab-delimited format for import into spreadsheets or databases
- Batch file format for resubmission with the LEMS/JX batch capability.

Figure 5. shows the Event Log Report Screen

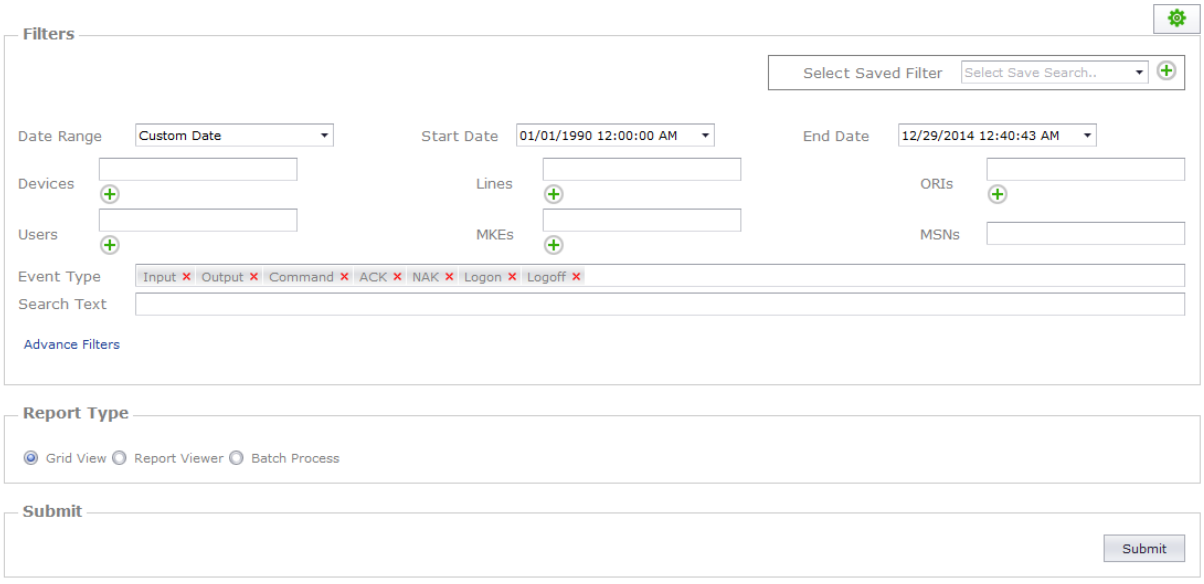

Figure 5. LEMS/JX Event Log Report Screen.

Event Log Content

For each message, a LEMS/JX Event Log stores the following information:

- Date and time event occurred
- Message key
- Source device
- Destination device
- User
- Message sequence number (MSN)
- Input sequence number (ISN)
- Output sequence number (OSN)
- Message length
- Message text

Dissemination Log

LEMS/JX Dissemination Logs are separate logs used to provide specialized audit trails such as criminal history disseminations. Dissemination logs contain messages for selected message keys such as QH, QR, MN, and RS. There can be any number of Dissemination Logs. An agency can configure which message keys are stored in which Dissemination Log files. The Dissemination Log can be configured to store input messages, output messages, users, and devices.

Web Console Log

The LEMS/JX Web Console Log stores a history of all changes (adds, updates, and deletes) made to the LEMS/JX database. The log lists the type of change, fields changed, administrator making the change, and LEMS/JX Console device making the change.

Statistics

LEMS/JX can produce statistical reports based on the information in the LEMS/JX Event Log. Statistical reports provide the following information over a specified date/time range: number of input messages and characters, number of output messages and characters, total number of messages and characters, and average number of messages and characters.

LEMS/JX can generate the following reports:

- Daily Report, which totals statistics by day
- Hourly Report, which totals statistics by hour
- Line Report, which totals statistics by line
- Device Report, which totals statistics by device
- Function Report, which totals statistics by function (message keys and commands)
- Custom Report, which allows administrators to select up to four of the following: Date, Device, Function, Hour, Line, Month, ORI, and User
- Export in one of the following formats: Comma separated, tab separated, or formatted text
- Uptime Report, which reports on percentage uptime for the specified period.

These are different examples of how LEMS/JX allows authorized users access to the reporting capabilities within the MSS solution using industry standard tools and techniques.

Support Services
The Unisys Team has experienced team leads in each respective area such as technical architecture, and functional, that has the management skill necessary to monitor, report and track the issues to closure. If the review is within a project artifact such as a Gap Assessment, the status of the document will rolled back to in-progress instead of ready for review as an example. On the other hand, if the review is on a component coding module, then software defects would be raised to track the issue to resolution. The closure process will be specific to each respective area being reviewed.

The configuration management plan will govern the changes to the system. The Software Development Lifecycle (SDLC) will define source control mechanisms in order to baseline approved documents, source code releases, and testing results to verify and track resolutions into the Production environment for NSP and its stakeholders. Given the solution will be hosted in the Azure Government cloud, remote access to these systems will be the normal practice for resolution of issues that may arise.

Customer Support
The Unisys Team understands customer support. In fact, Unisys has established support facilities throughout the world that provide client support around the clock. The Unisys Team will support a services desk to capture any problems that may arise in the system. The problem will be triaged to find the root cause and corrective actions. The resolution will be tracked through the software development lifecycle to be deployed into lower environments for testing before being approved for production deployment.

Our Service personnel provide NSP access 24 hours a day, 7 days a week, and 365 days a year. The Service Desk will support web and telephone service abilities.

One of the key benefits of the MSS solution in the Azure Government cloud is the Azure monitoring capabilities, which can trigger notification for support resources to be proactive and or react to conditions occurring within the operational system. The automated processes help identify problem areas for quick resolution in support of NSP and its stakeholders.

Additional information on Customer Support can be found in **Attachment B – MSS Operations Plan**.

Training
The Unisys Team agrees to provide training as outlined in **Attachment A – MSS Implementation Plan**, Task 6 – System Training.

In summary, our team will provide the following documentation:

- DEL-17 Training Plan
- DEL-19 Training Materials.

The Unisys Team agrees to conduct Operator, Supervisor, and Administration training in accordance with the Training Plan (DEL-17).

Training is conducted by Unisys Team personnel who participated in the work to deliver the system, are familiar with its operation and law enforcement activities, and delivered this training in the past.

Training is based on proven product training courses, with customized content and exercises specific to the NSP and the State.

Program Organization

The Unisys Team is comprised of highly experienced professionals with extensive service to public safety entities. However, introductory executive summary only tells a portion of our success stories supporting CJIS operations. When you meet our team members in person, ask them tough, spontaneous questions, and hear their unscripted, expert answers, you will then gain a deeper insight into our team's journey and their passion to make your project a success, as they have done for many of our other clients.

With the NSP mission in mind, Unisys Team presents a synergistic "Better Together" approach in response to the MSS project proposal request. We believe the sum of all parts is greater than the whole, and have assembled a lineup of specialists to help you achieve success. Our core teaming partner includes Diverse Computing Incorporated (DCI) supported by integrations with other commercial off-the-shelf (COTS) software and service providers such as Peak Performance. The Unisys Team offers NSP a landscape of industry-leading and well-coordinated team who will fully modernize the MSS, while still allowing for any needed future changes.

Our Project Management approach uses the Project Management Office (PMO) concept, which has proven to be extremely important in managing these types of statewide engagements. According to a survey conducted by the Project Management Institute, the top two reasons for establishing a PMO are to improve project success rates and to implement standard practices.

A PMO structure also facilitates improved communication with executive management and supports strategic planning with all levels of management when used in a governance model. Business outcomes improve as projects proceed because the PMO integrates previously isolated parts of the organization. The PMO structure maintains governance and creates a level of coordination and consistency. Without a PMO, it is difficult to determine project performance. As MSS' business needs and challenges evolve and become more complex, sophisticated methodologies will often be needed to manage them. **Figure 6** depicts the Unisys Team organization that will drive the NSP MSS Modernization project to success.

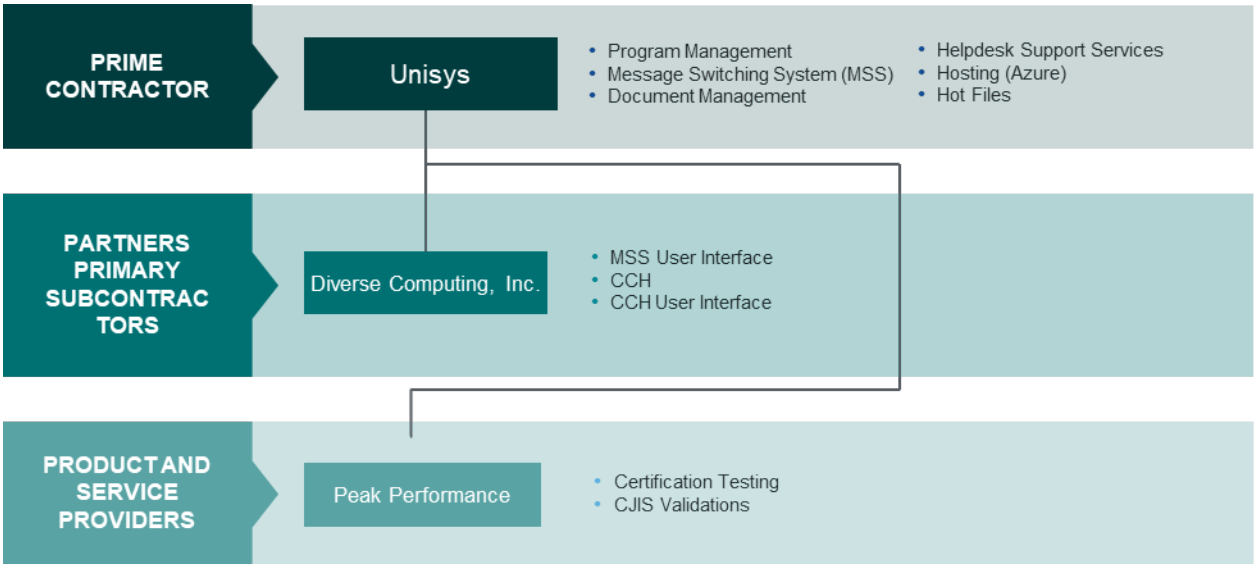

Figure 11. Unisys Team Structure.

Unisys will provide a Program Project Manager (PPM) responsible for all tasks to be performed. The PPM will oversee the Unisys Team's performance and verify that it meets DPS' performance expectations. Additionally, the PPM will serve as the single point of contact and be available 24x7.

Including in the Unisys response is the Project Management Plan (**Exhibit 1**) which defines the roles and responsibilities of key resources on the project as well as their interactions with the State. Part of the PMP documentation is the Communication Plan (**Exhibit 1.2**), outlining communications throughout the project both internal and external to the project.

Management and Technical Reporting and Reviews
As described in our responses within **Attachment A – MSS Implementation Plan**, the Unisys project management methodology provides detailed project reporting to constantly monitor a project's status and performance, post implementation into warranty and operations phase of the project. Our operations reporting metrics will include the scope, schedule, budget, resource, issues, and risks. Project reporting communicates key performance information to program management and sponsorship. Unisys will report the program's performance regularly to help enable the State and NSP to receive early warning of potential problems. Several levels and frequencies of status reporting will be used on the project and are defined as follows:

- Scorecards/dashboards:

  Each scorecard will include the key accomplishments for the reporting, tasks planned for the next reporting period, issues, and risks. The scorecard will provide our project manager and program management with an understanding of the status and overall health of the operations. Each reporting period's release scorecard will include reporting on the following topics:
  - Accomplishments
  - Plans for the next reporting period
  - Issues
  - Schedule and milestones
  - Release and project news
  - Scope.

Unisys team leads will prepare each scorecard with input from our project manager. Our team leads and project manager will review the scorecard's contents before submitting it to our PMO for consolidation into our overall program status reports.

- Monthly program scorecards/dashboards:

  Each monthly program scorecard will provide program sponsors and stakeholders with a comprehensive, accurate, and timely status of the program. The program scorecard will include the following topics:
  - Release status
  - Top program issues
  - Program milestones
  - Risks
  - Financial
  - Program schedule.

Facility Personnel
One of the major benefits of the Unisys Team proposed MSS Solution is the support organization does not change between Primary Site and COOP Site as it is deployed in the Azure Government cloud. Our cloud

operations support team would be engaged should a disaster recovery occur, but it would be the same support organization within Unisys. Likewise, the same application support team would also engage to verify the applications were up and running.

For the facility security, the Unisys Team is leveraging Microsoft Azure Government cloud aligned with CJIS Security Policy. Unisys Team access will be remote access only.

System Security
Unisys has extensive experience in developing secure integrated justice systems for state and federal agencies. Our solution has security at the forefront to meet the highest security policies through the latest security protocols and best practices. The Unisys Team will comply with the FBI Criminal Justice Information Systems (CJIS) Security Policy.

Our proposed solution will be hosted within the Microsoft Government Cloud which has physical security aligned with CJIS Security Policy. The FBI CJIS Security Policy outlines multiple layers of security, including precautions on the physical security of the Primary and COOP sites.

Our Security Manager has responsibilities in the implementation of the solution to verify standards such as CJIS Policies are adhered to within the delivery. The Security Manager's involvement in the Unisys Software Delivery Framework (SDF), supports security governance measures to verify reviews, checklists, and stakeholder involvement throughout the delivery and operations is achieved.

System Maintenance
The Unisys Team provides periodic updates to the MSS solution and will provide critical patches on an as needed basis. Our team will handle upgrades to the system as routine maintenance. We will test all product updates, including minor updates that are not part of a product update release, comprehensively in the test environment before deploying them to production. On approval from the State, Unisys will plan rollout preparations and support in deploying the updates in production. Our main objective will be to efficiently deploy updates and avoid significant system downtime.

Regarding the periodic maintenance at the primary site and COOP secondary site, our schedule incorporates a plan and approach that makes use of our repeatable method to enable the solution's effective and efficient deployment within your environments. The Unisys Team will provide the governance necessary to verify changes to the products, especially where one product change may have effects on other components within the MSS solution. The Unisys Team products will undergo internal testing before being deployed into primary and/or secondary sites, with approvals from the State.

Additional information can be found in Unisys responses in **Attachment B – MSS Operations Plan**.

Response Time Management
The Unisys Team understands system performance is important to the users and external systems of the MSS ecosystem. Both LEMS/JX and eAgent 2.0 have different dashboards and/or reports that will provide views into the application's health within the system. The performance will align to the Solution Requirements as set forth in Attachment A-MSS Implementation Plan and Attachment B- MSS Operations Plan.

The NSP and state staff will be provided with access to these dashboards and/or reports to review transaction throughout within the different systems. If an application's performance reports are not built-

in but rather calculated based on output measures, reports will be provided to the State for review of the health of the system.

Correction of Deficiencies
Defect management and resolution will be managed according to the procedures and methodology agreed to during the development of the test strategy and plan, which will occur early on the project. Unisys and the State will use the mutually agreed tool for logging, tracking, and reporting software defects.

The Unisys Team Test Manager and team will create the overall testing strategy and plans to guide our testing efforts. Our Test Manager and team will also be responsible for status reporting, test tracking, and test review across all levels and types of testing. Software defects will be tracked according to the procedures and methodology documented in the Test Strategy. The Test Strategy will identify the process and procedures used to capture, track, monitor, maintain, and report on software defects (along with all other project issues). The Test Strategy will identify and describe problem and issue management tasks, action item tasks, organization and responsibilities, tools and techniques, and escalation processes.

Defects will be reported in writing in the Defect Reporting Procedure. Each system defect report will be assigned a severity level according to the NSP' requirements.

During User Acceptance Testing, the Unisys Test Manager will have frequent meetings with the state test lead to review defects and other testing issues. The Unisys Team and the state test team will review and prioritize defect reports. Corrected software will be installed by Unisys, and retesting will be coordinated as necessary.

During System and User Acceptance Testing, if any deviation from the specifications requires only minor correction and/or does not prevent the operation of the system in production, the software deliverable be accepted and the deviations will be corrected within an agreed period after acceptance.

During User Acceptance Testing, if the State identifies deviations from the specifications, the Unisys Team will follow the Change Management process to document and incorporate all aspects of the new specification. The State will promptly execute all necessary tests to verify the corrections. Reviews of corrective actions taken in response to reported deviations will be conducted in shorter periods than the full reviews and will be limited to review of the corrective action and its impact on the deliverable's other parts.

Configuration Management
The Unisys Team understands difficulties can arise across three separate environments with Primary and COOP sites. Our approach to confirmation management will follow a governance model outlined in the Configuration Management Plan (**Exhibit 1.3**) where changes to the system are assessed based on factors like priority to determine how updates occur within the environments. The Unisys Team will take advantage of Azure cloud capabilities where possible to automate updates.

Additional information can be found in the Configuration Management Plan (**Exhibit 1.3**) as well as **Attachment B – MSS Operations Plan**, Task 6 – Configuration Management.

COOP
The bidder should describe the COOP services proposed within the provisions of the Operations Plan.

Unisys Response
The Unisys Team agrees to be responsible for the provision of COOP Services in accordance with the COOP Plan.

The Unisys Team agrees to provide DEL-22 Continuity of Operations (COOP) Plan. These deliverables document policies and processes for responding to operational emergencies due to system failures or natural disasters.

For disaster recovery, we are proposing a warm standby replication of the production environment in a different Azure region from the primary Azure region. The primary Azure region is in Arizona, whereas the DR region is in Texas. The network has been designed to support connections to both regions.

The Unisys Team is providing our response to each of the contractor Implementation and Operations Plans (**Attachment A – Implementation Plan** and **Attachment B – MSS Operations Plan**) directly within the appendix documents (as an attachment to this proposal section).

8. Technical Requirements Response

Attachment C to this RFP contains the MSS Requirements Specifications, including the technical requirements. Response instructions are included within the attachment. Responses are required for each specification entry in Attachment C. An omitted response will be assumed to be same as a response of "not available."

Unisys Response:

Unisys has provided our response to **Attachment C**, the request for proposal MSS Requirements Specifications. This document has been provided as a separate document as specified in the submission instructions.

