

EXHIBIT A
STATEMENT OF WORK

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EXHIBIT A

STATEMENT OF WORK

Purpose

- A. This SCORE Project Statement of Work (SOW) shall set forth the duties of Contractor and CDOS.
- B. This SOW delineates the specific requirements and defines the scope of work to be completed in successfully delivering the SCORE System.
- C. The scope of this project is to implement a centralized statewide voter registration and election management system that fully complies with the specifications and CDOS business requirements as defined in accepted Application Requirements deliverable. In general, the system will:
 - (1) Comply with all HAVA requirements as incorporated in the specifications
 - (2) Comply with State and Federal laws as incorporated in the specifications
 - (3) Protect the voter information of all registered citizens
 - (4) Maintain the integrity of the electoral process
 - (5) Enable county election officials to administer efficient, fair, and impartial elections
 - (6) Provide an audit capability
 - (7) Establish stronger coordination inherent in a centralized system
- D. The Contractor is to configure and implement a turnkey automation system that supports the Help America Vote Act (HAVA).

Project Schedule and Location

The SCORE system will be operational in all Colorado counties according to the dates specified in the Contract. Upon submission of Deliverable 17A, the onsite support period commences and the Contractor will provide a sixteen (16) month period of Onsite Support Period, followed by a three (3) month warranty period. The SCORE project will end at the end of the Onsite Support period and at the beginning of the Warranty period, in accordance with the Project Schedule to be included in the approved Project Plan Deliverable.

The SCORE project will be conducted out of the same building as the DOS offices in downtown Denver, Colorado. AESM Software development will be conducted at a Contractor site in Fayetteville, Arkansas and Denver, Colorado.

Performance Specifications

- A. The SCORE system shall support approximately 1,000 concurrent users of the application

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- B. DOS and Contractor shall develop mutually agreed upon system availability and system performance specifications in the System Availability deliverable. Those system availability and system performance specifications shall include the following assumptions:
- (1) Requirement is independent of human error in the operation of the system.
 - (2) All Contractor-specified procedures and methodologies are followed as documented.
 - (3) Requirement excludes State approved system upgrades, hardware & software maintenance, and any other sources usually identified as “planned downtime.”
 - (4) Requirement excludes improper and erroneous acts of any personnel not under the direction and control of Contractor.

Requirements in Other Applicable Documents

The SOW may not specifically delineate certain requirements found in the documents as follow:

- A. Request for Proposal DOS-HAVA-0001 dated January 16, 2004.
- B. Contractor’s response to RFP (Contractor’s Proposal) dated February 17, 2004 to include the Oral Presentation dated April 27, 2004 and the BAFO dated May 4, 2004.

DOS Role

DOS shall provide SCORE project resources as follows:

- A. DOS Personnel
 - (1) DOS shall commit the reasonable functional and technical resources required to support the successful completion of the SCORE Project.
 - (2) DOS shall help ensure the availability of the appropriate county personnel to assist in key project activities including:
 - (a) Requirements confirmation
 - (b) Conference room pilot participation (CRP)
 - (c) Design sessions and reviews
 - (d) Conversion planning and design
 - (e) Site surveys
 - (f) User Acceptance Testing
 - (g) Data Issue Resolution
 - (h) Training
 - (i) System Deployment

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- B. DOS Provided Facilities - DOS shall provide up to ten (10) spaces for Contractor project team. Each space shall contain a desk, chair, a telephone, and network connection to Internet and contractor furnished equipment. Access to a copier and printer for the project team will also be provided. Conference room space will also be made available. Access will be available during regular DOS business hours and after hours as approved by DOS.

Contractor Role

- A. Contractor shall provide a dedicated, full-time Project Manager to manage Contractor project responsibilities and Contractor staff. The Contractor Project Manager shall:
- (1) Attend State project status meetings;
 - (2) Provide regular status reporting to the State; and
 - (3) Provide leadership for Contractor staff.
- B. Contractor's Project Manager must be co-located with the DOS Project Manager in the DOS provided project space. The co-location of the Contractor Project Manager and the DOS Project Manager will continue until acceptance of a fully integrated SCORE System. The Contractor Project Manager will remain on the project until completion of the Onsite Support phase of the project.
- C. Contractor shall provide sufficient staff with the appropriate skills required to complete the SCORE Project on time and deliver a system that meets System Acceptance Criteria. These requirements apply to all Contractor staff assigned to the SCORE project, whether working directly for Contractor, Contractor's partner, Contractor's supplier, or a sub-contractor.