Attachment A – MSS Implementation Plan

A. Implementation Plan Response Instructions

Bidders should read all sections of this attachment and prepare their response to the MSS Implementation Plan for inclusion with their proposal regarding the NSP MSS RFP, for their proposed system solution.

It is the State's desire that this solution be designed, developed, and implemented and accepted in a timeframe not greater than 24 months from contract signing.

Unisys Response
The Unisys Team affirms that the solution shall be designed, developed, and implemented and accepted in a timeframe not greater than 24 months from contract signing as shown in the Project Plan included in DEL-03 Integrated Master Schedule. Adherence to the tasks and timelines denoted in the schedule will be dependent on the Unisys Team as well as NSP and the state team members.

1. Project Management

The contractor shall provide full project management, planning, monitoring, supervision, tracking, and control of all project activities during the term of the contract. The contractor will employ project management industry standards and practices in the performance of all work.

Unisys Response
Project Management can be seen as a monitoring system that continuously compares performance against plan and objectives to identify problems so that corrective actions can be developed to address them as required during the term of the resultant Contract. It includes a collection of skills and knowledge needed to plan, monitor, and manage the project's successful execution. Project Management encompasses a number of skill sets and disciplines that include:

- Project Planning
- Schedule Management
- Financial Management
- Issue and Risk Management
- Contract Management
- Change Control
- Third-party Management
- Measuring, assessing, and reporting performance.

This project follows the Unisys Solutions and Services Delivery Framework (SDF), which is aligned with the Project Management Institute's Guide to Project Management Body of Knowledge (PMBOK) – Fourth Edition and PMI best practices.

Our Project Management Plan is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 1 – MSS PMP-Project Management Plan**.

B. System Implementation Tasks and Deliverables

This section of the Plan, together with APPENDIX A – Project Deliverables, provides a detailed description of the scope of work to be performed by the contractor throughout the System Implementation Phase (Phase 1) of the contract, including MSS solution development, implementation, and testing.

1. Task 1 – Project Administration

The requirements of this task constitute the project management functions to be performed by the contractor during Phase 1 of the contract. The contractor shall document management organization, roles, and responsibilities; resources; processes; and other pertinent management information in the project plans, including a Project Management Plan (DEL-01) and an Integrated Master Schedule (IMS) (DEL-03), and keep such plans current as necessary throughout the System Implementation Phase.

Unisys Response
The Unisys Team affirms that the management organization, roles and responsibilities, resources, processes, and other pertinent management information will be documented in the Project Plan(s), including DEL-01 Project Management Plan and DEL-03 Integrated Master Schedule (IMS) and will remain current throughout the solution implementation phase.

I. Subtask 1.1 – Develop Project Plans

The contractor will review the system requirements with the state's project manager. Based on that review, the selected contractor shall have the primary responsibility of preparing a project plan document (Project Management Plan) and submitting it for written approval to the state's project manager. The state shall work closely with the selected contractor during the preparation of the Project Management Plan. The state has final discretion in requiring an order of tasks and deliverables and/or a dependency of paid and unpaid tasks and deliverables.

In addition, the contractor shall develop an IMS (DEL-03) and keep it current throughout the System Implementation Phase of the contract. The IMS shall be resource-loaded and shall include, at a minimum, all activities required under this Plan, including all management and technical reviews. The IMS shall identify activities by applicable site (primary site, continuity of operations [COOP] site, and remote sites). The IMS shall provide for and identify any schedule margins/reserve and shall provide sufficient detail to demonstrate confidence that the schedule is complete and realistic. The IMS shall identify due dates associated with any state-furnished items (e.g., information, data, facilities access) and with all selected contractor deliverable items

Unisys Response
The Unisys Team affirms to review the Solution Requirements with the State's Project Manager and to have primary responsibility for preparing DEL-01 Project Management Plan. Project Management Plan (PMP) is a living document that will be updated at the start and throughout the project, per approval of the State.

DEL-01 Project Management Plan is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 1 MSS PMP-Project Management Plan**.

In addition, the contractor shall develop an IMS (DEL-03) and keep it current throughout the System Implementation Phase of the contract. The IMS shall be resource-loaded and shall include, at a minimum, all activities required under this Plan, including all management and technical reviews. The IMS shall identify activities by applicable site (primary site, continuity of operations [COOP] site, and remote sites). The IMS shall provide for and identify any schedule margins/reserve and shall provide sufficient detail to demonstrate confidence that the schedule is complete and realistic. The IMS shall identify due dates associated with any state-furnished items (e.g., information, data, facilities access) and with all selected contractor deliverable items.

Unisys Response
The Unisys Team will provide the DEL-03 Integrated Master Schedule (IMS). This is a living document and will be updated at the start of and throughout the project, per approval by the State. This document will provide a time-based schedule, identifying the tasks and subtasks necessary to complete the project.

DEL-03 Integrated Master Schedule (IMS) is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 3 – MSS Integrated Master Schedule MS_TaskList**.

1. **Deliverable Sub-task 1.1 – Project Plans**
   All bidders shall include a Draft Project Management Plan and a Preliminary Master Schedule as part of their proposal submission. Within 30 days of the effective date of the contract, the contractor shall provide for the state's approval a Project Management Plan developed using a standardized project management software package, such as MS Project, that is universally accessible by all project team members and shall, at a minimum, include the following:

   a. All work described in this RFP, including:

      i. All deliverables, including those referenced in the pricing schedule.
      ii. All tasks, subtasks, and other work.
      iii. Associated dependencies, if any, among tasks, subtasks, deliverables, and other work.
      iv. Resources assigned to each task, subtask, and deliverable and to other work.
      v. Start date and date of completion for each task, subtask, and deliverable and for other work.
      vi. Proposed state review period for each deliverable.
      vii. Proposed milestones.
      viii. Schedule margin/reserve for each task.
      ix. Other information reasonably required by the state.

Unisys Response

The Unisys Team affirms to provide 30 days for the State's approval of the PMP (DEL-01) and will provide in Microsoft Project version 2019. This document contains all items listed above and is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 3 – MSS Integrated Master Schedule**.

   b. Identification of all key selected contractor personnel and staff.

Unisys Response

The Unisys Team is including our proposed key personnel resumes as required in the State of Nebraska's Request for Proposal (RFP) for Contractual Service solicitation number 6724 Z1 Section IV Volume I Business Proposal part i Summary of Bidder's Proposed Personnel/Management Approach. This portion of the Unisys response is deemed proprietary and confidential

c. A deficiency management plan, documenting the approach to deficiency management, including methodology, recommended tools, and escalation process.

Unisys Response

The Unisys Team PMO establishes performance objectives with all team members, including contractors and/or subcontractors, and monitors progress against those objectives on a regular basis, depending on the cadence of the project. When issues arise, the Unisys PMO will be engaged in the resolution process, involving stakeholders as necessary. Issues, risks, and changes flow through the three tiers of the governance model for appropriate resolution and escalation. The entry point into the governance model depends on the nature and the severity required to resolve the problem. The governance model is structured to incorporate all stakeholders of the project at each level. Our approach to subcontractor staff management is based on establishing an environment of open communication and transparency with our partners.

d. A project communications plan.

Unisys Response

Proactive communication is important in all projects. The Unisys Team and the State must make sure that all MSS Modernization Project Stakeholders have the information they need to complete a successful project. Communication is a vital way to manage expectations for the project and avoid potential misalignment of scoped requirements, leading to missed deadlines. For smaller projects, communication is fairly simple and does not require much proactive effort. However, communication gets much more complex as a project's depth and scope increase. Larger projects require a structured, systematic Communication Plan. This plan will allow the Project Managers to think through the process of communicating with the various groups of constituents most efficiently and effectively. Effective communication means that the MSS Modernization Project team members provide information in the right message, at the right time, to the right people.

The Communication Plan provides guidelines and channels of communication for a project and is included as an attachment to Volume 2 of this proposal. This file is entitled **Exhibit 1.2 – Communication Plan**.

e. A risk management plan, documenting the approach to risk analysis (i.e., the evaluation of risks and risk interactions to assess the range of possible project outcomes), risk mitigation (i.e., the identification of ways to minimize or eliminate project risks), and risk tracking/control (i.e., a method to ensure that all steps of the risk management process are being followed and risks are being mitigated effectively), as well as clearly establishing a process for problem escalation, to be updated, as needed, throughout the term of the contract.

Unisys Response

The Unisys Team understands the necessary methods and processes used to identify key design issues, where early detection is a key factor. The Unisys software architect will work with each solution component owner in identifying potential risks/issues. These risks and issues follow the Risk Management Plan (**Exhibit 1.5**) in order to mitigate the risk or issue based on probability and/or severity. The Unisys Team will leverage Microsoft Office tools for registering, monitoring, and resolving the risks and/or issues within the design and development phase of the project.

f. Initial identification of risks that may impact the delivery of the solution.

Unisys Response

During the Risk Planning phase, initial potential risks should be itemized to help the state executive stakeholders make approval decisions. This process is included in the Risk Management Plan and is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 1.5 – Risk Management Plan**.

g. A project staffing and resource management plan.

Unisys Response

The staffing plan is reviewed periodically, based on the project implementation and operational support progress throughout the life of the MSS Modernization Project. Different phases within the project will have implications for the staffing needs for that phase of the project. Planned staff verse the actual resource needs are reviewed in order understand the effects to the project budget, timeline, etc. The staffing plan will try to anticipate start and end dates for each resource on the project.

The Project Schedule Gantt Chart lists the tasks and resources required and is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 3 MSS Integrated Master Schedule_GanttChart**.

Resumes for the key personnel which includes years of experience by role is included in the proprietary portion of our proposal.

h. A configuration and change management plan. In this context, “change” refers to altering the functionality of, or adding functionality (e.g., changes to the project scope) to, any solution component. The approach shall ensure that the impact of and rationale for each change are analyzed and coordinated prior to being approved.

Unisys Response

The Configuration Management Plan describes the processes and procedures to control the project’s critical Configuration Items (CI). The state project manager and Unisys Team project manager control the configuration process. All CIs begin as original baseline “artifacts” that are approved by the state sponsor/project manager. The Unisys project manager is responsible for controlling and achieving approved CIs in the MSS Modernization project portal.

The configuration management process is engaged when changes are required to previously approved CIs. The state or Unisys project managers may request a change to a CI. Both managers will analyze the change request to determine if there is an impact to the project. Changes having a major impact are submitted to the Change Control Board (CCB) for review and approval. Both managers process the change if approved by CCB. Changes not approved are sent back to the project team for re-evaluation and re-submission.

Figure 7 illustrates the Configuration Management (CM) process flow. The diagram shows how CIs are processed by the CCB.

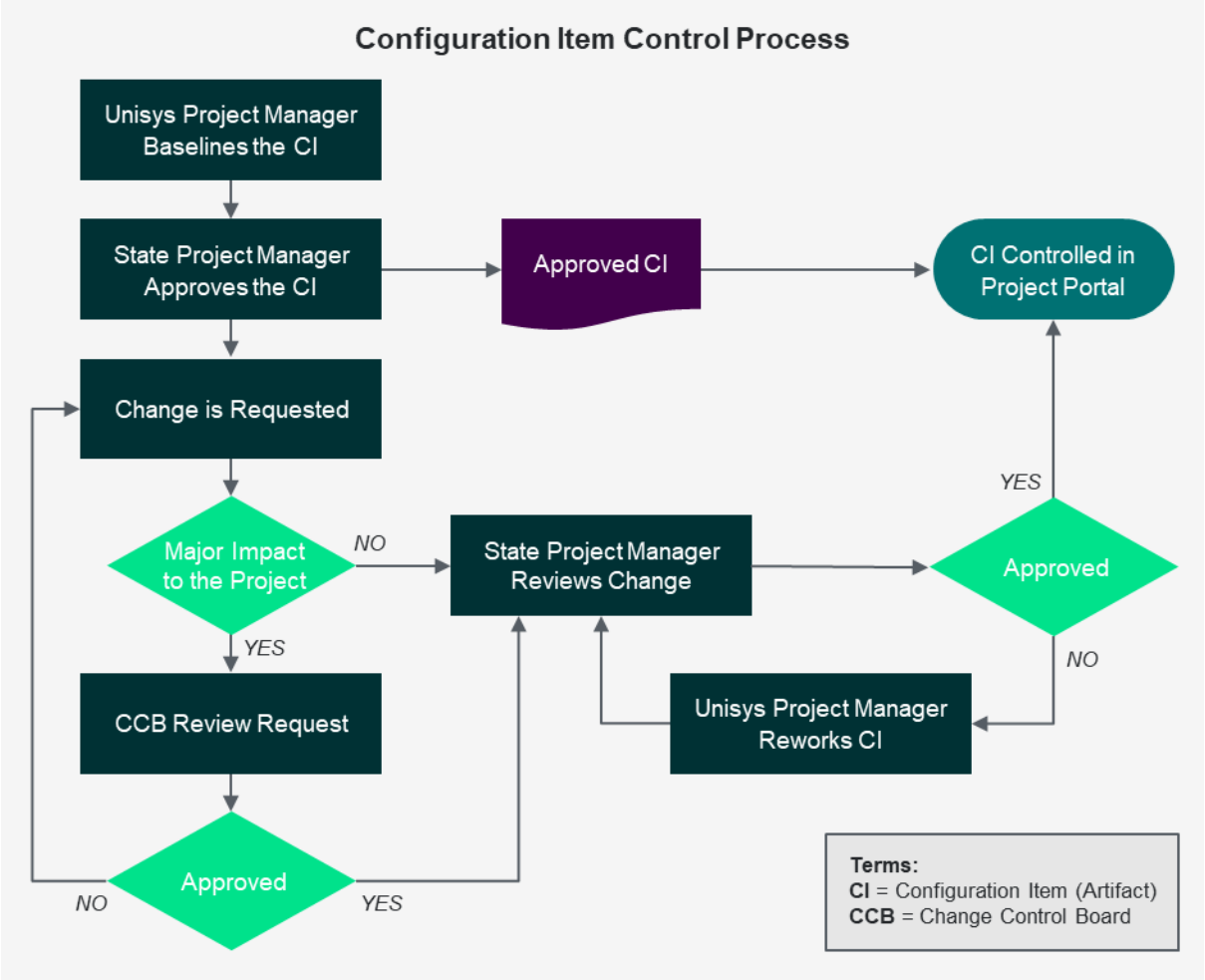

Figure 7. Configuration Item Control Process.

The Change Management Plan is included as an attachment to Volume 2 of this proposal. The file is entitled Exhibit 1.3 Configuration Management Plan.

i. Deliverable acceptance criteria, which shall be based on the terms of the contract, including the Plan and the actual tasks being completed, and they shall include all documentation, whether specified in the Plan or not, that is consistent with good analytical practices, as determined by the state.

Unisys Response

The project plan will include the deliverables and the state review period criteria which will be based on the resultant contract, including the SOW referenced by the contract.

All documentation will be mutually agreed by the State and Unisys Team as stated in the resultant contract.

The contractor shall prepare and provide to the state a finalized Project Management Plan pursuant to Subtask 1.1 – Develop Project Plans. The Project Management Plan may be modified only if such modification has been approved in advance in writing by the state's project manager. The Project Management Plan shall be the basis for the project schedule, which shall be updated upon finalization of the Project Management Plan.

Unisys Response

The Unisys team will comply with providing the State a finalized Project Management Plan.

Our Project Management Plan is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 1 – MSS PMP – Project Management Plan**.

> The contractor shall also develop a finalized IMS, as provided in Subtask 1.1 – Develop Project Plans, which shall include the activities required as part of implementation.

Unisys Response:

Our IMS for both Tasks Lists and Gantt Chart are included as an attachment to Volume 2 of this proposal. The files are entitled **Exhibit 3 MSS IMS_TaskList** and **Exhibit 3 MSS IMS_GanttChart**.

The deliverables required to be provided by the contractor under Subtask 1.1 shall include:

1. DEL-01: Project Management Plan.
2. DEL-03: IMS.
3. DEL-07: Meeting Agenda.
4. DEL-08: Presentation Materials.
5. DEL-09: Meeting Minutes.

Unisys Response

Our PMP and IMS are included as attachments to this proposal. During the implementation phase, the Unisys Team will provide Meeting Agendas, Presentation Materials and Meeting Minutes as part of our standard project practices in support of DEL-07, DEL-08, and DEL-09.

DEL-01 Project Management Plan is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 1 MSS PMP-Project Management Plan**.

DEL-03 Integrated Master Schedule (IMS) is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 3 – MSS Integrated Master Schedule**.

Table 1: Management and Technical Reporting and Reviews

Review	Location
Project Kickoff Meeting	State Facility
System Requirements Review (SRR)	State Facility
System Design Review (SDR)	State Facility
Product Test Readiness Review (PTRR)	Selected contractor's Facility

	(unless otherwise determined)
Pre-Ship Review (PSR)	Selected contractor's Facility *(unless otherwise determined)*
System Test Readiness Review (STRR)	State Facility
Operational Readiness Review (ORR)	State Facility
Final Acceptance Review (FAR)	State Facility
Project Management Reviews	State Facility

Unisys Response

The Unisys Team agrees that the reviews listed in **Table 1** will be conducted throughout the life of the project. Given our approach, leveraging Azure Government Cloud Services, having reviews at the Unisys Team facilities may be irrelevant. Decisions on the exact approach can be reviewed during project initiation.

These reviews are documented in DEL-03 Integrated Master Schedule (IMS) which is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 3 – MSS Integrated Master Schedule**.

ii. Subtask 1.2 – Prepare Status Reports and Conduct Conferences

The contractor shall provide ongoing project administration, which shall include the following:

1. Monthly written project plan update reports.
2. Weekly status update conferences.
3. Attendance at meetings with state executives and management as needed.
4. Updates to the Project Management Plan and the project schedule documents.

Unisys Response

The Unisys Team agrees that Weekly Status reports will be created and made available to the project team and monthly Status Reports will be created and made available for executive management. The project's schedule is updated and reviewed periodically, usually monthly, during the project's internal monthly management meetings along with the PMP as needed.

Unisys management will attend meetings with the state Executives and Management as needed.

The contractor's project manager shall provide full project management and control of project activities. The contractor's project manager shall present to the state's project manager written status reports documenting project progress, plans, and outstanding issues. The contractor's project manager shall meet with or conduct a status update conference with the state's project manager weekly, or as otherwise agreed to by the state and contractor, to review project status reports and any related matters. All variances shall be presented to the state for approval at the status meetings. The first report shall be presented to the state's project manager 1 week after the effective date in a format approved by the state. This subtask shall include:

1. Project planning and direction.
2. Selected contractor staffing and personnel matters, including management of selected contractor technical staff.
3. Evaluation of results and status reporting.

4. Incorporation of the state's system requirements, including all business, and technical requirements.
5. Incorporation of required software modification, if any.
6. Management and tracking of all issues and their resolution.

Unisys Response

The Unisys project management methodology provides detailed project reporting to constantly monitor a project's status and performance. Our project reporting metrics will include the scope, schedule, budget, resource, issues, and risks. Project reporting communicates key performance information to program management and sponsorship. Unisys will report the program's performance regularly to help enable the State and NSP to receive early warning of potential problems. When appropriate, this method will also cover systems and tools needed for implementing this process, as well as a schedule for collecting the required data. Several levels and frequencies of status reporting will be used on the project and are defined as follows:

- Scorecards/dashboards:

  Each scorecard will include the key accomplishments for the reporting period (milestone tracking), tasks planned for the next reporting period, issues, and risks. Unisys will report this information for each release. The scorecard will provide our project manager and program management with an understanding of the status of each release at a time as well as any new issues and risks that were identified and that could impede the progress of one or more release teams. Each reporting period's release scorecard will include reporting on the following topics:
    - Accomplishments
    - Plans for the next reporting period
    - Issues
    - Schedule and milestones
    - Release and project news
    - Scope.

Unisys team leads will prepare each scorecard with input from our project manager. Our team leads and project manager will review the scorecard's contents before submitting it to our PMO for consolidation into our overall program status reports.

- Monthly program scorecards/dashboards:

Each monthly program scorecard will provide program sponsors and stakeholders with a comprehensive, accurate, and timely status of the program. The program scorecard will include the following topics:

- Release status
- Top program issues
- Program milestones
- Risks
- Financial
- Program schedule.

The contractor's project manager and the state's project manager shall report project status on a regular basis and shall participate in monthly status meetings. The contractor's project and reporting system shall include the following components:

1. Kickoff meeting.
2. Updated project plan.
3. Status reports and meetings or teleconferences.

Unisys Response
The Unisys team agrees that weekly Status Reports will be created and made available to the project team and monthly Status Reports will be created and made available for executive management. The project's schedule is updated and reviewed periodically, usually monthly, during the project's internal monthly management meetings along with the PMP as needed.

The project status reports prepared by the contractor's project manager pursuant to this subtask shall be used as the mechanism for the selected contractor to report any project risks or problems identified as part of the implementation process.

Unisys Response

Unisys agrees that the Project Status Reports will be a mechanism to report risks, actions, and issues as part of the Implementation process.

1. Deliverable 1.2 – Status Reports and Project Status Meetings
The contractor's project manager shall prepare and present to the state's project manager written status reports documenting project progress, plans, and outstanding issues in accordance with Subtask 1.2. The contractor's project manager shall meet with or conduct a status update conference with the state's project manager, as agreed to by the state and the contractor, to review project status reports and any related matters. All variances shall be presented for approval at the status conferences. The first report shall be presented to the state's project manager 1 week after the effective date in a format approved by the state.

Unisys Response:

The Unisys team agrees that weekly Status Reports will be created and made available to the project team and monthly Status Reports will be created and made available for executive management.
Regular meetings will be held with the State's Project Manager and other necessary participants to review the status report and any issues and/or related matters. All variances to the project will be presented to the state Project Manager at these status meetings. The first report will be made available to the state Project Manager within 10 business days of the contract start date and in a format approved by the State.

2. Task 2 – System Setup
The subtasks below provide for the setup and security of the future MSS environments.

i. Subtask 2.1 – Provide Data and Property Management
The contractor shall develop, document, and implement comprehensive procedures for the management of data, documentation, and state property (equipment, hardware, and software (if any) that belongs to the state). Data management encompasses all data and documentation produced by the contractor.

Unisys Response

The Unisys Team understands project integration is an important aspect to properly coordinate the various elements of implementation. Our experience as a global systems integrator spans decades. Our

team will bring the experience resources, the right governance process and tools necessary to deliver the integrated implementation. The Development Case (**Exhibit 1.1**), provides a mechanism to outline the disciplines, artifacts, and stakeholder roles and responsibilities required to deliver the solution. This will include the processes necessary to manage data. At this time the Unisys Team is not aware of any property to manage.

As part of this project, the Unisys Team will deliver DEL-32: Data and Property Management Plan within 30 days of Contract.

1. Deliverable 2.1 – Data and Property Management Plan
The contractor shall provide, in accordance with Subtask 2.1, the following deliverable:

DEL-32: Data and Property Management Plan.

Unisys Response

The Unisys Team will comply with delivering DEL-32: Data and Property Management Plan.

ii. Subtask 2.2 – Implement System Security

The contractor shall implement a security program in compliance with all standards referenced in the RFP. All contractor-supplied facilities or systems shall provide protection and control of all state information, equipment, documentation, and network access.

Unisys Response

The Unisys Team will comply with all specifications, standards and guides identified in **Attachment B – MSS Operations Plan**, Section 1 – Specifications, Standards, and Guides of this document for all the implementation activities.

The security requirements in **Attachment B – MSS Operations Plan**, Section 1 – Specifications, Standards, and Guides state the requirements that Unisys will adhere to for this project.

1. Deliverable 2.2 –System Security

The contractor shall document, in accordance with Subtask 2.2, its security program in an In-Plant Security Plan, as provided in the following deliverable:

- DEL-10: In-Plant Security Plan.

Unisys Response

The Unisys Team will deliver a secure environment that will meet the security requirements in **Attachment B – MSS Operations Plan**, Section 1 – Specifications, Standards, and Guides as well as the security requirements documented in **Attachment C – MSS Functional and Technical Requirements.-**

3. Task 3 – System Implementation

The contractor shall provide all equipment and software necessary to satisfy the system requirements at the proposed state operational primary site and the proposed COOP site. The contractor shall provide all necessary equipment and software at remote sites to ensure a level of service and functionality equal to that provided by the primary site under the current MSS contract. This equipment will include, as applicable, servers,

communications gear, workstations, printers, and other equipment identified in Attachment C - MSS Functional and Technical Requirements.

Unisys Response

The Unisys Team proposes to deploy the Primary site in the Arizona region of Azure, the COOP site in the Texas region of Azure.

The contractor shall provide the state with a comprehensive set of user, system, and management documentation. The contractor shall deliver all items identified in the list of deliverables set forth in APPENDIX A. The contractor shall provide the documentation in electronic format. All deliverables shall be subject to the state's approval and acceptance in order to satisfy the terms and conditions of the contract.

Unisys Response

The Unisys Team will provide documents and manuals as agreed.These documents will be subject to approvals and acceptance by the state.

i. **Subtask 3.1 – Conduct SRR**

The contractor shall conduct a System Requirements Review (SRR). Upon completion of SRR, based on the results of the system requirements definition activity, the contractor may recommend changes to the state System Requirements Specifications for consideration by the state.

Unisys Response

The Unisys Team agrees that a Solution Requirements Review (SRR) will be conducted per the approved Integrated Project Schedule (IMS). If changes are recommended based on the SRR, the Configuration Management approach will be followed as documented in **Exhibit 1.3 Configuration Management Plan.**

The contractor shall analyze the state's system requirements and validate the requirements of the specifications. The contractor shall document the deficiencies in the state's system requirements, if any, and recommend changes to the areas in which those changes would correct deficiencies or otherwise benefit the state (e.g., enhance the overall functionality, performance, or reliability of systems or services; reduce costs; shorten the schedule; reduce project risk).

Unisys Response

If the Unisys Team has any recommendations to the State's Solution Requirements these will be documented in the Status Report and the Configuration Management approach will be followed as documented in.**Exhibit 1.3 Configuration Management Plan**

The contractor shall document any recommended changes to the state's System Requirements Specifications and support these recommendations (e.g., with cost-benefit analyses).

Unisys Response

If the Unisys Team has any recommendations to the State's Solution Requirements these will be documented in the Status Report and the Configuration Management approach will be followed as documented in **Exhibit 1.3 Configuration Management Plan**

The contractor shall provide the state with System Requirements Specifications and the rationale for any recommended changes. The contractor shall update the state's System Requirements Specifications with any changes approved by the state.

Unisys Response

The Unisys Team agrees to update DEL-02 Solution Requirements Specification with any agreed to and approved changes.

ii. Deliverable 3.1 – System Requirements Specifications
The contractor shall provide, in accordance with Subtask 3.1, the following deliverables:

1. DEL-02: System Requirements Specifications.
2. DEL-07: Meeting Agenda.
3. DEL-08: Presentation Materials.
4. DEL-09: Meeting Minutes.

Unisys Response

The Unisys Team will comply with delivering the DEL-02 Solution Requirements Specification.

4. Subtask 3.2 – Perform System Design and Development
The contractor shall design and develop the system to satisfy the System Requirements Specifications (DEL-02) and meet the required standards specified in Attachment C MSS Functional and Technical Requirements. The contractor shall design, develop, and produce or procure all hardware, software, and data components of the system, with the exception of the operational data that is to be provided by the state.

Unisys Response

The Unisys Team agrees and will comply with delivering the DEL-02 Solution Requirements Specification that meet the requirements standards specified in **Attachment B – MSS Operations Plan**, Section 1 – Specifications, Standards, and Guides. We will design, develop, and produce or procure all software and data components of the Solution with the exception of the operations data that is to be provided by the State. There is no hardware to be procured at this time.

The contractor shall, to the maximum extent possible, use nonproprietary hardware and software in developing and implementing the MSS systems. To the maximum extent possible, equipment for remote sites recommended by the contractor must be available commercially from third-party vendors as well as through the contractor, subject to installation of MSS software, which shall be controlled by the provider alone.

Unisys Response

The Unisys Team is promoting the use of Commercial Off-The-Shelf (COTS) functionality over custom development. In the event that requirements or specifics determined during design sessions do not align with the State's requirements, our team conducts an analysis to address or mitigate customization. Our functional and technical leadership work with state staff to further understand the potential need for customization and identify potential alternatives. This effort focuses on three fundamental points of design:

- Analyze if all capabilities across the solution have been investigated to address requirements
- Collaborate with the State to determine if details of the functional requirements can be refined to align with COTS capabilities while continuing to meet operational needs
- Evaluate potential third-party products to address the requirement and avoid customization.

In the event these efforts continue to indicate the need for customization, our team mitigates the impacts on the sustainability of the MSS solution. Our custom development practices focus on creating sustainable application components. We use techniques such as code reviews across our development team to validate the structure of code, annotations (e.g., comments), and alignment with technology standards.

The contractor shall conduct a System Design Review (SDR) and present it to the state for approval. The system design shall:

1. Be complete down to the line replaceable unit (LRU) level for all hardware items and through the computer software unit (CSU) level for all provided/developed software.
2. In the case of COTS software, be complete through the level of licensed software products (LSPs).
3. Identify the functions performed by, performance required of, and interfaces supported by each CSU (for developed software) and each LSP (for COTS software).
4. Document the number and interconnection of all LRUs and identify the software components loaded on each LRU.
5. Document the bandwidth, memory, and throughput of each LRU.
6. Describe the interfaces supported by each CSU, LSP, and LRU.
7. Specify any standards with which each CSU, LSP, and LRU complies.
8. Include complete workflows for all operational user and administrative functions.

Unisys Response

The Unisys Team will produce the System Design Document (DEL-14) that provides the functional and technical design of the MSS solution. The Solution Design Document will contain diagrams illustrating the operational concepts of the interaction of the system, the user, and the environment that satisfies the operational needs. The Unisys Team leads will conduct design review sessions with state members providing overviews of the system components, which are primarily COTS systems requiring minimal configuration/customization changes. The design reviews will focus on systems, the environments into which they are deployed, and the necessary communication channels required to connect both users and systems together. The System Design Document will be the deliverable document that the State will review and approve before systems are brought online.

The Unisys Team will also produce DEL-12 Database Design Document, DEL-13 Interface Design Document, and DEL-15 Bill of Material as part of this solution.

As part of the SDR, the contractor shall present evidence (i.e., results of analyses, computer model and simulation results, benchmark results, vendor-supplied specifications) to demonstrate that the design satisfies the requirements of the state's System Requirements Specifications (DEL-02) and the required standards set forth in Attachment C – MSS Functional and Technical Requirements. The contractor shall deliver a Requirements Verification and Traceability Matrix (DEL-30) documenting mapping between (1) the requirements contained in the System Requirements Specifications and the major subsystems or components of the

design and (2) the requirements contained in the System Requirements Specifications and the methods of verification indicated in the contractor's response to the system requirements specifications set forth in Attachment C (MSS Functional and Technical Requirements) to the RFP. The methods of verification must be approved by the state. The state may reasonably require a change to the methods of verification used.

Unisys Response

The Unisys Team will produce the System Design Document (DEL-14). This document will contain diagrams illustrating the operational concepts of the interaction of the system, the user, and the environment that satisfies the operational needs and satisfies the requirements of DEL-02 Solution Requirements Specification. The Unisys Team leads will conduct design review sessions with state members providing overviews of the system components, which are primarily COTS systems requiring minimal configuration/customization changes. The design reviews will focus on systems, the environments into which they are deployed, and the necessary communication channels required to connect both users and systems together.

DEL-30 Requirements Verification and Traceability Matrix (RVTM) will be delivered and is an itemized catalog of system requirements, functions, and features which system test scripts will be run against. This document will also be presented during SDR to show the mapping of requirements to design.

Upon successful conclusion of SDR and written approval of the design by the state, the contractor may begin development and/or procurement of system software and hardware.

i. Deliverable 3.2 – System Design

The contractor shall provide, in accordance with Subtask 3.2, the following deliverables:

1. DEL-05: Migration Plan.
2. DEL-07: Meeting Agenda.
3. DEL-08: Presentation Materials.
4. DEL-09: Meeting Minutes.
5. DEL-12: Database Design Document.
6. DEL-13: Interface Design Document.
7. DEL-14: System Design Document.
8. DEL-15: Bill of Materials.
9. DEL-17: Training Plan.
10. DEL-18: Installation Drawings.
11. DEL-22: COOP Plan.
12. DEL-30: Requirements Verification and Traceability Matrix.

Unisys Response

The Unisys Team will comply with delivering the following deliverables as described in Volume 2 of this proposal.

DEL-05	Solution Migration Plan – This deliverable details the transition from the current MSS systems and applications to the new MSS solution environment. This includes installation planning, data migration, system and user migration, and post-migration tasks.

DEL-07	Meeting Agenda – This deliverable will be a standardized template to be used in preparation of meetings discussing key tasks and deliverables throughout the project implementation.
DEL-08	Presentation Materials – This deliverable provides a repository where presentation materials, used in meetings discussing key tasks and deliverables, is harvested as part of standard project management practices used throughout this implementation.
DEL-09	Meeting Minutes – This deliverable will be a standardized template to be used during meetings discussing key tasks and deliverables throughout the project implementation.
DEL-12	Database Design Document – This deliverable provides an overview of how data is stored in the MSS solution.
DEL-13	Interface Design Document – This deliverable provides interface specifications for MSS interfaces.
DEL-14	System Design Document – This deliverable provides the functional and technical design of the MSS solution. It is based on the functional and technical requirements in the RFP.
DEL-15	Bill of Materials – This deliverable is a description of the hardware components of the MSS solution, including the quantity of each component. It is used as a method of tracking all MSS hardware that is provided.
DEL-17	Training Plan – This deliverable describes the approach that is used to train personnel on the MSS solution, including the type of training and a description of the training courses.
DEL-18	Installation Drawings – This deliverable defines equipment and cabling for the MSS solution. It is a companion document to DEL-22.
DEL-22	Continuity of Operations (COOP) Plan – This deliverables documents policies and processes for responding to operational emergencies due to system failures or natural disasters.
DEL-30	Requirements Verification and Traceability Matrix (RVTM) – This deliverable is used to track whether the MSS functional and technical requirements are met. This deliverable is typically maintained in a spreadsheet.

5. Task 4 – Acceptance Tests

The MSS is a complex, software-based system with many attributes that must be tested. Of critical concern is following the appropriate test regimen to ensure that all appropriate aspects are tested in a logical sequence. The contractor will need to provide a common testing vocabulary. The purpose of testing will be to verify that the contractor's product meets or exceeds all stipulations of the System Requirements Specifications (DEL-02).

The contractor shall develop and execute a comprehensive test program, spanning all phases of development and all levels of assembly of the system. The contractor shall develop a Test and Evaluation Master Plan (TEMP) (DEL-04), which shall:

1. Govern all levels of testing, from the unit level through the fully assembled and integrated (with external systems) system.
2. Govern all phases of testing, from unit testing through completion of system acceptance.
3. Govern formal User Acceptance Test (UAT).

For unmodified COTS hardware and software, COTS vendor-supplied, state-approved test results may be substituted for verification of requirements below the level of the fully integrated system.

The purpose of Factory Acceptance Test (FAT) is to ensure that the basic capabilities are available and work in a factory setting, and that the documentation associated with the system reflects the design and is usable (e.g., one typically uses the start-up and shutdown procedures to verify that they can be used, as written, to perform the intended function). These tests are oriented toward verifying and documenting the system's ability to meet functionality, hardware, interface, performance, and accuracy requirements as thoroughly as possible.

FAT is typically run with scripts to ensure agreement among the stakeholders on the input and expected results and that the tests are repeatable. After successful passage of FAT at the contractor's facility, the contractor will be given permission to ship the system to the operational site(s).