Project Management

- A. DOS Responsibilities
- (1) DOS shall provide a Steering Committee for the oversight and administration of the SCORE Project.
 - (a) The SCORE Steering Committee shall make recommendations to the Secretary of State on all project decisions that impact cost, schedule, or scope of work (i.e., a change in requirements).
 - (b) Secretary of State, or designee, shall make the final decision on any contract change request generated by the Steering Committee.
 - (c) Steering Committee meetings.
 - Scheduled meetings on a monthly basis.

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- Either the Chairman of the SCORE Steering Committee or the Secretary of State may request emergency meetings.
 - SCORE Steering Committee members must be available for all scheduled or emergency meetings either in person or by telephone.
- (2) DOS SCORE Project Manager shall:
- (a) Manage DOS and county personnel assisting with the project.
 - (b) Manage project issues, i.e., resource needs and conflicts.
 - (c) Communicate to internal stakeholders the process, objectives, timeline, and agenda for each project phase.
 - (d) Monitor Contractor's performance and compare with contract requirements and Contractor's project plans.
 - (e) Maintain DOS project plan.
 - (f) Maintain and distribute required project documents to State and counties.
 - (g) Analyze IV&V Contractor recommendations and provide reports to the Steering Committee regarding the quality of SCORE Contractor deliverables, project risk assessments, and potential risk mitigation actions.
 - (h) Advise Steering Committee on all pertinent matters and issues relating to the successful completion of the SCORE project.
- B. Contractor Responsibilities
- (1) Contractor, in providing project management support, shall review the SOW and contractual requirements with the DOS Project Manager and perform the following tasks:
- (a) Create the Project Plan including all documents specified in Section 4.8 of the RFP.
 - (b) Identify Contractor project tasks and assign Contractor resources to tasks (resources from the Contractor's project team).
 - (c) Identify the project critical path.
 - (d) Identify tasks in which DOS staff shall participate.
 - (e) Document a Status Reporting plan.
 - (f) Schedule activities required for DOS acceptance of deliverables (i.e., demonstrations, test witnessing, and code or other walkthroughs).
- (2) Project Tracking and Reporting – the Contractor shall:

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- (a) Measure, track, and evaluate progress against the Project Plan, including the Project Schedule.
 - (b) Work with the DOS Project Manager to resolve deviations from the Project Schedule.
 - (c) Review project tasks, schedules, and resources and make adjustments, as appropriate.
 - (d) Conduct bi-weekly (or weekly, if requested) meetings, including status reports, with the DOS Project Manager and IV&V Contractor to review project status.
 - (e) Prepare status reports and present status reports to the DOS Steering Committee for discussion.
 - (f) Provide the IV&V Vendor the appropriate access and documentation to support a comprehensive, timely, and accurate IV&V effort.
- (3) Project Execution – the Contractor shall:
- (a) Deliver and implement the SCORE system such as to meet all the milestones and furnish acceptable deliverables as specified in this Exhibit.
 - (b) Act in good faith in the performance of Contractor responsibilities under this Contract and not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required by the State in order to perform State responsibilities under this Contract.
 - (c) Perform all other Contractor obligations described in this Contract.
- C. Joint Responsibilities
- (1) DOS and Contractor shall participate jointly in a formal change request process to minimize the impact of changes on the project scope, schedule, and cost.
 - (2) DOS, IV&V Contractor and Contractor shall participate jointly in identifying, tracking and mitigating project risks.
 - (3) DOS and Contractor shall participate jointly in identifying, tracking and resolving project issues.