Unisys Response

The levels of testing that will be addressed in this project include:

- **Unit Testing**: Internal testing conducted by Unisys Team to verify individual software components. Approved internally by Unisys.
- **System Testing**: Internal testing conducted by Unisys to verify individual software components are operating together. Approved internally by Unisys.
- **Factory Acceptance Testing**: Internal testing conducted by Unisys Team with the State to verify that the system capabilities are available and work in a factory setting and that the documentation associated with the Solution reflects the design and is usable.
- **System Integration/Acceptance Testing**: External testing conducted by Unisys to verify that software components are operating with agency integration points. The state will approve System Integration Testing results and will serve as an indication the system is ready for UAT Testing.
- **User Acceptance Testing**: External testing conducted by the State and end user staff to verify the system is meeting the administrative, business, and operational requirements of the complete system. The system will be tested against the itemized requirements listed in the GAP documents and the Requirements Traceability Matrix (RTM). User Acceptance Test results will be approved by the State.

Internal testing will be conducted by Unisys Team with the state team to verify the system capabilities are available and work in a factory setting. The Unisys Team will create FAT test scripts to verify baseline functionality within each component and any updates (GAP) made to the system per MSS project requirements.

DEL-04 The Test and Evaluation Master Plan (TEMP) is included as an attachment to Volume 2 of this proposal. The file is entitled Exhibit 2 NSP MSS TEMP Test and Evaluation Master Plan.

i. Subtask 4.1 – Conduct FAT

The contractor shall conduct FAT for the fully assembled and integrated system for the primary site and the COOP site (disaster recovery site). FAT shall include all tests necessary to confirm that all requirements of the System Requirements Specifications (DEL-02) have been satisfied. FAT shall also include all tests

necessary to demonstrate satisfaction of those requirements from any (provider-developed) subordinate specifications.

Unisys Response

The Unisys Team will conduct Internal testing with the state team to verify the system capabilities are available and work in a factory setting both at the Primary Site and the COOP Site. Unisys Team will create FAT test scripts to verify baseline functionality within each component and any updates (GAP) made to the system per MSS project requirements. FAT will confirm that the requirements identified in DEL-02 Solution Requirements Specification have been satisfied.

The contractor shall prepare a FAT Plan (DEL-28) and FAT Procedures (DEL-21) and submit them for state approval. FAT shall be conducted in accordance with the approved FAT Plan (DEL-28) and FAT Procedures (DEL-21). FAT may be conducted as a part of integration testing or as a separate phase of the test program, subject to the state's approval. The contractor shall perform PTRRs prior to the conduct of FAT. The state will witness the execution of all FAT activities.

Unisys Response

The Unisys Team agrees to conduct FAT in accordance with the approved DEL-04 Test and Evaluation Master Plan (TEMP) and that the State will witness the execution of all FAT activities. PTRR will be conducted prior to FAT.

The results of FAT shall be documented in a FAT Report (DEL-06). The contractor shall conduct a PSR to demonstrate the FAT success, to determine the readiness of the system for delivery first to the State's primary site and then to the COOP site, and to secure state authorization to ship the system components and configurations.

Unisys Response:

The Unisys Team agrees to deliver the results of FAT testing in DEL-06 Test Report document and to conduct a PSR to demonstrate FAT Success.

1. **Deliverable 4.1 – FAT**
   The contractor shall provide, in accordance with Subtask 4.1, the following deliverables:

   1. DEL-06: FAT Report.
   2. DEL-07: Meeting Agenda.
   3. DEL-08: Presentation Materials.
   4. DEL-09: Meeting Minutes.
   5. DEL-16: Installation Plan.
   6. DEL-17: Training Plan.
   7. DEL-18: Installation Drawings.
   8. DEL-19: Training Materials.
   9. DEL-21: FAT Procedures.
   10. DEL-22: FAT COOP Plan.
   11. DEL-26: Version Description Document.
   12. DEL-28: FAT Plan.

Unisys Response

The Unisys Team agrees to provide the following documentation:

DEL-06	Test Report (FAT)
DEL-07	Meeting Agenda
DEL-08	Presentation Materials
DEL-09	Meeting Minutes
DEL-16	Installation Plan
DEL-17	Training Plan
DEL-18	Installation Drawings
DEL-19	Training Materials
DEL-21	Test Procedures (FAT)
DEL-22	Continuity of Operations (COOP) Plan (FAT)
DEL-26	Version Description Document
DEL-28	Test Plan (FAT)

ii. Subtask 4.2 – Conduct System Acceptance Test

The purposes of the System Acceptance Test (SAT), which is also known as System-level Integration Test (SIT), are to:

1. Demonstrate that the equipment was installed correctly and operates at the functional and performance levels verified at FAT.
2. Verify the requirements that could not be verified at the factory (such as operations using a remote site's network).
3. Verify the performance requirements (throughput, accuracy, and reliability) with the full initial data load, multiple workstations, and so forth, to the extent that they have not already been approved at FAT.
4. Verify that the integrated sum, including remote site testing, is at least as functional as the sum of the individual parts, and verify that end-to-end workflows execute as anticipated. (The actual verification of the correctness of the end-to-end workflows, including all of the processing at each step, is normally deferred to UAT.)

SAT is also script-based, with scripts built up from those used at FAT, making certain that all additional requirements are allocated to specific test scenarios and that the scripts still ensure repeatability. Repeatability often requires cleaning out files and buffers that were changed as the result of a test step when the changed data is no longer needed by the system.

SAT will include COOP activities. The minimum COOP activities that must be demonstrated include backing up and restoring data, as well as using the COOP site for primary processing, then restoring the entire system, and finally ensuring that the repositories and matchers are current and identical across the two sites. Verification of the COOP-related procedures will be a critical part of SAT.

Unisys Response

System Integration and Acceptance Testing will occur during each development iteration of the project. Successful system integration testing will signify that the system is ready for user acceptance testing for that delivered functionality. Unisys will create System Integration test scripts that will combine the capabilities of various system test scripts and the capabilities of external agency integration points to meet the MSS system operational requirements.

System Integration and Acceptance Testing will also include COOP testing activities. This will include recovery and restore business-critical application and data at the COOP site.

The Unisys Team will provide the DEL-22 Continuity of Operations (COOP) Plan that will document the policies and processes for responding to operations emergencies due to system failures or natural disasters.

The contractor will prepare the SAT Plan (DEL-28) in cooperation with the state. The contractor shall prepare SAT Procedures (DEL-21) and submit them for state approval; conduct SAT in accordance with the state- approved SAT Plan (DEL-28) and approved SAT Procedures (DEL-21); and perform an STRR prior to the conduct of SAT. The state will witness the execution of all SATs.

Unisys Response

The Unisys Team agrees to conduct a System Test Readiness Review prior to SAT.

The Unisys Team agrees to conduct SAT in accordance with the approved DEL-04 Test and Evaluation Master Plan (TEMP).

The contractor shall document the results of SAT in the SAT Report (DEL-06). Upon completion of SAT, the contractor shall conduct an ORR to determine the readiness of the system, facilities, and personnel to initiate UAT and to secure state authorization to initiate operations.

Unisys Response:

The Unisys Team agrees to document the results of SAT in the DEL-06 Test Report document. An Operational Readiness Review will be conducted upon completion of SAT.

1. **Deliverable 4.2 – SAT**
   The contractor shall provide, in accordance with Subtask 4.2, the following deliverables:

   1. DEL-06: SAT Report.
   2. DEL-07: Meeting Agenda.
   3. DEL-08: Presentation Materials.
   4. DEL-09: Meeting Minutes.
   5. DEL-15: Bill of Materials.
   6. DEL-16: Installation Plan.
   7. DEL-17: Training Plan.
   8. DEL-18: Installation Drawings.
   9. DEL-19: Training Materials.
   10. DEL-21: SAT Procedures.
   11. DEL-22: SAT COOP Plan.
   12. DEL-26: Version Description Document.
   13. DEL-28: SAT Plan.

Unisys Response

The Unisys Team agrees to provide the following documentation:

DEL-06	Test Report (SAT)

DEL-07	Meeting Agenda
DEL-08	Presentation Materials
DEL-09	Meeting Minutes
DEL-16	Installation Plan
DEL-17	Training Plan
DEL-18	Installation Drawings
DEL-19	Training Materials
DEL-21	Test Procedures (SAT)
DEL-22	Continuity of Operations (COOP) Plan (SAT)
DEL-26	Version Description Document
DEL-28	Test Plan (SAT)

iii. Subtask 4.3 – Conduct UAT

The purpose of UAT is final validation of the required business functions and flow of the system, under real-world usage of the system, by demonstrating that the delivered products and services are adequate for their intended purpose. The UAT procedures will include both scripts and normal operations to see how the end-to-end workflows operate across the entire system, including the interfaces to the Federal Bureau of Investigation (FBI). UAT will be planned to provide a realistic and adequate exposure of the system to all reasonably expected events. This includes things that might not happen in a normal period, such as a full backup and restore, switchover to the COOP site, and a full suite of report generation events.

By this point in the project, the state and the contractor will have verified the system's ability to fulfill most or all of the accuracy, performance, and capacity requirements. UAT will not be focusing on system problems (e.g., screening and reporting misspellings or software crashes), as those issues will be required to have been corrected by then.

The contractor will prepare a UAT Plan (DEL-28). The UAT Plan will be reviewed and approved by the state. NSP IT, NSP dispatch, and NSP users will conduct UAT. The contractor shall provide the facilities, equipment, and personnel to support the services identified in Phase 2 of this Plan during UAT. The contractor shall provide the facilities, equipment, and personnel to analyze results of concurrent operations; to identify discrepancies between results of the legacy system and results of contractor-delivered MSS systems; to resolve those discrepancies; and, when those discrepancies result from a failure of contractor-delivered system to meet the state requirements, to perform corrective maintenance.

Unisys Response

The Unisys Team agrees to deliver DEL-04 Test and Evaluation Master Plan (TEMP) which will provide the comprehensive test program, for all levels of testing, including User Acceptance Testing.

The Unisys Team will develop the User Acceptance Test (UAT) scripts by transforming the System Integration test scripts into tests and operations that will be performed by the end user. The State will conduct the testing and report results. The Unisys Team will support the State in UAT.

Any defects found during UAT will follow the Tracking and Correcting System Defects process documented in DEL-04 Test and Evaluation Master Plan (TEMP). The Successful User Acceptance Testing will signify that the MSS solution is ready to enter production.

Our Test and Evaluation Master Plan (TEMP) is included as an attachment to Volume 2 of this proposal. The file is entitled **Exhibit 2 NSP MSS TEMP Test and Evaluation Mastert Plan**.

1. Deliverable 4.3 – UAT

The contractor shall provide, in accordance with Subtask 4.3, the following deliverables:

1. DEL-06: UAT Report.
2. DEL-07: Meeting Agenda.
3. DEL-08: Presentation Materials.
4. DEL-09: Meeting Minutes.
5. DEL-21: UAT Procedures.
6. DEL-22: UAT COOP Plan.
7. DEL-26: Version Description Document.
8. DEL-28: UAT Plan.

Unisys Response

The Unisys Team agrees to provide the following documentation:

DEL-06	Test Report (UAT)
DEL-07	Meeting Agenda
DEL-08	Presentation Materials
DEL-09	Meeting Minutes
DEL-16	Installation Plan
DEL-17	Training Plan
DEL-18	Installation Drawings
DEL-19	Training Materials
DEL-21	Test Procedures (UAT)
DEL-22	Continuity of Operations (COOP) Plan (UAT)
DEL-26	Version Description Document
DEL-28	Test Plan (UAT)

6. Task 5 – System Migration

The subtasks below describe the migration requirements for the future MSS operational environments.

i. Subtask 5.1 – Install Sites

The contractor shall review the network configuration at each site to ensure that the equipment to be installed is compatible with existing network topologies. The contractor shall document any incompatibilities between the MSS equipment to be installed and the facilities or networks and identify in an Installation Survey Report (DEL-27) any required facilities or network modifications to be made by the state.

Unisys Response

The Unisys Team agrees to provide the Del-27 Installation Survey Report. This Installation Survey Report will contain the results of site surveys and analyses conducted to determine the facilities requirements

(e.g., heating, air conditioning, lighting, electrical power, structural loading, and physical access) for the facilities housing the MSS equipment.

The contractor shall prepare a Version Description Document with the complete instructions necessary to install and configure all hardware, software, and data associated with each deployment. The document will include site-specific installation information from the Installation Survey Report (DEL-27).

Unisys Response

The Unisys Team agrees to provide the DEL-26 Version Description Document. This Version Description Document contains the complete instructions necessary for a third party to install and configure all software, and data associated with each deployment, including site-specific installation information.

The Unisys Team agrees to provide the Del-27 Installation Survey Report. This Installation Survey Report will contain the results of site surveys and analyses conducted to determine the facilities requirements (e.g., heating, air conditioning, lighting, electrical power, structural loading, and physical access) for the facilities housing the MSS equipment.

The contractor shall prepare an Installation Plan (DEL-16) to document the necessary installation tasks, responsibilities, schedule, resource requirements, equipment layout, cabling, and testing to verify correct installation of equipment and software at the primary site, COOP site, and remote sites. The contractor shall prepare Installation Drawings (DEL-18) to define equipment layout and cabling.

Unisys Response

The Unisys Team agrees to provide the following documentation:

DEL-16	Installation Plan
DEL-18	Installation Drawings

Subject to state approval, the contractor shall deliver and install the equipment and software at the primary site, COOP site, and remote sites. The contractor shall check the installation and perform the necessary data conversions to prepare the equipment and software to support all testing and operations.

Unisys Response

The Unisys Team agrees to deliver and install the software at the primary site, COOP site. We will confirm the installation and run all the tests documented in the Test Plan (DEL-04 Test and Evaluation Master Plan (TEMP)) and do all the Data Conversion Plan (DEL-34 Data Conversion) to confirm the systems are operating as agreed to. The primary site will be located in the Arizona region of Azure, and the COOP site will be located in the Texas region of Azure.

We don't anticipate having to do any remote site implementation beyond what we have stated in the context of this RFP response.

1. Deliverable 5.1 – Site Installation
   The contractor shall provide, in accordance with Subtask 5.1, the following deliverables:

1. DEL-16: Installation Plan.
2. DEL-18: Installation Drawings.
3. DEL-26: Version Description Document.
4. DEL-27: Installation Survey Report.

Unisys Response

The Unisys Team agrees to provide the following documentation:

DEL-16	Installation Plan
DEL-18	Installation Drawings
DEL-26	Version Description Document
DEL-27	Installation Survey Report

ii. Subtask 5.2 – Convert and Load Data

Production of the operational database will involve (1) the conversion of the legacy database and (2) the loading of converted data, as approved by the state, into the operational database.

1. Subtask 5.2.1 – Convert Existing Data

The contractor shall work with NSP to identify applicable MSS records that will be ingested and processed for conversion to the modernized MSS solution. The contractor shall prepare a Data Conversion Plan (DEL-34) to document conversion tasks, responsibilities, processes, and tests of the converted data.

Unisys Response

The Unisys Team agrees to provide the DEL-34 Data Conversion Plan which documents conversion tasks, responsibilities, processes, and tests of the converted data.

a. Deliverable 5.2.1 – Converted Existing Data

The contractor shall provide, in accordance with Subtask 5.2.1, the following deliverables:

1. DEL-34: Data Conversion Plan.
2. Copies of converted existing data.

Unisys Response

The Unisys Team agrees to deliver copies of converted Existing Data.

2. Subtask 5.2.2 – Load Data

The contractor shall load all of the data into the appropriate databases on the system at the primary site and the COOP site with the appropriate key identifiers, indices, or agreed-upon master ID numbers, or in accordance with the MSS database design.

The contractor shall deliver two copies of the output media for future use by the state in any system or process of its choosing. At the end of the initial data load, the contractor shall produce a detailed report including the following information:

1. The number of records converted.
2. Any problems encountered, by record number (i.e., any conversion-assigned number), problem type, and resolution.
3. All records not successfully converted by record number, and the reason for the failed conversion for each such record.
4. Records that were identified as being from the same subject (i.e., multiple enrollments).
5. Results of a conversion audit.

Unisys Response

The Unisys Team agrees to deliver DEL-25 System Data, which includes the complete system dataset to be loaded into the new MSS environment, and a report documenting the results and outcomes of the legacy data conversion process, including records not loaded with details and the reason for failure.

a. Deliverable 5.2.2 – Loaded Data
The contractor shall provide, in accordance with Subtask 5.2.2, the following deliverables:

1. Copies of data as noted above.

Unisys Response

The Unisys Team agrees to include copies of the data and to include the loaded files.

iii. Subtask 5.3 – Conduct Migration Planning
The contractor shall develop a Migration Plan (DEL-05) that identifies the activities, events, and resources (tools, data, facilities, personnel, etc.) required to migrate from the legacy MSS to the MSS environments provided under the contract. The plan will identify the sources (i.e., contractor, state, or specific state remote sites) of all resources and specify when those resources will be required.

Unisys Response

The Unisys Team agrees to provide the DEL-05 Solution Migration Plan that details the transition from the current MSS systems and applications to the new MSS solution environment. This includes installation planning, data migration, system and user migration, and post-migration tasks.

The contractor shall assist all state sites in planning their migration from the legacy MSS systems to the MSS provided hereunder.

Unisys Response

The Unisys Team does not anticipate having to do any remote site implementation beyond what we have stated in the context of this RFP response.

1. Deliverable 5.3 – Migration Plan
The contractor shall provide, in accordance with Subtask 5.3, the following deliverable:

1. **DEL-05: Migration Plan (initiated above).**

Unisys Response

The Unisys Team agrees to provide the DEL-05 Solution Migration Plan.

7. **Task 6 – System Training**
   The contractor shall develop User Manuals (DEL-11) addressing all user functions for all user types. User documentation shall describe the components, functions, and operations of each application type. Each workstation shall be provided with online user documentation that will reside on the workstation or accessible via the agency's internal networks.