Deliverable Review and Signoff

- A. Contractor shall schedule those activities pertinent to the review and acceptance of project deliverables. Contractor shall notify DOS and IV&V of activities requiring participation of the DOS and IV&V (e.g., prototype demonstrations, test witnessing, walkthroughs, etc.).
- B. The following DOS Personnel (or designees) will review each deliverable:

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- (1) Secretary of State
 - (2) HAVA Director
 - (3) Chief Information Officer
 - (4) HAVA Project Manager
- C. DOS and IV&V Contractor shall review each deliverable and make sure the deliverable meets the content outlined in the Deliverable Expectation Document and make a recommendation regarding acceptability of each deliverable. For an unacceptable deliverable, a deficiency report shall be generated.
- D. DOS acceptance of a deliverable or the generation of a deficiency report shall be accomplished within the specified DOS deliverable review period task included in the approved Project Schedule. The DOS deliverable review period commences the first business day following receipt of the deliverable by DOS or completion of any required interactive activity between DOS and Contractor, whichever is later. Unless DOS expressly notifies Contractor, in writing, within one business day after submission for acceptance, that the review process will exceed the DOS deliverable review period, all deliverables or services submitted to DOS for approval shall be deemed accepted, if, within the DOS deliverable review period after delivery, DOS has not provided to Contractor a written acceptance or deficiency report.

Final SCORE System Acceptance

- A. Final SCORE System Acceptance shall occur when the Contractor provides a system that conforms to the System Acceptance Criteria Deliverable, developed in the Analysis phase and as changed through mutually agreed to Change Orders. The DOS shall confirm the System Acceptance Criteria Deliverable and actual test results.
- B. Secretary of State, or designee, shall make final decision on whether to authorize Final SCORE System Acceptance.
- C. DOS shall authorize payment of any remaining holdback per the Payment Schedule.

Deliverables

- A. Contractor shall accomplish the work and present the deliverables in a phased approach with milestones within each phase. The SCORE project is comprised of thirteen (13) phases and twenty-two (22) milestones. A **phase** is the highest work grouping and includes one (1) or more milestones. A **milestone** is the next work grouping below a phase and is comprised of one (1) or more deliverables. A milestone represents the delivery of a complete unit of value to the success of the project. A **deliverable** is the lowest work grouping and is created by Contractor and reviewed and accepted by DOS. When all deliverables within a milestone are

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completed and accepted by DOS, Contractor submits an invoice to DOS for the completed milestone.

- B. In describing any deliverable associated with each project phase and milestone, the DOS uses the words “include(s)” and “including.” Wherever these words appear, the DOS intends to convey the meaning as follows: “include(s), but not limited to” and “including, but not limited to,” respectively. For each deliverable, Contractor and DOS shall follow the deliverable creation process outlined in Section 6.4 Documentation of the Contractor’s response to the RFP to further define the content of the deliverable sections described below. The DOS shall review with Contractor and mutually agree to the content of the associated deliverable and the detailed deliverable outline documented in the Deliverable Expectation Document (DED) prior to Contractor beginning development of the deliverable.
- C. Except as otherwise agreed to by the DOS and Contractor, each deliverable must be provided to the State in the following manner:
- (1) One (1) electronic copy and one (1) hard copy shall be provided to the Project Manager in Microsoft Project, Microsoft Office or Portable Document Format (PDF) if needed.
 - (2) One (1) electronic copy and one (1) hard copy, where feasible, shall be provided to the Project Manager for those deliverables whose content is predominately generated or maintained with automated tools. Changes affecting deliverables shall be made according to the Change Control Process.

Project Assumptions

- A. State and Contractor have agreed to the following project assumptions. Changes to these assumptions must be made through the amendment or BCOL process and could impact project schedule and associated Contract terms and conditions.

| Item | Task | Description | Dates |
|-------------|-------------------------------------|---|------------------------|
| a. | DOS User Acceptance Test | SCORE Acceptance Test | 06/14/05 thru 07/13/05 |
| b. | Contractor User Acceptance Test Fix | SCORE Acceptance Test Fix | 06/14/05 thru 07/27/05 |
| c. | SCORE Pilot | Pilot conducted in El Paso, Boulder/Broomfield, and Logan/Weld/(Sedgwick or Phillips) | 07/25/05 thru 08/12/05 |
| d. | Group 2 | SCORE initial 2 day training, intensive 2 day training, and onsite support in Northwest, West, Mountain regions identified in Appendix B of Exhibit G – Contractor’s RFP Response | 08/15/05 thru 09/02/05 |

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| Item | Task | Description | Dates |
|-------------|-------------------------------------|--|------------------------|
| e. | Group 3 | SCORE initial 2 day training, intensive 2 day training, and onsite support in Central and North regions identified in Appendix B of Exhibit G – Contractor’s RFP Response | 09/05/05 thru 09/23/05 |
| f. | Onsite Support Period | Onsite Support Period begins upon completion of Group 3 and submittal of Deliverable 17A | 10/05/05 thru 02/01/07 |
| g. | Remaining county databases provided | Remaining county databases for Groups 4 and 6 provided to Contractor for conversion purposes | 11/21/2005 |
| h. | Group 4 Initial Training | SCORE initial 2 day training in South, Denver Central (Denver, Adams), and Denver South (Jefferson, Arapahoe, Douglas) regions identified in Appendix B of Exhibit G – Contractor’s RFP Response; DOS to provide 3 FTEs to supplement training teams | 9/26/05 thru 09/30/05 |
| i. | Group 6 Initial Training | SCORE initial 2 day training in Southeast, Northeast, and Southwest regions identified in Appendix B of Exhibit G – Contractor’s RFP Response; DOS to provide 3 FTEs to supplement training teams | 10/03/05 thru 10/07/05 |
| j. | 2005 Election Blackout Period | Period of election cycle where no counties will be trained or converted | 10/03/05 thru 11/18/05 |
| k. | Group 5 - DOS training | SCORE initial 2 day training, intensive 2 day training, and onsite support for DOS staff | 10/10/05 thru 10/21/05 |
| l. | Group 4 Remaining Training | SCORE intensive 2 day training and onsite support in South, Denver Central (Denver, Adams), and Denver South (Jefferson, Arapahoe, Douglas) regions identified in Appendix B of Exhibit G – Contractor’s RFP Response | 11/28/05 thru 12/23/05 |
| m. | Group 6 Remaining Training | SCORE intensive 2 day training and onsite support in Southeast, Northeast, and Southwest regions identified in Appendix B of Exhibit G – Contractor’s RFP Response | 01/02/06 thru 01/13/06 |

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Phase 1 – Hardware and Software Purchase

Milestone 1: Purchase Hardware, Purchase Hardware Warranty, and Install Hardware in data center

Purpose: The purposes of this milestone are to purchase the hardware and associated hardware warranty and install the hardware in the DOS Data Center. Invoices for hardware, hardware warranty, and installation are provided to DOS when Contractor receives the hardware vendor invoice and completes the initial hardware installation, which is securing physical placement of the equipment, powering up equipment, and securing any network connections.

Goal: Contractor shall perform the following as part of the Hardware and Software Purchase phase:

- (1) purchase hardware
- (2) purchase hardware warranty
- (3) install hardware in DOS data center.

1A. Deliverable: Hardware Procurement Plan & Inventory

Purpose: This deliverable details the hardware components, specifications and plan for purchasing the components. This document allows the technical architecture team to manage and to track the procurement process for hardware and make sure the correct hardware is ordered, received, verified, and invoiced for the project team.

Updated: This deliverable will be updated as each component is ordered and received to keep the status of purchased SCORE components up-to-date.

Specification: This document will consist of:

- a. The description of the hardware procurement process.
- b. Primary contact information for DOS and Contractor IT staff and hardware vendors.
- c. A list in Microsoft Excel of hardware items, their associated price, expected delivery date, and actual delivery date.
- d. A complete list of all hardware components including purchase cost and life expectancy timeline
- e. All related documentation provided by manufacturer
- f. All related warranty and maintenance documentation

Milestone 2: License for Software and Annual Software Maintenance

Purpose: The purposes of this milestone are to license the appropriate software licenses and related annual software maintenance. Invoices for software and annual software maintenance are

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provided to DOS when Contractor receives the software vendor invoice and installs the software on the appropriate server.

Goal: Contractor shall perform the following as part of the Hardware and Software Purchase phase:

- 1) Obtain license of required software for DOS
- 2) Obtain license of annual software maintenance for DOS
- 3) Install software.

2A. Deliverable: Software Inventory

Purpose: This deliverable details the software components, specifications and plan for purchasing the components. This document allows the technical architecture team to manage and to track the procurement process for software and make sure the correct software is ordered, received, verified, and invoiced for the project team.