Unisys Response

The Unisys Team agrees to deliver Del-11 User Manuals which address all user functions for all user types (e.g., operator, supervisors, and system administrators), describing the functions and operations of each solution component. Online user documentation will also be provided.

i. Deliverable 6 – System Training and Materials
The contractor shall prepare a Training Plan (DEL-17) and Training Materials (DEL-19) in accordance with Task 6, including, for example, computer-based training, videos, guides, and manuals, and shall conduct on-site user training as required by the state to support testing, deployment, and operations.

Unisys Response

The Unisys Team agrees to provide the following documentation:

DEL-17	Training Plan
DEL-19	Training Materials

The contractor shall conduct courses for various groups of system users, including:

1. Managers and Supervisors – This course will cover MSS management functions. The course will provide hands-on instruction regarding how to access and produce management reports, create user accounts, and perform audits and inquiries using the tools provided by the system. The course shall be designed to handle at least 20 participants.
2. Staff – This course will cover the functionality of the MSS system. The course will provide instruction on the day-to-day operational functionality of the system, including entering and verifying data, updating MSS records, and producing MSS reports. The course shall be designed to handle at least 20 participants.
3. Information Technology Services (ITS) Help Desk – This course will provide an overall view of technical aspects of the MSS and provide methods to manage and resolve minor incidents quickly and effectively. This course will need to accommodate approximately 12 participants initially and will need to be conducted at least once yearly for the duration of the contract, for approximately 25 participants, to accommodate new help desk personnel and to keep existing staff up to date.

Unisys Response

The Unisys Team agrees to conduct Operator, Supervisor and Administration training in accordance with the Training Plan (DEL-17).

The Unisys Team training philosophy is that training of all users expected to work with, rely on, and support the solution is key to a successful implementation of our proposed solution and its continuing operation. The Unisys Team has a proven training approach, with proven curricula, based on best practices having incorporated the lessons learned that effectively prepare all affected users for the transition to the new message switch.

Our approach is to provide training to the state power users, Unisys will use a "train-the-trainer" approach, with the expectation for these power users to deliver initial and continuing training to your end users.

Training is conducted by Unisys Team personnel who participated in the work to deliver the message switch, are familiar with its operation and law enforcement activities, and delivered this training in the past.

Training is based on proven product training courses, with customized content and student exercises specific to Nebraska.

> Shall the system reasonably demand additional training beyond that required above, such training will be provided at no additional cost to the state.

Unisys Response

The Unisys Team understands that training is a major aspect of bringing any system online. We are recommending "train-the-trainer" approach where we will train key Nebraska staff in order to equip them with what is needed for them to train additional resources in field.

We will provide additional technical administration training to a subset of these technicians requiring additional administration training.

> The contractor shall provide, in accordance with Task 6, the following deliverables:
>
> 1. DEL-11: User Manuals.
> 2. DEL-17: Training Plan.
> 3. DEL-19: Training Materials.

Unisys Response

The Unisys Team agrees to provide the following documentation:

DEL-11	User Manuals
DEL-17	Training Plan
DEL-19	Training Materials

8. **Task 7 – Remaining Migration Tasks**
   The subtasks below provide the remaining elements that need to be addressed during system implementation in order to complete migration to the new system.

   i. **Subtask 7.1 – Manage System Configuration**
   A Configuration Management Plan (DEL-29) and processes shall be developed by the contractor to address these unique problems of efficiently and effectively documenting and managing configurations at all levels across the system.

Unisys Response

The same reporting process will be followed regardless of where the problem is being reported from. When changes are needed within the MSS Modernization project, a change request form (aka configuration item) must be submitted to start the process. This form must be completed for any change. The change request form must be accompanied by sufficient information to enable a thorough evaluation of the requested change. The form must contain the following information:

- Detailed description of the proposed change
- Problem statement
- Identification of the initiator of the change request
- Rationale for the change
- Time frame constraints
- Preliminary indication of impacted items (such as schedule milestones and resources)
- Potential impact of the change
- Potential impact of the change if it is not implemented.

Changes can be either within or beyond the contract's scope. The Unisys Team will make reasonable efforts to investigate a change request's impact on the price, timetable, Statement of Work (SOW), specifications, and relevant obligations under our contract and estimate the effort necessary to analyze the impact of the change.

If the State is the originator, Unisys will advise your project manager of any charges for Unisys services in conducting the impact study. The state PMO will decide whether Unisys should conduct the study. Changes may require cost and schedule changes, or they may be evaluated to be no-cost changes. All change requests will be documented, evaluated, and accepted or rejected by the state project managers, Unisys project managers, or the MSS Change Control Board.

When changes are approved, the Unisys Team will update the necessary project artifacts starting at the requirements and trace the change requirement requirements all the way through testing efforts. Any program logic, configurations or other artifacts required to implement the change will be baselined and deployed following the Software Development Lifecycle governing the overall solution, including the products/components of the system.

For additional details, please see our Configuration Management Plan **Exhibit 1.3 Configuration Management Plan** included as an attachment to this proposal.

The contractor shall document and implement the plan (DEL-29) for performing configuration control, which shall accomplish the following:

1. Establish a controlled configuration for each hardware and software component at the primary site, COOP site, and remote sites.
2. Maintain current copies of the deliverable documentation and code.
3. Give the state access to the documentation and code under configuration control.
4. Control the preparation and dissemination of changes to the master copies of the deliverable software and documentation placed under configuration control so that they reflect only state-approved changes.

Unisys Response

The Unisys Team agrees to provide the DEL-29 Configuration Management Plan which describes the organizational approach, activities, and computer tools to establish a controlled configuration for hardware and software components used in support of MSS. This includes maintaining current copies of all deliverable documentation and code.

The State will have access to executable code and all custom software source code.

The contractor shall generate management records and status reports on all products composing the controlled configuration for each hardware and software component at the primary site, the COOP site, and each remote site. The status reports shall:

1. Make changes to controlled products traceable.
2. Serve as a basis for communicating the status of configuration identification software.
3. Serve as a vehicle for ensuring that delivered documents describe and represent the associated software.

Unisys Response

The Unisys Team Project Manager will submit configuration status updates when any CI requires a change or has been changed. The state Project Manager will submit Configuration status of the CI as part of the monthly project status report discussed in the Communications Management Plan. Configuration status reports will include updates on Cis, including when a CI is baseline or modified; the status of CI change requests; the approval of CI changes; the results of CCB meetings; and CI release dates. CCB meeting notes will be stored in the project directory and will serve as documentation for the CCB's decisions.

The contractor shall participate in state configuration control meetings run by the state. The state configuration control meetings will establish and control the requirements baseline (DEL-02) throughout the performance of the contract and will control the operational baseline (deployed hardware, software, databases, and documentation) once the MSS become operational.

Unisys Response

The Unisys Team agrees to participate in the state Configuration Control meetings.

1. **Deliverable 7.1 – System Configuration Plan**
   The contractor shall provide, in accordance with Subtask 7.1, the following deliverable:

1. DEL-29: Configuration Management Plan.

Unisys Response

The Unisys Team agrees to provide the DEL-29 Configuration Management Plan. Our Configuration Management Plan is included as **Exhibit 1.3 Configuration Management Plan**.

ii. Subtask 7.2 – Perform COOP Planning

The contractor shall perform the necessary planning; deliver a COOP Plan (DEL-22); provide or utilize the necessary facilities, equipment, supplies, data, and documentation; and conduct the training necessary to establish a viable COOP Plan capability that ensures the performance of the contractor's essential functions during any emergency or situation that may disrupt normal operations and leave the primary site facilities damaged or inaccessible.

The purpose of COOP planning is to ensure that the capability exists to continue essential provider functions across a variety of potential emergencies, as well as when maintenance or upgrade activities might affect MSS system use. A COOP Plan shall account for:

1. Ensuring the continuous performance of the state's essential functions/operations during an emergency.
2. Protecting essential facilities, equipment, records, and other assets.
3. Reducing or mitigating disruptions to operations.
4. Achieving recovery from an emergency and resumption of full service to customers.

Unisys Response

The Unisys Team agrees to provide the DEL-22 Continuity of Operations (COOP) Plan. The COOP Plan will be developed to document what needs to happen in the event of an emergency situation that threatens the continuation of normal operation provided by in-scope products and services. The COOP Plan will account for the following:

- Continuous performance of the State's essential functions/operations of in scope processes and services as defined in the Scope of Work
- Protection of essential facilities, equipment, records, and other asses
- Reducing or mitigating disruption to normal operation
- Minimizing downtime.

The COOP capabilities provided by the contractor under this contract shall be:

1. Maintained as an active-active site.
2. Capable of providing 100 percent of the MSS services (in the event of the loss of the primary site) both with and without warning/scheduling.
3. Continuously operational in a load-balanced environment during normal operations. At a minimum, the COOP Plan provided by the contractor shall contain the following:

a) Plans and procedures.
b) Identification of essential functions.
c) Alternate facilities.
d) Interoperable communications.
e) Vital records and databases.
f) Tests, training, and monthly exercises/drills.

Unisys Response

For COOP capabilities for disaster recovery, we are proposing a warm standby replication of the production environment in a different Azure region from the primary Azure region. The primary site will be on Azure Government Cloud within U.S. Region 1 (Arizona) and the COOP site will be in the Azure Government Cloud within U.S. Region 2 (Texas).

We have designed our networking to support connections to both regions and the MSS solution will be in both environments. If the disaster is extended, we can begin bringing up the other environments in the DR region as needed. This approach will minimize downtime.

The COOP Plan shall be developed and documented to ensure that, when implemented, it will provide for continued performance of essential state functions under all reasonably foreseen circumstances. At a minimum, the COOP Plan shall also:

1. Delineate essential functions and activities.
2. Outline a decision process for determining appropriate actions in implementing the COOP Plan (DEL-22) and procedures.
3. Establish a roster of fully equipped and trained emergency provider and state personnel with the authority to perform essential functions and activities.
4. Include procedures for employee advisories, alerts, and COOP Plan activation, with instructions for relocation to predesignated facilities, with and without warning, during duty and non-duty hours. This includes providing for personnel accountability throughout the duration of the emergency and providing for continuous operational status in an active-active environment.
5. Establish reliable processes and procedures to acquire resources necessary to continue essential functions and sustain operations similar to that of the primary site for up to 30 days.

Unisys Response

The Unisys Team has extensive experience developing Disaster Recovery systems. The DEL-22 Continuity of Operations (COOP) Plan will be tailored to the State's needs to minimize down time and data loss in the event of an emergency. The COOP will include:

- Essential staff and/or offices, delegation of authorities, alternate facility information, vital records/forms/files systems and databases
- Procedures to maintain and test the COOP Plan and allow the backup site to be operational for up to 30 days.

Essential functions are defined as those functions that enable the contractor to provide vital services under any and all circumstances.

1. **Deliverable 7.2 – COOP Plan**
   The contractor shall provide, in accordance with Subtask 7.2, the following deliverable:

2. **DEL-22: COOP Plan**
   Upon the successful completion of Subtasks 4.3 (Conduct UAT) through 7.2 (Perform COOP Planning), the state will conduct FAR to determine whether the contractor has satisfied the terms and conditions of this Plan and to accept the system into operations. The state will base its determination on the provision of deliverables and plan items that comply with the requirements of the contract, the satisfactory performance of all Plan activities, and the successful demonstration (through the FAT, SAT, and UAT process) that the delivered systems and data satisfy the requirements of the System Requirements Specifications (DEL-02).

Unisys Response

The Unisys Team agrees to provide the DEL-22 Continuity of Operations (COOP) Plan. This deliverable documents policies and processes for responding to operational emergencies due to system failures or natural disasters.

Attachment B – MSS Operations Plan

A. Operations Plan Response Instructions

Bidders shall read all sections of this attachment and shall prepare their response to MSS Operations Plan for inclusion with their proposal regarding the NSP MSS RFP, for their proposed system solution.

The Operations Plan goes into effect upon signed acceptance of the MSS by NSP.

1. Specifications, Standards, and Guides

The documents identified in this section comprise the specifications, standards, and guides serving as the core reference materials for the NSP MSS solution. Additionally, the table below outlines the federal standards and policies with which the new MSS solution shall be compliant. The contractor shall clearly indicate, for each policy and standard, its current compliance status and plans for future plans for compliance.

Table 2: Federal Policies and Standards

Reference	Standard/Policy
1	Federal Bureau of Investigation (FBI) Electronic Biometric Transmission Specification, v11.0 (or current version)
2	National Information Exchange Model (NIEM), v5.0 (or current version)
3	National Crime Information Center (NCIC) 2000 Standards
4	FBI Criminal Justice Information Services (CJIS) Security Policy, v5.9 (or current version)

Unisys Response

The Unisys Team has reviewed and agrees with the core reference documents listed in **Table 2**.

Additional standards and policies that shall be adhered to are included in **Attachment C –Technical Requirements**.

Unisys Response

The Unisys Team has provided responses to the **Attachment C – Technical Requirements** within the respective document.

B. System Operation Tasks and Deliverables

This section of the Plan, together with APPENDIX A – Project Deliverables, provides a detailed description of the work to be performed by the contractor throughout the operational and support phase of the MSS Modernization Project.

1. Task 1 – Scope of Services

The contractor shall provide a defined suite of maintenance and support services to NSP that will satisfy the requirements of this Plan and the MSS and HF technical requirements specifications, as identified in the RFP.

The contractor shall provide for the state's Primary Site and Continuity of Operations (COOP) Site a suite of services that will satisfy the Service Level Requirements (SLRs)

based on the Service Level Plan (SLP) developed by the contractor. The contractor shall provide all facilities, equipment, software, and personnel required to deliver the services identified in this section and to satisfy the SLRs for the state's Primary Site and COOP Site.

Unisys Response

The Unisys Team will provide the MSS SLP document as part of the implementation. This document identifies the goals and objectives of the service levels, including: the parties (stakeholders) to the service levels; purposes, processes, performance measures, and frequencies of periodic reviews; penalties for failure to maintain the required service levels; and service availability, contacts, escalation procedures, and response to service requests.

This proposal includes all software and maintenance releases. At this time, there is no additional hardware required as part of this proposal.

i. Subtask 1.1 – Message Switch Management

The contractor shall maintain access to a solution that provides reliable information sharing between law enforcement and criminal justice agencies, supports the interfaces between the numerous information systems, and meets federal and state criminal justice standards.

Unisys Response

The Unisys team will comply with maintain access to a solution that provides reliable information sharing between law enforcement and criminal justice agencies.

The Unisys Team also understands that updates to the MSS solution will be required based on directives issued by the various federal and state governing bodies. The Unisys approach to governing the ongoing and timely updates is rooted in our Unisys Software Delivery Framework (SDF), which is aligned with the Project Management Institute's Guide to Project Management Body of Knowledge (PMBOK). The updates will follow the Configuration Management (CM) process flow. For example, one such recent change was issued by Nlets outlining their plan to deprecate the slash dot notation structured messages in a move to NIEM based XML format. The NIEM XML change (i.e., Configuration Item (CI)) would the CM process as depicted in Figure 7 Configuration Item Control Process . Once the impact is assessed and the CI is approved, the change would follow the standard Software Development Lifecycle (SDLC) for the component(s) affected in order to update the MSS solution. Having a well-defined process for changes to the system where all stakeholders involved understand the impacts to the overall solution is a key discipline in governing the stability of the operational production environment.

1. Deliverable 1.1 – Message Switch Management

The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-33: Service Level Plan (SLP).

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

ii. Subtask 1.2 – Hot Files Management

The contractor shall maintain access to a solution that manages access to NCIC records of wanted and missing people and items, allows for the management of these files at the state and federal level, and supports NCIC transaction and record types.

Unisys Response

The Unisys Team will comply with maintaining and indexing database of all records, messages, and transactions, stored and retrievable in standardized formats. The LEMS/JX Message Switch and HF components will have the ability to add, update, delete, retrieve, and print records/forms or to link data elements or records.

Changes to the operational MSS solution will follow the Configuration Management (CM) process flow as depicted in Figure 1 Confirmation Item Control Process.

The LEMS/JX Message Switch and Hot File technical specifications are described in the technical solution write-up within Volume 2 Technical Proposal – Sections b Proposed System Design.

1. **Deliverable 1.2 – Hot Files Management**
   The contractor shall provide the following deliverable(s) for this omponent of the Plan:

   a) DEL-33: Service Level Plan (SLP).

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

iii. Subtask 1.3 – National and International Interfaces

The contractor shall maintain Interfaces with state and national services through the wide area network (WAN) using FBI-conformant transactions and international transactions via the CJIS gateway.

Unisys Response

The Unisys Team will maintain interfaces with State and national services through agreed-upon and established network as outlined in this RFP. The Unisys Team's recommended MSS Solution embraces NSP objectives for the MSS Modernization Project by leveraging best of breed systems from our Unisys Team and applying our systems integration expertise to deliver a MSS system that is secure, modern, highly available and reliable, highly functional, and highly accessible to users. Additional criminal justice agencies will be able to connect through the MSS Solution using capabilities within the LEMS/JX Message Switch and other product capabilities as outlined in the requirements of this RFP.

By meeting these objectives, the solution improves the ability of law enforcement and criminal justice agencies and personnel to get the information they need to make decisions affecting the public safety. The solution also provides services to the public to which they are entitled under the law.

1. **Deliverable 1.3 – National and International Interfaces**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

iv. Subtask 1.4 – State System Interfaces

The contractor shall maintain interfaces with all requisite data repositories and systems and with networks that, in turn, connect to other criminal justice systems using the FBI standards. These interfaces, required for the successful implementation of the system during Phase 1 of this Plan, are documented in the Current State Analysis.

Unisys Response

The Unisys Team will maintain interfaces, outlined in this RFP, containing the necessary data repositories and systems and with networks that in turn connect with other justice partner systems or other state databases.

The Unisys Team manages the control of interface changes by the use of the Interface Design Document (IDD). When changes are required to the interface, the changes must go through the change control processes within the configuration management methodology to verify all stakeholders involved are notified and impact assessments can be achieved for the PMO governance to make decisions on updates. The changes will be considered a Configuration Item and follow the processes defined in the Configuration Management Plan.

1. **Deliverable 1.4 – State System Interfaces**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

v. Subtask 1.5 – Report Generation

The contractor shall maintain access to authorized state staff, FBI auditors, and other authorized personnel to inspect the repository (either physically or electronically through online services or other means), the log of transactions, performance rates, and user-level access history in order to allow the state to generate predefined (canned) reports as well as ad hoc reports.

Unisys Response

The Unisys Team understands the importance of report generation requirements within the MSS solution. The solution is comprised of Commercial Off-The-Shelf (COTS) products, each having robust reporting capability baked into their respective system. Each component will have data collection routines as outlined in MSS Requirements Response. The data collection frequency will be captured for each component depending on the system specifications and/or Gap assessment documentation. These project implementation documents will map the requirements of the MSS solution as understood in this RFP and how the product aligns to the requirements. Where necessary, additional configurations and customization will be made based on the scope of work outlined in this tender. These reporting capabilities will support viewing transaction logs and user-level access history.

The Unisys Team has brought best of breed products for the NSP, the State and its stakeholders. The reporting capabilities are described in Volume 2 Technical Proposal Section b Proposed System Design.

1. **Deliverable 1.5 – Report Generation**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

2. **Task 2 – Support Services**
   During the System Operation Phase of the contract, as part of system maintenance, the contractor shall support the operation of the system (Support Services), as further provided below.

vi. **Subtask 2.1 – Scope of Support**
The contractor shall develop, document, and implement comprehensive procedures for the management of data, documentation, and state property (equipment, hardware (if any), and software that belongs to the state).

Unisys Response

The Unisys Team understands project integration is an important aspect to properly coordinate the various elements of implementation. Our experience as a global systems integrator spans decades. Our team will bring the experience resources, the right governance process and tools necessary to deliver the integrated implementation. The Development Case (Exhibit 1.1) provides a mechanism to outline the disciplines, artifacts, and stakeholder roles and responsibilities required to deliver the solution. This will include the processes necessary to manage data. At this time the Unisys Team is not aware of any property to manage.

As part of this project, the Unisys Team will deliver DEL-32: Data and Property Management Plan within 30 days of Contract.

1. **Deliverable 2.1 – Scope of Support**
   The contractor shall provide, in accordance with Subtask 2.1, the following deliverable:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

vii. **Subtask 2.2 – Customer Support**
As part of its Support Services, the contractor shall provide operational support for the solution 24 hours per day, 7 days per week (24/7; Support Hours), which shall include without limitation providing a point of contact for all system problems by maintaining a system for customer support (Customer Support). Such operational support shall include Support Services to correct any failure of the solution and to

remedy deficiencies in accordance with Task 5 – Correction of Deficiencies of the Plan, to ensure that the solution operates in accordance with the specifications, including system requirements, warranties, and other requirements under the contract. Requests for Customer Support will be submitted by the state's technical support via telephone and/or the contractor's Web-based trouble ticketing system. In the event that the contractor's Web-based trouble ticketing system is not available, the state may use e-mail or any other reasonable means to request Customer Support.

Unisys Response

The Unisys Team understands customer support. In fact, Unisys has established support facilities throughout the world that provide client support around the clock. The Unisys Team will support a services desk to capture any problems that may arise in the system. The problem will be triaged to find the root cause and corrective actions. The resolution will be tracked through the software development lifecycle to be deployed into lower environments for testing before being approved for production deployment.

Our Service personnel provide NSP access 24 hours a day, 7 days a week, and 365 days a year. The Service Desk will support web and telephone service abilities.

One of the key benefits of the MSS solution in the Azure Government cloud is the Azure monitoring capabilities, which can trigger notification for support resources to be proactive and or react to conditions occurring within the operational system. The automated processes help identify problem areas for quick resolution in support of NSP and its stakeholders.

In addition to the requirements specified in the System Requirements Specifications, the contractor's Customer Support SLRs shall also include, but not be limited to, the following:

a) State-designated staff shall have access to the contractor's Customer Support through the Web-based trouble ticketing system or by telephone. The trouble ticketing system shall provide for the state a simple method to submit, track, and update issues that require escalation to the contractor's Customer Support. The authorized state contacts will each receive an account and training on the ticketing system.

b) The contractor shall provide a telephone number for state staff to call during Support Hours. This telephone number shall be managed by an automated system to quickly connect state staff with the appropriate Customer Support personnel.

c) The contractor's automated system shall include the functionality of leaving detailed voice mails describing the issues. The voice mails shall be responded to within 4 to 8 hours (excluding weekends and holidays).

d) Priority levels for the deficiencies shall be assigned according to definitions specified in Subtask 5.2 – Deficiency Priority Levels, and RFP Terms and Conditions, as applicable.

e) The contractor shall respond within the period specified in Subtask 5.2 – Deficiency Priority Levels, depending on the priority level of the deficiency.

f) The contractor's Customer Support shall be available to the state during Support Hours on a 24/7 basis.

g) The contractor's Customer Support shall work with state's project manager and state's technical support staff on correcting deficiencies and keep such state personnel informed regarding the updates and scheduled time frames to ensure that all maintenance windows are clearly communicated, and the requirements of this Plan are met.

Deficiency correction, time frames, and service credits for failure to timely correct any deficiencies as specified herein shall be as specified in Task 5 – Correction of Deficiencies.

Unisys Response

The Unisys Team agrees to comply with the following requirements:

- Access to web-based trouble ticketing system and via telephone
- Provide a method to submit, track, and update issues
- Support NSP contacts calling in (24/7/365) to report an issue or problem with support personnel
- Provide status reporting on issues or problems that arise in the system with appropriate NSP and state staff as outlined in the Development Case (Exhibit 1.1)
- Provide deficiency correction, time frames and service credits as outlined in Section III Remedies based on SLAs defined in Sextion Task 5 – Correction of Deficiencies

The Unisys Team will handle any level 2 and level 3 support issues where NSP and the State handle level 1 with their end users.

1. **Deliverable 2.2 – Customer Support**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

viii. Subtask 2.3 – Service Level Performance

The contractor shall ensure that, during the term of the contract, the MSS and HF shall provide at least 99.8 percent availability for all services, measured monthly, and in accordance with the terms of the contract, including all SLRs set forth herein.

Unisys Response

The Unisys Team will verify that at least 99.8% of services are available for all services throughout the duration of the contract.

1. **Deliverable 2.3 – Service Level Performance**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

ix. Subtask 2.4 – Training

The contractor, in cooperation with the state, will develop training plan(s) and materials and will conduct those ongoing training activities identified as contractor responsibilities (DEL-17) of the System Implementation Phase of this Plan.

Unisys Response

The Unisys Team agrees to provide training as outlined in **Attachment A – MSS Implementation Plan**, Section F – Task 6 – System Training.

In summary, our team will provide the following documentation:

- DEL-17 Training Plan
- DEL-19 Training Materials.

The Unisys Team agrees to conduct Operator, Supervisor, and Administration training in accordance with the Training Plan (DEL-17).
Training is conducted by Unisys Team personnel who participated in the work to deliver the system, are familiar with its operation and law enforcement activities, and delivered this training in the past.
Training is based on proven product training courses, with customized content and exercises specific to NSP.

1. Deliverable 2.4 – Training Plan

The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-17: Training Plan.

Unisys Response

The Unisys Team agrees to provide DEL-17 Training Plan.

3. Task 3 – Program Management

The contractor shall document management organization, roles and responsibilities, resources, processes, and other pertinent management information in a Project Management Plan (DEL-01), and maintain that plan current throughout the System Operation Phase of the contract.

The subsections that follow describe the required program management functions to be performed by the contractor throughout the System Operation Phase of the contract.

Unisys Response

The Unisys Team agrees to comply with documenting the document management organization, roles, and responsibilities, resources and processes, and other pertinent management information in a Project Management Plan. In fact, we have included in our response many of those plans and subplans as follows:

- Exhibit 1 – MSS PMP-Project Management Plan
- Exhibit 1.1 – Development Case
- Exhibit 1.2 – Communication Plan
- Exhibit 1.3 – Configuration Management Plan
- Exhibit 1.4 – Requirements Management Plan
- Exhibit 1.5 – Risk Management Plan.

The Project Management Plan will document the project content, schedule, resources, interdependencies, and other related information for MSS Modernization being developed jointly by NSP and Unisys Team. This plan provides a means to document, track, and manage project progress. The detail and scope of the plan will vary as the project evolves into the Operations phase of the Contract.

x. Subtask 3.1 – Program Organization

The contractor shall establish a formal contractor Project Management Office (PMO) responsible for executing the total effort required under the contract. To the satisfaction of the state, a clear line of program authority shall exist among all organizational elements, including subcontractors. Roles, responsibilities, authority structures, and reporting requirements shall be established for each organizational element.

Unisys Response

Our Project Management approach uses the Project Management Office (PMO) concept, which has proven to be extremely important in managing statewide engagements. According to a survey conducted by the Project Management Institute, the top two reasons for establishing a PMO are to improve project success rates and to implement standard practices.

A PMO structure also facilitates improved communication with executive management and supports strategic planning with all levels of management when used in a governance model. Business outcomes improve as projects proceed because the PMO integrates previously isolated parts of the organization. The PMO structure maintains governance and creates a level of coordination and consistency. Without a PMO, it is difficult to determine project performance. As NSP' business needs and challenges evolve and become more complex, sophisticated methodologies will often be needed to manage them.

The contractor shall appoint a contractor's project manager or Program Project Manager (PPM), who shall be responsible for accomplishing all tasks to be performed under the contract. The PPM shall be responsible for the contractor's technical, cost, and schedule performance. The PPM shall have full authority over all contractor program activities and resources. The PPM shall be the principal interface between the program and contractor's corporate organization, between the program and its associated contractors, and between the contractor and the

state for all matters relating to the contract. The PPM, or designee, shall be available to state management on a 24/7 basis.

Unisys Response

Unisys will provide a Program Project Manager (PPM) responsible for all tasks to be performed. The PPM will oversee the Unisys Team's performance and confirm that it meets NSP' performance expectations. Additionally, the PPM will serve as the single point of contact and be available 24x7.

1. **Deliverable 3.1 – Program Organization**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-01: Project Management Plan.

Unisys Response

Our PMP is included as an attachment to this proposal. The file is entitled Exhibit 1 MSS PMP Project Management Plan.

xi. **Subtask 3.2 – Management and Technical Reporting and Reviews**
The contractor shall conduct management and technical reviews and provide management and technical reports throughout the System Operation Phase of the contract. The contractor is cautioned that the content of reviews shall be limited to that which is sufficient to establish the adequacy of the products and services required under the contract. Sales presentations, new product demonstrations, and other promotions are discouraged unless expressly requested by the state. The contractor shall log all transaction and system activity necessary to evaluate contract performance, facilitate trend analysis, and support system and other transactional analysis (DEL-31). The contractor shall supply appropriate quality assurance and audits to ensure that logs are complete and accurate.

Unisys Response

As described in our responses within **Attachment A – MSS Implementation Plan**, the Unisys project management methodology provides detailed project reporting to constantly monitor a project's status and performance, post implementation into warranty and operations phase of the project. Our operations reporting metrics will include the scope, schedule, budget, resource, issues, and risks. Project reporting communicates key performance information to program management and sponsorship. Unisys will report the program's performance regularly to help enable the State and NSP to receive early warning of potential problems. Several levels and frequencies of status reporting will be used on the project and are defined as follows:

- Scorecards/dashboards:

  Each scorecard will include the key accomplishments for the reporting, tasks planned for the next reporting period, issues, and risks. The scorecard will provide our project manager and program management with an understanding of the status and overall health of the operations. Each reporting period's release scorecard will include reporting on the following topics:
  - Accomplishments
  - Plans for the next reporting period
  - Issues
  - Schedule and milestones

- Release and project news
- Scope.

Unisys team leads will prepare each scorecard with input from our project manager. Our team leads and project manager will review the scorecard's contents before submitting it to our PMO for consolidation into our overall program status reports.

- Monthly program scorecards/dashboards:

Each monthly program scorecard will provide program sponsors and stakeholders with a comprehensive, accurate, and timely status of the program. The program scorecard will include the following topics:

- Release status
- Top program issues
- Program milestones
- Risks
- Financial
- Program schedule.

The state and the contractor shall meet at least weekly in person, virtually, by telephone or through the provision of e-mail updates exchanged between their respective program managers, unless the parties otherwise mutually agree in writing via their respective program managers. Attendees at the meetings will include the state, its staff, and contractor and subcontractor personnel, as determined by state and contractor management. The objectives of the weekly meetings are (i) to confirm that the program is not encountering technical problems that would cause the program to fail to maintain the agreed-upon service levels, (ii) to provide immediate feedback to the parties to permit any issues to be resolved within a timeframe that is mutually agreed upon by the state and the contractor, (iii) to provide a contemporaneous record showing that the parties have acted to ensure that the program is progressing in accordance with the contracts, and (iv) to ensure that parties are proactively identifying and addressing issues that could adversely affect service levels.

Unisys Response

Regular, effective, and concise communication between NSP and Unisys throughout the project will be essential to effective project management and execution. We consider open and honest communication and ready access to information for NSP and Unisys project personnel to be a critical success factor. As a result of extensive prior project experience, Unisys has a comprehensive body of documented procedures and formats to guide the communications processes.

The Unisys interface with the State and the status reporting process will comply with NSP' requirements. We recommend regular face-to-face status meetings in addition to the preparation and submission of weekly written Project Status Reports. The Unisys Project Manager or designee will represent Unisys at all project status meetings.

Supporting Unisys managers will also attend and present material appropriate to their areas of responsibility. Unisys will prepare the biweekly Project Status Report, and our Project Manager will approve the final version. The weekly Status Report will contain the content identified in the ITN sample status report, including the following sections:

- Project summary—high-level summary of project schedule, budget, and scope changes

- Project progress—project milestone and deliverable status, major tasks and activities, and scope change descriptions
- Project issues—detailed list of issues and resolution approach
- Project risks—detailed list of project risks, including probability, impact, and mitigation strategy
- Budget—current status of incurred and remaining budget for hardware, software, and services
- Action Items—current status of project action items, including action item owner and due date.

The contractor shall conduct semiannual Operational Program Management Reviews (OPMRs). Attendees at the OPMRs will include the state, its staff, and contractor and subcontractor staff, as necessary. The first OPMR shall be held within 60 days after system acceptance. Each OPMR shall address:

1. Performance against Service Level Agreements (SLAs).
2. Financial and schedule status.
3. Planned activities.
4. Action item status.
5. Problem report status.
6. Configuration management and quality assurance reporting.
7. Issues and risks.
8. Other service level shortfalls and plans for corrective action.

Unisys Response

The Unisys Team will comply with the semi-annual Operational Program Management Reviews (OPMRs), including the necessary status for SLAs, Financial and Schedule status, planned activities, action items, problem reports, CM/QA status, issues and risk assessment and any corrective action plans for any possible shortfalls within the Operational MSS system.

The OPMRs shall also address selected technical and programmatic topics as directed by the state. When the OPMR is held at contractor's location, the contractor shall furnish facilities for conducting the OPMR, for state-only meetings, and for side meetings. The contractor shall make available the key personnel necessary to carry out an efficient and effective agenda and shall provide presentation materials and supporting data. The contractor shall furnish agendas, presentation materials, and minutes. The contractor shall attend and participate in required meetings as necessary.

Unisys Response

The Unisys Team will conduct OPMRs at NSP sites as we do not foresee the need to conduct at our facilities. Our team will prepare the necessary materials to carry out an efficient and effective meeting.

1. **Deliverable 3.2 – Management and Technical Reporting**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-07: Agenda.
   b) DEL-08: Presentation Materials.
   c) DEL-09: Minutes.

d) DEL-20: Technical Report.
e) DEL-31: System Performance Report.

Unisys Response

The Unisys Team will provide a Solution Performance Report as outlined in DEL-31, in order to evaluate SLA performance requirements, facilitating trend analysis, and supporting system and other transactional analysis status. Agendas, presentation materials and minutes will be prepared and captured as necessary.

xii. Subtask 3.3 – Facility Personnel

The contractor shall be responsible for all Primary Site and COOP Site personnel and exercise all rights, responsibilities, and prerogatives associated therewith, as necessary to provide work under the contract. The contractor's personnel shall be subject to the security provisions outlined in Subtask 3.4 – System Security, below.

Unisys Response

The Unisys Team agrees to be responsible for all Primary and COOP site personnel, and our Team personnel will be subject to the security provisions as outlined in Section Subtask 3.4 – System Security.

1. Deliverable 3.3 – Facility Personnel Plan

The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-01: Project Management Plan.
b) DEL-22: COOP Plan.
c) DEL-33: SLP.

Unisys Response

Our PMP is included as an attachment to this proposal. The file is entitled Exhibit 1 MSS PMP Project Management Plan.

The Unisys Team agrees to deliver DEL-22 Continuity of Operation (COOP) Plan per Attachment A MSS Implementation Plan Section Subtask .2 Perform COOP Planning. The COOP Plan will be developed to document what needs to happen in the event of an emergency situation that threatens the continuation of normal operation.

The COOP Plan will have at least the following sections:

- Concept of Operation/Approach
- Worksheets for capturing critical plan details such as function, priority, essential staff and/or offices, Delegation of Authorities, Alternate facility information, vital records/forms/files systems and Databases, communication plan
- Procedures to maintain and test the COOP Plan
- COOP Plan Training.

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

xiii. Subtask 3.4 – System Security

The contractor shall take reasonable security precautions approved by and to the satisfaction of the state, by providing among others the necessary software updates, to ensure that the MSS and HF, including the related hardware, software, data, and third-party components, is maintained in accordance with contemporary best business practices, including performing antivirus updates, software updates, configuration management, backup/restore/recovery, system logging, and report generation. The contractor shall take reasonable security precautions as approved by and to the satisfaction of the state to ensure the state's Primary Site and COOP Site physical security.

Unisys Response

Unisys has extensive experience in developing secure integrated justice systems for state and federal agencies. Our solution has security at the forefront to meet the highest security policies through the latest security protocols and best practices. The Unisys Team will comply with the FBI Criminal Justice Information Systems (CJIS) Security Policy.