Updated: This deliverable will be updated as each component is ordered and received to keep the status of purchased SCORE components up-to-date.

Specification: This document will consist of:

- a. The description of the software procurement process.
- b. Primary contact information for DOS and Contractor IT staff and software vendors.
- c. A list in Microsoft Excel of software items and components, their associated price, expected delivery date, and actual delivery date.
- d. All related documentation provided by manufacturer
- e. All related warranty and maintenance documentation

Milestone 3: Purchase Workstations

Purpose: The purposes of this milestone are to purchase the workstations and associated workstation warranty and install the workstations in the appropriate county offices. Invoices for workstation, workstations warranty, and installation are provided to DOS when Contractor receives the vendor invoice and completes the initial installation, which is securing physical placement of the equipment, powering up equipment, securing any network connections and configuring the equipment for AESM.

Goal: Contractor shall perform the following as part of the Hardware and Software Purchase phase:

- 1) Purchase workstation
- 2) Purchase workstation warranty
- 3) Install workstation in appropriate county offices.

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3A. Deliverable: Workstation Inventory

Purpose: This document is designed to identify all workstation components installed at the DOS and county offices.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. A complete list of all workstation components
- b. All related documentation provided by manufacturer
- c. All related warranty and maintenance documentation
- d. All related licenses

Phase 2 – Analysis

Milestone 4: Project Plan and Organizational Change Management Plan

Purpose: The purposes of this milestone are to create the Project Plan document for the SCORE project and the Organizational Change Management Plan deliverables.

Goal: Contractor shall perform the following activities as part of this phase:

- 1) Review Statement of Work (SOW)
- 2) Produce the Project Plan
- 3) Produce the Organizational Change Management deliverable
- 4) Develop weekly status report template
- 5) Develop Deliverable template.

4A. Deliverable: Project Plan

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

Updated: This deliverable will be updated as appropriate to address changes to the Project. Current versions of the project risk matrix, issue matrix, and project metrics will be included in the monthly status report.

Specification: This document will consist of:

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- a. Project Schedule - The Project Schedule is created in Microsoft Project, lists the Phases and associated tasks and deliverables performed on the project, and contains the following columns:
 - i. Task ID
 - ii. Task Name
 - iii. Duration
 - iv. Assigned Contractor resources
 - v. Work Effort
 - vi. Estimate to Complete Percent
 - vii. Start Date
 - viii. End Date

- b. Project Measurement Plan - The Project Measurement Plan outlines the project metrics that Contractor uses in reporting and making informed decisions to promote quality, productivity, and process improvement. Contractor's Quality and Process Improvement team will provide the project metrics and tools to the project team. This plan help ensures that the project metrics defined are aligned to business and program objectives, and that the project metrics are implemented in an organized and planned approach. Elements include:
 - i. The Roles and Responsibilities of the Colorado SCORE team members
 - ii. Plan and Process dependencies
 - iii. Project Quality and Process Performance objectives
 - iv. A description of the Project metrics selection
 - v. A detailed description of the metrics to be collected and the process that will be used to collect project and performance metrics
 - vi. A description of any training required to implement the metrics
 - vii. Quality Metrics workbook

- c. Change Control Plan - The Change Control Plan defines the System Investigation Request (SIR) and Change Request (CR) Management Process. A SIR is a record of a discrepancy found between actual and expected test results. A CR is any request for changes to the existing baseline of the system. CRs need to be authorized since they may involve baseline changes to scope, cost, schedule, resources, acceptance criteria, method of delivery, documentation, or quality. Elements include:
 - i. A description of the change control process and its purpose
 - ii. The roles and responsibilities of the Colorado SCORE team members affected by the Change Control Plan
 - iii. A description of the criteria to be met when entering a SIR or CR
 - iv. A description of the processes and tasks required for the Change Control process
 - v. A description of the criteria to be met for resolution or closure of a SIR or CR

- d. Configuration Management Plan - The Configuration Management Plan establishes a sound configuration management approach that maintains the integrity of the Colorado SCORE Project's software, requirements, and documentation and provides traceability for changes incorporated. Elements include:

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- i. A description of the purpose and objectives of the Configuration Management Plan
 - ii. The roles and responsibilities of the Colorado SCORE team members affected by the Configuration Management Plan
 - iii. A detailed definition of Configuration Items (CI) and the processes used for varying types of CIs
 - iv. Baseline and Library management of Configuration Items
 - v. A description of Requirements will be tied to CIs and managed throughout the project
 - vi. A description of the Configuration Audit process
 - vii. A description of the CM Management Reporting process and requirements
 - viii. A description of the migration process of CIs from environments
 - ix. A list of the milestones used to gauge progress of the Configuration effort
 - x. A list of any tools used to manage CIs
 - xi. A description of any metrics used to monitor the progress of Configuration Management
 - xii. A description of the recovery procedures surrounding the CIs
- e. Project Policy and Procedure Manual – The Project Policy and Procedure Manual lists the Colorado SCORE Project's formalized policies, standards, and processes, as well as their location.
- i. Orientation Checklist
 - ii. Project overview
 - iii. Team assets and tools
 - iv. Project Site information
 - v. Directions to the project site
 - vi. Hotel information
 - vii. Policies
- f. Risk Management Plan - The Risk Management Plan describes the process of recording, tracking, and mitigating risks that may result in issues that affect the Colorado SCORE project. Risks are situations that could occur and if they do, would have an impact on the project.
- i. A description of the objectives of the Risk Management Plan
 - ii. A list of the roles and responsibilities associated with implementing the Risk Management Plan
 - iii. A list of the Project Stakeholders
 - iv. A list of the plan or process dependencies
 - v. A detailed description of the Risk Management process including identifying, tracking and mitigating risks
 - vi. A description of the project metrics applied to Risk Management
 - vii. Risk tracking matrix in Microsoft Excel containing risk area, risk impact (high, medium, low), risk probability (high, medium, low), risk realized (yes, no), mitigation strategy, actions taken, status (on schedule, behind schedule, complete), and risk owner

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- g. Issue Management Plan - The Issue Management Plan describes the process of recording, tracking and resolving issues that are impacting the project. Issues are problems that involve a choice between two or more alternatives for a decision critical to meeting the project schedule.
 - i. A description of the objectives of the Issue Management Plan
 - ii. A list of the roles and responsibilities associated with implementing the Issue Management Plan
 - iii. A description of the criteria needed to identify an issue
 - iv. A description of the process for identifying, tracking and communicating status on Issues
 - v. A description of the criteria needed to resolve an issue
 - vi. An Issue tracking matrix in Microsoft Excel containing issue area, issue impact, resolution, actions taken, status (on schedule, behind schedule, complete), and issue owner

- h. Quality Management Plan - The Quality Management Plan explains the activities the SCORE project team will perform to help ensure that quality is built into project tasks.
 - i. A description of the purpose of the Quality Plan
 - ii. A description of Roles and Responsibilities of the team members implementing the Quality Management Plan
 - iii. A list of the Plan Stakeholders
 - iv. A list of Plan and/or Process Dependencies
 - v. A description of the verification process, including Monitoring, Control and Communication of Status and Issues
 - vi. A description of the Process for Validating Quality Efforts and the Acceptance Criteria
 - vii. A detailed description of the Quality Review Process
 - viii. A description of the process of performing Quality Reviews including peer, Client Quality Management Assessment (CQMA), and gauging project team members satisfaction and performance
 - ix. A description of the Milestones to be reached during implementation of the Quality Management Plan
 - x. A description of Quality Metrics used to monitor the Quality Management Plan and assess DOS and County satisfaction

- i. Staffing Plan - The Staffing Plan describes the roles and responsibilities of each Contractor team position in the Colorado SCORE Organization chart as well as the planned hours per month for each Contractor team resource.
 - i. A list of Contractor team members and their title.
 - ii. A description of the Contractor team member's role and responsibilities on the Colorado SCORE project
 - iii. A table in Microsoft Excel with expected hours per month per Contractor resource for project duration

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4B. Deliverable: Organizational Change Management Plan

Purpose: The Organization Change Management Plan is the Project's Communication Plan and helps guide the project's stakeholder communications effort. The goal of this plan is to share timely information with affected parties and gather their valued input and experience.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. All elements described in Section 6.2 of the RFP Response.
- b. List and description of stakeholders
- c. Corresponding communication strategies for each stakeholder group
- d. The key messages each stakeholder group should receive
- e. The communication development, review, and delivery process
- f. The targets, timelines and methods for delivering the messages.
- g. Primary roles and responsibilities of Colorado SCORE team members

Milestone 5: Application Requirements, Acceptance Criteria, and Technical Architecture Design

Purpose: The purpose of this milestone is to review and confirm SCORE requirements and conduct conference room pilot sessions using the AESM Software. In addition, the System Acceptance criteria are defined and the Technical Architecture Design confirmed.