Our proposed solution will be hosted within the Microsoft Government Cloud which has physical security aligned with CJIS Security Policy. The FBI CJIS Security Policy outlines multiple layers of security including precautions on the physical security of the Primary and COOP sites.

Our Security Manager has responsibilities in the implementation of the solution to verify standards such as CJIS Policies are adhered to within the delivery. The Security Manager's involvement in the Unisys Software Delivery Framework (SDF), supports security governance measures to verify reviews, checklists, and stakeholder involvement throughout the delivery is achieved.

For more details on the specific security aspects of the solution, such as authentication and encryption and/or back and recovery, please see section b Proposal System Design

Deliverable 3.4 – System Security

The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-10: In-Plant Security Plan.

Unisys Response

The Unisys Team agrees to provide DEL-10 In-Plant Security Plan.

4. Task 4 – Maintenance Services

During the System Operation Phase of the contract, as part of system maintenance, the contractor shall provide maintenance of the system, including the provision of software updates and hardware upgrades, as further provided in this section.

Unisys Response

The Unisys Team provides periodic updates to the MSS solution and will provide critical patches on an as needed basis. Our team will handle upgrades to the system as routine maintenance. We will test all product updates, including minor updates that are not part of a product update release, comprehensively in the test environment before deploying them to production. On approval from the State, Unisys will plan

rollout preparations and support in deploying the updates in production. Our main objective will be to efficiently deploy updates and avoid significant system downtime.

Regarding the periodic maintenance at the primary site and COOP secondary site, our schedule incorporates a plan and approach that makes use of our repeatable method to enable the solution's effective and efficient deployment within your environments. The Unisys Team will provide the governance necessary to verify changes to the products, especially where one product change may have effects on other components within the MSS solution. The Unisys Team products will undergo internal testing before being deployed into primary and/or secondary sites, with approvals from NSP.

xiv. Deliverable 4 – Maintenance Services Plan

The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-02: System Requirements Specification.
b) DEL-06: Test Report.
c) DEL-07: Agenda.
d) DEL-08: Presentation Materials.
e) DEL-09: Minutes.
f) DEL-11: User Manual (update as necessary).

Unisys Response

The Unisys Team agrees to provide DEL-02 System Requirements Specification, DEL-06 Test Report, DEL-11 User Manuals as necessary as well as any agendas, presentation materials and meeting minutes as required.

xv. Subtask 4.1 – Technology Currency and Enhancements (Evergreen)

As part of maintenance services, the contractor shall propose functional and processing requirements for, and implement, future upgrades. The contractor shall also identify and make recommendations concerning the operation of the existing system, including but not limited to ensuring that the service levels are maintained and that contractor is performing other duties as agreed to by the state and the contractor under the contract.

Unisys Response

Technology refresh performed by the Unisys Team will take place in two scenarios:

- Whenever there is new requirement from the State
- If there is any major maintenance and operation program Change Requests (Configuration Items (CI)) going into Production that requires new technology.

The Unisys Team has assembled the best of breed technology for NSP and its stakeholders. Each product within the solution is supported by both technical and subject matter expertise that watch for trends within the market space. As an example, the Unisys Solution Architect is proposing Microsoft Azure hosting as it brings many benefits for the State as described in the System Design section of our response. Each product vendor has vested interest in continuing to evolve their products to meet the needs of the

industry, which in turn will benefit NSP and its stakeholders. The Unisys Team will share product roadmaps and evolving law enforcement requirements during regularly scheduled meetings with the State, such as weekly status meetings and/or monthly steering committee meetings.

As part of any technology refresh and enhancement, the operational governance measures will be applied to verify the service levels are maintained. Our senior resources will be involved in reviews of major and/or risky enhancements that might impact SLAs established for the project. Our objective is to maintain stability within the Production environment while providing the necessary services for the MSS system.

The contractor and the state shall conduct periodic joint technology reviews, no less frequently than every 6 months, to guarantee that the hardware and software are adequate for state purposes and are consistent with then-current technology used in similar systems. Such evaluations shall include reviewing the available technology applicable to the MSS, both from the contractor and third parties, and reviewing pending and implemented changes in applicable standards. As may be required from time to time, the contractor and the state shall determine any hardware or software changes that are needed to respond to such developments and to provide migration paths for such functional or technology updates. Such changes shall be provided at no cost to the state beyond the service fees payable by the state to the contractor.

Unisys Response

The Unisys Team will conduct periodic joint technology reviews with NSP, making recommendations where technology enhancements can be considered. The products recommended for the MSS solution to meet the functional components of the system are best of breed COTS solutions. As enhancements become available with upgrade options, our team will communicate to NSP, its partners and key stakeholders. The Configuration Management (CM) process will be used for assessment, approval and implementation of such changes. The CM assessment process will outline any services required to change. Having the robust Unisys Software Delivery Framework (SDF) process in place will enable our team to deliver the changes into the Production environment based on approvals.

Prior to commencing any updates relative to an evergreen IT approach, the contractor shall submit for the state's approval technology update specifications, which shall incorporate any technological upgrades that are necessary to maintain MSS and HF performance at the requisite service levels and to improve such performance. The contractor shall furnish agendas, presentation materials, minutes, and technical reports.

Unisys Response

The Unisys Team will leverage the Configuration Management plan as the guide for any changes that go into the system. The State will be included as part of the CM practices and approvals for any changes within the MSS solution as part of the project's governance model. Meetings around CM changes will include the necessary deliverables that go along with those defined meetings, such as agendas, presentation materials, minutes, and technical reports.

1. **Deliverable 4.1 – Technology Currency and Enhancement Plan (Evergreen)**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-07: Agenda.
   b) DEL-08: Presentation Materials.
   c) DEL-09: Minutes.
   d) DEL-20: Technical Report.

Unisys Response

The Unisys Team agrees to provide DEL-20 Technical Report as well as any agendas, presentation materials and meeting minutes as required.

xvi. Subtask 4.2 – Software Updates

The contractor shall provide software updates to the software to keep current with the contractor's hosting technology standards, industry standards (especially NCIC Technical and Operational Updates [TOUs]), third-party software upgrades, enhancements, updates, patches, bug fixes, etc., in accordance with the system requirements. Software updates shall be provided to the contractor's general customer base, all in accordance with this Plan and in coordination with state's project manager. By definition, such software updates shall include, but not be limited to, enhancements, version releases, and other improvements and modifications to the software, including application software.

Unisys Response

The Unisys Team will provide software updates as part of the maintenance of the MSS Solution. The COTS products will have enhancements and/or resolutions to defects within the system included in periodic updates. The updates will follow the Software Development Lifecycle (SDLC) process to verify the changes do not negatively impact the existing functionality of the system. Once testing has confirmed the changes are in working condition, then approval and deployment into the Production Operational system will be achieved, with communication to necessary NSP, partner and/or stakeholders.

Maintenance services additionally include maintaining compatibility of the solution software with any and all interfaces provided by the contractor under the contract. Prior to the installation of any third-party software, or any update thereto, the contractor shall test and ensure such third-party software's compatibility with the then-current version of the software. The contractor shall ensure that the software is compatible with all required or critical updates to third-party software, including without limitation, service and compatibility packs and security patches, promptly upon their release.

Unisys Response

The maintenance services will undergo rigorous testing as outlined in the Testing and Evaluation Master Plan, included in **Exhibit 2**. Once Configuration Items and/or defects are approved, the development team will begin changes, first testing the individual code module to eventual system integration testing to verify all components and third-party software are working together without failures where possible. Once all

testing has been completed and verified functionality in working condition, approval for deployment into Production will proceed with given maintenance windows on the system.

For more information on the Testing process, please see Exhibit 2 NSP MSS TEMP Test and Evaluation Master Plan.

Notwithstanding the foregoing, any third-party application that may be incorporated by the contractor into the application software shall be subject to the same maintenance services obligations and requirements as the application software components that are owned by, or are proprietary to, the contractor.

Unisys Response

The Unisys Team understands the interdependencies of system software and will regression test the software for correctness before any changes are prompted into the operational production environment.

xvii. Subtask 4.3 – System Environment

As part of maintenance services, contractor shall also provide maintenance of the server software that is part of the server environment for the solution, including but not limited to operating software, database software, and other software installed in the server environment that is not application software. The contractor shall update, upgrade, replace, and/or maintain such server software components during the term of the contract to comply with the system requirements and the warranties specified in this contract and to be compatible with the application software, including any application modifications provided by the contractor under the contract.

Unisys Response

The Unisys Team will maintain the server environment either directly or via Microsoft Azure cloud services. The upgrades will comply with the Solution Requirements and warranties specified in this Contract. Changes will be tested before being deployed into the Production environment to verify compatibility with the application software.

The contractor shall provide software updates to the server software to keep current with the contractor's hosting technology standards, industry standards, software updates to the application software, and other application modifications, all in coordination with state's project manager.

Unisys Response

The Unisys Team will provide software updates to the server software, or leverage Microsoft Azure services if applicable, to keep current with technology and industry standards where agreed upon with the State.

As part of maintenance services, the contractor shall also ensure maintenance of the server hardware components surrounding the software, including but not limited to all equipment and networking components and other hardware upgrades, at no additional cost to the state beyond the applicable service fees. If the contractor is hosting the solution at their own facility, the contractor shall repair, upgrade, replace, and/or maintain these server hardware components during the

term of the contract to comply with the system requirements and the warranties specified in the contract. If the contractor is utilizing a third-party hosting solution (e.g., Microsoft Azure, Amazon AWS), the contractor shall provide a plan to ensure that hardware maintained and kept up to date. The contract shall also ensure that all hardware is compatible with the software, including any application modifications provided by the contractor under the contract.

Unisys Response

The Unisys Team will provide maintenance to server hardware components either directly or indirectly leveraging Microsoft Azure services. Our Team will inform NSP, partner agencies and key stakeholder of maintenance windows within Production environment. Unisys will repair, upgrade and replace the server hardware components where necessary within the term of the Contract.

Furthermore, the contractor shall, during the term of the contract, maintain the solution's compatibility with the state's client environment by providing, among others, software updates to the software and hardware upgrades to the solution hardware.

Unisys Response

The Unisys Team will maintain the compatibility with NSP' client environment via software updates and/or hardware updates, as necessary.

1. **Deliverable 4.3 – System Environment Plan**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

xviii. Subtask 4.4 – Scheduled Downtime and Preventive Maintenance

Unless agreed to otherwise in advance by the state and the contractor, the contractor shall provide all maintenance services, including installation of software updates and hardware upgrades, during scheduled downtime, during late evening hours or early morning hours, in order to avoid times when users need to use the system, as agreed to by the state. Scheduled downtime for performing preventive maintenance or other maintenance services at any site shall not exceed 2 hours for each site in any month, unless agreed to in advance by the state. Any downtime outside of the above window of time without prior state approval shall be considered unscheduled downtime and shall entitle the state to remedies as specified in this Plan and RFP. Notwithstanding the foregoing, the contractor may request scheduled downtime for the provision of an emergency correction to the solution. Such downtime shall be deemed scheduled downtime, provided that it has been approved by state's project manager.

The contractor will perform a documented preventive maintenance procedure for all equipment and software it provides. The contractor shall periodically dispatch maintenance personnel to clean, inspect, and adjust the equipment and replace defective or worn parts thereof at the manufacturer's recommended frequency in order to keep the equipment in good operating condition. The contractor shall carry out periodic maintenance tasks on all electronic components it provides to ensure that they are operating at maximum capability. Such maintenance shall be scheduled to be performed, at a minimum, once a month during hours agreed to by the state.

Unisys Response

The Unisys Team agrees to comply with requirement 4.4 Scheduled Downtime and Preventive Maintenance unless wise agreed to in advance in writing by NSP.

The Unisys Team will be installing the application in the Azure cloud. As part of the Microsoft Azure cloud service, Microsoft will maintain the actual hardware running the virtual machines. The Unisys Team will maintain the application software and server updates, if not included in the Azure service, in order to maintain availability of the production environment. Our maintenance windows will be performed based on agreed upon timeframes with NSP and its stakeholders.

1. **Deliverable 4.4 – Scheduled Downtime and Maintenance**
   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

xix. Subtask 4.5 – Response Time Monitoring

The contractor shall be responsible for monitoring response time of the system to ensure compliance with the system requirements, including system performance requirements, set forth in this Plan with all attachments.

Unisys Response

The Unisys Team understands system performance is important to the users of the MSS ecosystem. Given the best of breed products that comprise the functional components of the system, each product has different dashboards and/or reports that will provide views into the application's health within the system. The performance will align to the Solution Requirements as set forth in this SOW.

The state staff will be provided with access to these dashboards and/or reports to review transaction throughout within the different systems. If an application's performance reports are not built-in but rather calculated based on output measures, reports will be provided to the State for review of the health of the system.

The contractor shall perform response time monitoring at regular intervals and in sufficient detail to detect problems. The contractor shall provide the state with direct access at any time to the data collected as a result of response time monitoring. Whenever requested by the state, the contractor shall provide the

state with reports and/or download that data along with all applicable documentation that may be necessary for the state to independently monitor the response time of the system.

Unisys Response

The Unisys Team agrees to monitor the health of the system at regular intervals and in sufficient detail to detect problems. In the event a problem is detected, our Team will inform NSP staff based on the governance outlined in the Project Management Plan in order to escalate risks before becoming an issue when possible.

As noted previously, the state staff will be provided with access to these dashboards and/or reports to review transaction throughout within the different systems. If an application's performance reports are not built-in but rather calculated based on output measures or audits, reports will be provided to NSP for review of the health of the system.

The state reserves the right to periodically revisit the response time baselines for resetting to ensure that the response time of the solution does not restrict or delay the state's operations.

Unisys Response

The Unisys Team understands NSP objectives to keep the health of the MSS solution in good working order as to not restrict or delay NSP's operations. Should changes to the response times of the system be required, Unisys PMO will follow the Configuration Management Plan to manage changes to the system to confirm that impacts to the system are understood. If the impact and/or costs are approved, our team will carry out the changes required for the system.

5. Task 5 – Correction of Deficiencies

The contractor shall provide corrective maintenance for any deficiency in contractor-provided equipment or software that, when used as delivered, fails to perform in accordance with the specifications set forth in the contract, including system requirements. The period for the provision of corrective maintenance coverage for all hardware and software shall be defined as 24/7.

Unisys Response

Defect management and resolution will be managed according to the procedures and methodology agreed to during the development of the test strategy and plan, which will occur early on the project. Unisys and the State will use the mutually agreed tool for logging, tracking, and reporting software defects during the Implementation phase.

The Unisys Team Test Manager and team will create the overall testing strategy and plans to guide our testing efforts. Our Test Manager and team will also be responsible for status reporting, test tracking, and test review across all levels and types of testing. Software defects will be tracked according to the procedures and methodology documented in the Test Strategy. The Test Strategy will identify the process and procedures used to capture, track, monitor, maintain, and report on software defects (along with all other project issues). The Test Strategy will identify and describe problem and issue management tasks, action item tasks, organization and responsibilities, tools and techniques, and escalation processes.

Defects will be reported in writing in the Defect Reporting Procedure. Each system defect report will be assigned a severity level according to the NSP' requirements.

During User Acceptance Testing, the Unisys Test Manager will meet frequently with the NSP test lead to review defects and other testing issues. The Unisys Team and NSP test team will review and prioritize defect reports. Corrected software will be installed by Unisys, and retesting will be coordinated as necessary.

During System and User Acceptance Testing, if any deviation from the specifications requires only minor correction and/or does not prevent the operation of the system in production, the software deliverable be accepted and the deviations will be corrected within an agreed period after acceptance.

During User Acceptance Testing, if the State identifies deviations from the specifications, the Unisys Team will follow the Change Management process to document and incorporate all aspects of the new specification. The State will promptly execute all necessary tests to verify the corrections. Reviews of corrective actions taken in response to reported deviations will be conducted in shorter periods than the full reviews and will be limited to review of the corrective action and its impact on the deliverable's other parts.

The contractor shall maintain an electronic report log that indicates the problem report number, problem description, the time that the problem call was received, the priority assigned, all actions taken, and the time that the problem was corrected. The problem report log shall be maintained in a database that is remotely accessible by state personnel.

Unisys Response

The Unisys Team will maintain an electronic trouble ticket system that captures attributes such as a unique ticket number, problem description, create date, priority, and activities associated with the resolution. Where possible, root cause analysis will be captured with the resolution date for monitoring defect correction timings. The trouble ticket system will be made accessible to the state staff, or exported periodically if accessibility is limited.

The contractor shall offer one central point of contact for support of hardware and software. The contractor support personnel shall address all problems reported by the state's help desk staff. The contractor's support personnel shall acknowledge problems reported via telephone or by e-mail within 1 hour and respond according to the protocols listed below.

Unisys Response

The Unisys Team will offer a central point of contact for support of the MSS System via the proposed Service Desk.

Our team will acknowledge problems reported via telephone or by e-mail within one hour and respond accordingly to the protocols listed below.

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

xx. Subtask 5.1 – Identification of Deficiencies

The deficiencies under this contract may be identified either as a result of the contractor's use of its own monitoring system or discovered by the state. Upon

discovery of a deficiency by the state, the state will report the deficiency to the contractor's Customer Support for resolution in accordance with this Plan.

The priority level of a deficiency shall be assigned according to the priority level definition set forth in Subtask 5.2 – Deficiency Priority Levels. Based on the contractor's proposed solution and/or a workaround for the deficiency, the state may reevaluate and escalate or downgrade the priority level of such deficiency.

Unisys Response

The Unisys Team agrees to comply with 5.1 Identification of Deficiencies requirements.

For more information on defect resolution and testing, please see the Exhibit 2 NSP MSS TEMP Test and Evaluation Master Plan.

xxi. Subtask 5.2 – Deficiency Priority Levels

The state shall assign the priority level to each deficiency reported by the state to the contractor's Customer Support. The contractor shall assign a proposed priority level to deficiencies discovered by its own problem monitoring system, which the state will review and approve or reject. Deficiencies will be prioritized based on the description of the deficiency as indicated in Table 2, below.

Following report of a deficiency, the contractor shall respond to the state within the prescribed response time frame specified below and resolve each such deficiency within the specified resolution time. Resolution time for correction of deficiencies shall commence when the state first notifies the contractor or when the contractor first identifies the deficiency and shall end when the state determines that the deficiency has been resolved.

Table 3: Deficiency Priority Levels

Priority Level	Description of Deficiency	Response Time Frame	Resolution Time
1 – Critical	System is down (unscheduled downtime) or is practically down (e.g., extremely slow response time) or does not function at all, as determined by state. There is no way to circumvent the problem; a significant number of state users are affected. A production business system is inoperable.	One (1) hour.	Eight (8) consecutive hours.
2 – Severe	A component of the solution is not performing in accordance with the specifications (e.g., slow response time), creating significant state business impact; its core functionality is not available; or one of the system requirements is not met, as determined by state.	Four (4) hours.	Two (2) calendar days.
3 – Moderate	A component of the solution is not performing in accordance with the specifications; there are unexpected results,	One (1) day.	Two (2) weeks.

Priority Level	Description of Deficiency	Response Time Frame	Resolution Time
	or moderate or minor operational impact, as determined by state.		
4 – Low	This is a low-impact problem and is not significant to operations or is related to education (e.g., general "how to" and informational solution software questions, documentation requests, understanding of reports or general "how to" create reports), as determined by state.	Two (2) days.	Next version release or six (6) months unless otherwise agreed to by state and contractor.

Unisys Response

The Unisys Team agrees to comply with Requirement 5.2 – Deficiency Priority Levels.

For more information on defect resolution and testing, please see the **Exhibit 2 MSS Testing and Evaluation Master Plan .**

xxii. Subtask 5.3 – Problem Resolution and Protocols

The state shall assign the priority level to each deficiency reported by the state to the contractor's Customer Support. The contractor shall assign a priority level to deficiencies discovered by its own problem monitoring system, which the state will approve or reject. Following report of a deficiency from the state, the contractor shall respond back to the state within the prescribed response time frame specified in Table 2, above, and resolve each such deficiency within the specified resolution time. Resolution time for correction of deficiencies shall commence when the state first notifies the contractor or when the contractor first identifies the deficiency and shall end when the state determines that the deficiency has been resolved.

Unisys Response

The Unisys Team agrees to comply with Requirement 5.3 – Problem Resolution Protocols.

For more information on defect resolution and testing, please see **Exhibit 2 MSS Testing and Evaluation Master Plan .**

Problems that require an immediate response (Priority Level 1) are system or component failures that prevent subjects from being enrolled, images from being searched, or responses from being delivered. This includes all equipment supplied by the contractor associated with the system, including Remote Site printers, scanners, and other required peripherals that would prevent users from accomplishing their work.

The contractor may attempt to correct the problem by telephone or remote access. If the contractor is unable to correct the problem in this manner, the contractor shall begin on-site repair within 4 hours of the time the contractor was initially notified, depending on the availability of the site where the equipment resides. All situations that prevent the initiation of on-site repair within 4 hours will be documented in the contractor's electronic report log and reported to the state's **help desk.**

Unisys Response

The Unisys Team agrees to comply with Requirement 5.3 – Problem Resolution Protocols, regarding Priority Level 1 problems. If our team is unable to achieve the response times outlined, the electronic report log will be updated and notification sent to NSP's help desk.

For more information on defect resolution and testing, please see **Exhibit 2 MSS Testing and Evaluation Master Plan .**

The contractor shall ensure that the equipment will be repaired within 8 consecutive hours. If a device is out of service for 8 consecutive hours from the time the contractor was notified, the contractor shall, by the end of the eighth hour, replace the defective equipment with an operable device until the defective item has been fully repaired. The 8-hour clock begins from the time of personal notification to the contractor.

Unisys Response

At this time, the Unisys Team is not aware of any equipment required for the MSS Solution at any remote agent site.

All other severe deficiencies (Priority Level 2) will be corrected within 2 business days from the time the problem was reported.

Unisys Response

The Unisys Team agrees to comply with the Priority Level 2 two-day SLA.

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

The contractor shall inform the state within 1 hour of any service interruptions and then notify the state within 8 hours of any hardware or software problems that the contractor has identified and resolved.

Unisys Response

The Unisys Team agrees to inform the State within one hour of any service interruptions and then notify the State within eight hours of any hardware or software problems identified and resolved.

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

1. **Deliverable 5 – Correction of Deficiencies**

   The contractor shall provide the following deliverable(s) for this component of the Plan:

   a) DEL-33: SLP.

Unisys Response

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

Remedies

1. General

Service credits shall accrue for unscheduled downtime, including the contractor's failure to meet the response time requirements. For purposes of assessing service credits, unscheduled downtime shall mean the total amount of time during any calendar month, measured in minutes, during which the system has a major deficiency that is unresolved by the contractor. Scheduled downtime shall be excluded from service credit calculations.

Unisys Response

The Unisys Team understands the importance of meeting SLA for NSP and its stakeholders in keeping the system up and running. When unplanned downtime occurs, our team will work quickly to get the system back up in working operation. The Unisys Team will comply with SLA requirements as noted within this section.

The Unisys Team agrees to provide DEL-33 Service Level Plan (SLP).

2. Service Credits

Without limiting any other rights and remedies available to the state, by law or in equity, the state shall be entitled to service credits calculated based on the length of unscheduled downtime as provided in Table 3, below. Service credits will not be assessed for scheduled downtime, nor shall credits be assessed for problems caused by the actions or inactions of the state or circumstances that constitute a force majeure event.

Table 3: Service Credits

Length of Continuous Unscheduled Downtime	Service Credits
1 to 4 hours	1 day of service credits which is equal to 1/30th of monthly maintenance and operations fees.
4 to 48 hours	2 days of Service Credits which is equal to 1/15th of monthly maintenance and operations fees.
48 to 96 hours	5 days of Service Credits which is equal to 1/6th of monthly maintenance and operations fees.
Each additional block of 96 hours thereafter	Additional 5 days of Service Credits which is equal to 1/6th of monthly maintenance and operations fees.

Unisys Response

The Unisys Team will comply with the requirement Service Credits as outlined in **Table 3**.

Service credits shall be calculated separately for each applicable incident of a deficiency and shall be added up to be assessed at the end of each month of maintenance and operations. Service credits, in any amounts, are not and shall not be construed as penalties and, when assessed, will be deducted from the state's payment due to the contractor.

Unisys Response

The Unisys Team has service credits as outlined in the requirement for calculation of each application incident on a monthly basis. Any credits will be assessed and deducted from NSP' payment due during that month.

3. Response Time Deficiencies

A response time deficiency that fits the definition of a major deficiency (Priority Level 1 and 2) shall be deemed to cause unscheduled downtime and shall entitle the state to assess service credits as provided in the section above.

Unisys Response

The Unisys Team agrees to comply with the requirement Response Time Deficiencies.

Task 6 – Configuration Management

The contractor's configuration management plans and processes shall address all aspects of supporting the state's sites' configurations, including problem reporting, testing, diagnosis, deployment of patches, and revision.

The contractor shall document and implement a Configuration Management Plan (DEL-29) and processes that shall address these unique problems. Configuration management performed by the contractor shall accomplish the following:

1. Establish a controlled configuration for each operational hardware and software component at the Primary Site and the COOP Site.
2. Maintain current copies of the deliverable documentation and code.
3. Give the state access to the documentation and code under configuration control.
4. Control the preparation and dissemination of changes to the master copies of the delivered software and documentation placed under configuration control so that they reflect only approved changes.

Unisys Response

The Unisys Team understands difficulties can arise over sites geographically dispersed over a large area. At this time, our Team is not aware of any remote site software or hardware that is required to be installed on PCs. The applications are web based, supported by a web browser for access using an internet connection.

For additional details regarding the configuration management plan, please see our Exhibit 1.2 Configuration Management Plan, included as an attachment to this proposal.

The contractor shall generate management records and status reports for all hardware and software products at the Primary Site, the COOP Site, and each Remote Site, including the controlled operational configurations. The status reports shall:

1. Make changes to controlled products traceable.
2. Serve as a basis for communicating the status of configuration identification software and associated software.
3. Serve as a vehicle for ensuring that delivered documents describe and represent the associated software.

Unisys Response

Using our Configuration Management Plan processes, any changes requested to the solution will be captured in the Configuration Items, with visibility by the State for the assessment and/or approval based on the Project Management Plan.

For additional details, please see our Configuration Management Plan (**Exhibit 1.3 Configuration Management Plan**. included as an attachment to this proposal.

The contractor shall participate in state configuration control meetings. State configuration control meetings will establish and control the requirements baseline (DEL-02) throughout the performance of the contract and will control the operational baseline, including deployed hardware, software, databases, and documentation, once the MSS and HF become operational.

Unisys Response

The Unisys team agrees to participate in DPS configuration control meetings.

For additional details, please see our Configuration Management Plan (**Exhibit 1.3 Configuration Management Plan**) included as an attachment to this proposal.

The contractor shall prepare a Version Description Document (DEL-26) comprising the complete instructions necessary to install and configure all hardware, software, and data associated with each deployment, including site-specific installation information, for the duration of the contract.

Unisys Response

The Unisys Team agrees to prepare a Version Description Document [DEL-26] if not supplemented by an existing artifact defined within the Unisys Software Delivery Framework (SDF), at which time Unisys will provide it as a replacement artifact for DEL-26 outlining the same concepts.

Deliverable 6 – Configuration Management Plan

The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-02: System Requirements Specifications.
b) DEL-26: Version Description Document.
c) DEL-29: Configuration Management Plan.

Unisys Response

The Unisys Team agrees to supply DEL-02, DEL-26, and DEL-29 deliverables.

For additional details, please see the included attachments to this proposal.

Configuration Management Plan (**Exhibit 1.3 Configuration Management Plan** (

Task 7 – Continuity of Operations (COOP)

As part of System Maintenance, the contractor shall also be responsible for the provision of COOP services in accordance with the COOP Plan provided by the contractor in accordance with this section.

Unisys Response

The Unisys Team agrees to be responsible for the provision of COOP Services in accordance with the COOP Plan.

The Unisys Team agrees to provide DEL-22 Continuity of Operations (COOP) Plan. These deliverables document policies and processes for responding to operational emergencies due to system failures or natural disasters.

For disaster recovery, we are proposing a warm standby replication of the production environment in a different Azure region from the primary Azure region. The primary Azure region is in Arizona, whereas the DR region is in Texas.

Only the state may declare an event a disaster. As part of COOP services, the contractor shall perform the functions; provide or utilize the facilities, equipment, supplies, data, and documentation; and conduct the training and exercises/drills specified in the COOP Plan to maintain a viable COOP capability that ensures the performance of the contractor's essential functions during any emergency or situation that may disrupt normal operations and leave the contractor facilities damaged or inaccessible. The contractor shall be subject to the following SLRs as part of COOP, which shall be contained in and are incorporated into the COOP Plan:

1. The contractor shall have complete responsibility for restoration of the solution.
2. In the event of a disaster declaration, the contractor shall be required to maintain regular and consistent communication with the state about the outage and steps taken to restore the solution.
3. The contractor shall be required to make a declaration of a disaster and invoke the Disaster Recovery Plan immediately.
4. The contractor shall restore the system data to a point no greater than 24 hours prior to the declaration of the disaster by the state or the contractor.
5. The state shall be able to log on to the disaster recovery site upon declaration of the disaster by the state or the contractor.

The contractor's failure to make a declaration of a disaster within 2 hours of the incident shall result in the incident being deemed unscheduled downtime.

Unisys Response

The Unisys Team understands our responsibilities and Service Level Requirements, which will be addressed in the COOP Plan deliverable.

- The Unisys Team assumes complete responsibility for restoration of the Solution (the delivered and operational Modernized MSS, deployed primarily to the Azure Government Cloud). The State assumes responsibility for any dependencies associated with operation of the restored Solution that are under the control of the State and not under the control of Unisys; for example, a disaster at the NSP data center affecting connections to other systems (not a part of the Modernized MSS) located in the NSP datacenter or networked through the NSP data center (such as connections to NCIC, Nlets, DPS Intranet). Such NSP dependencies and the associated responsibilities will be referenced in the COOP Plan.

- In the event of a Disaster declaration by the Unisys Team or NSP, the Unisys Team will maintain regular and consistent communication with NSP about the event/condition and steps taken to restore the Solution. This communication process will be specified in the COOP Plan.
- The Unisys Team agrees to make a declaration of a Disaster and invoke the Disaster Recovery Plan within two (2) hours from the disruption of the normal operational environment or precipitating event. We understand such declaration will signal that Solution operations will continue on the remaining site without COOP until the event has ended and the full Solution has been restored. The Unisys Team will also indicate its plan for the restoration of full COOP operations after the declaration of the event, which depends on the nature of the event.
- Unisys has designed primary Solution to secondary Solution data replication with a recovery point objective (RPO) of no greater than 24 hours, such that the Solution data is restored to a point no greater than 24 hours prior to the declaration of the Disaster by NSP or the Unisys Team.
- The Unisys Team has architected the high availability as applied to the secondary Solution such that NSP will be able to log on to the secondary Solution at the COOP site immediately and seamlessly from the declaration of the Disaster event by the State or the Unisys Team, subject to the dependent NSP responsibilities outlined in the first bullet.
- The Unisys Team understands that our failure to make a declaration of a Disaster within two (2) hours will result in any system downtime as a result of this incident being deemed as Unscheduled Downtime, and will endeavor to avoid such a situation.

Deliverable 7 – COOP Plan

The contractor shall provide the following deliverable(s) for this component of the Plan:

a) DEL-22: COOP Plan.

Unisys Response

The Unisys Team agrees to provide DEL-22 COOP Plan as part of this SOW.

Appendix A – Project Deliverables

During the System Implementation Phase of the contract, the contractor shall deliver those deliverables identified and listed in the table below. All deliverables shall be subject to state approval and acceptance in order to satisfy the terms and conditions of the contract.

Unisys Response:

The Unisys Team agrees to provide the deliverables outlined in the table below following approval processes with the State to verify the content of each deliverable.

During the System Operation Phase of the project, the contractor shall provide the State and its remote sites with a comprehensive set of user, system, training, and management documentation. The contractor

shall supply documentation in both electronic and hard-copy formats. User documentation shall describe the components, functions, and operations of each workstation type. Each MSS workstation shall be provided with online user documentation that resides on the workstation or accessible via the agency's internal networks.

Unisys Response

The Unisys Team will provide NSP with a comprehensive set of documentation on the COTS products behind delivery. Our approach to training is a Train-the-Trainer approach to rolling out new components within the MSS solution. The associated documentation associated with each component will be provided as outlined in the Project Plan for each development track of the system. Unisys will provide the documentation in both electronic and hard-copy formats, indicating the functions and operations of the system. These materials will be made available to the users of the system.

In addition, the contractor shall deliver those items identified in the table below.

Document No.	Deliverable Title	Delivery Date
DEL-01	Project Management Plan	Draft with proposal and within 30 days after the effective date of the contract.
DEL-02	System Requirements Specifications	With each maintenance release, as necessary, to document requirements changes.
DEL-03	Integrated Master Schedule	N/A – Deliverable is part of the Implementation Plan.
DEL-04	Test and Evaluation Master Plan	N/A – Deliverable is part of the Implementation Plan.
DEL-05	Migration Plan	N/A – Deliverable is part of the Implementation Plan.
DEL-06	Test Report	With each maintenance release.
DEL-07	Meeting Agenda	Five (5) business days prior to a meeting.
DEL-08	Presentation Materials	Draft – five (5) business days prior to a meeting, with updates – at the meeting and final – as part of DEL-09.
DEL-09	Meeting Minutes	Draft – two (2) business days after the meeting, with final – five (5) business days after receipt of state comments.
DEL-10	In-Plant Security Plan	With proposal and with update – within 30 days after the effective date of the contract.
DEL-11	User Manuals	With each maintenance release, as necessary, to revise user actions.
DEL-12	Database Design Document	With each maintenance release, as necessary, to document design changes.

Document No.	Deliverable Title	Delivery Date
DEL-13	Interface Design Document	With each maintenance release, as necessary, to document design changes.
DEL-14	System Design Document	With each maintenance release, as necessary, to document design changes.
DEL-15	Bill of Materials	Reserved – Implementation Plan.
DEL-16	Installation Plan	Reserved – Implementation Plan.
DEL-17	Training Plan	With each maintenance release, as necessary, to revise user actions based on MSS and HF system changes.
DEL-18	Installation Drawings	Reserved – Implementation Plan.
DEL-19	Training Materials	With each maintenance release, as necessary, to revise user actions based on MSS and HF system changes.
DEL-20	Technical Report	As specified in Subtask 3.2 and Subtask 4.1 above, or as required or requested by state.
DEL-21	Test Procedures	Reserved – Implementation Plan.
DEL-22	COOP Plan	As part of the system maintenance plan.
DEL-23	System Hardware	Reserved – Implementation Plan.
DEL-24	Software Licenses	Prior to deployment of a new version release.
DEL-25	System Data	Reserved – Implementation Plan.
DEL-26	Version Description Document	With each maintenance release.
DEL-27	Installation Survey Report	Reserved – Implementation Plan.
DEL-28	Test Plan	With each maintenance release.
DEL-29	Configuration Management Plan	Within 30 days after the effective date of the contract, and prior to deployment of each maintenance release.
DEL-30	Requirements Verification and Traceability Matrix	Prior to each significant maintenance release.
DEL-31	System Performance Report	With each management and technical review, as described in Subtask 3.2.
DEL-32	Data and Property Management Plan	Reserved – Implementation Plan.
DEL-33	Service Level Plan (SLP)	As prescribed in the IMS (DEL-03).

Document No.	Deliverable Title	Delivery Date
DEL-34	Data Conversion Plan	Reserved – Implementation Plan

Unisys Response

For a view on the timing on when each deliverable will be available, please see our Project Plan, **Exhibit 3 – MSS Integrated Master Schedule**.