Goal: Contractor shall perform the following as part of this phase:

- 1) Confirm SCORE requirements
- 2) Conduct conference room pilots
- 3) Produce the Application Requirements deliverable
- 4) Produce the Technical Architecture Design deliverable
- 5) Produce the Acceptance Criteria deliverable.

5A. Deliverable: Application Requirements

Purpose: This document captures the SCORE requirements and is created in table form in Microsoft Excel. The table contains the following columns: Requirement Number, Requirement Description, Requirement Clarification, Priority (Low, Medium, High), Type (Mandatory, Optional), Status (Deleted, Pending, Approved), Status Date, Status Comments, Source, and AESM Reference. Once accepted, this deliverable drives the design, testing, and implementation focus.

Updated: This deliverable is updated and provided as an Appendix to the Detailed Design deliverables (7A – SCORE Detailed Design Group 1, 8A – SCORE Detailed Design Group 2, 16A - AESM Detailed Design/SCORE Configuration) and the Updated Testing Approach deliverable (9C – Updated Test Plan) for traceability purposes.

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Specification: This document will consist of:

- a. RFP Requirements listing and corresponding description of how the delivered AESM Software meets the requirement
- b. RFP Requirements listing and corresponding description of how the delivered AESM Software does not meet the requirement
- c. Additional requirements identified during review and conference room pilot sessions and corresponding description of how new requirement will/will not be addressed

5B. Deliverable: SCORE System Acceptance Criteria

Purpose: The Acceptance Criteria deliverable documents the specific and measurable criteria to be evaluated after SCORE statewide implementation for system acceptance purposes. DOS will use this deliverable after SCORE statewide implementation as a checklist to determine if the system should be accepted.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. Description of process that will be performed once system has been implemented statewide to determine acceptance, including dates and names of staff who will participate in the process
- b. A list of the specific criteria needed to be met by the Colorado SCORE project after implementation for DOS to accept the system

5C. Deliverable: Technical Architecture Design

Purpose: The Technical Architecture Design describes the physical implementation of the environment/infrastructure in which business applications can execute. This information feeds into the Hardware Procurement Plan/Inventory and Software Procurement Plan/Inventory.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. A diagram reflecting the physical connectivity of the SCORE central servers and network components
- b. A high-level diagram depicting the new SCORE equipment in the context of the existing State infrastructure
- c. A diagram reflecting the software installed on each component of the central SCORE servers
- d. Design of the high availability approach for each tier of the SCORE technical architecture including fail over and load balance capabilities
- e. Design of the minimum and recommended requirements for workstations and peripherals to access the central SCORE system

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- f. Design of the minimum and recommended requirements for the county and state networks allowing the county workstations to access the central SCORE system
- g. A diagram reflecting the interfaces with each external entity including other state agencies
- h. Design of MNT connectivity configuration
- i. Hardware security design specification
- j. Software security design specification
- k. System and data backup design
- l. Environmental requirements specification and analysis

Milestone 6: Test Plan, Conversion Plan, IT Skill Gap Analysis

Purpose: The purpose of this milestone is to define the testing approach, develop the conversion plan, and conduct and document the DOS IT skills required to support the SCORE system.

Goal: Contractor shall perform the following as part of this phase:

- 1) Document Testing Approach
- 2) Create Conversion Plan
- 3) Document DOS IT current skills
- 4) Define preliminary technical training courses for DOS IT Staff

6A. Deliverable: Test Plan

Purpose: This deliverable includes an overview of the objectives of each testing phase (unit, assembly, system, acceptance, performance, network, load, and security), verification and validation techniques for stage containment, the processes employed to control the test effort, test scenarios, scripts, conditions as well as resources, schedule, tools, and environments.

Updated: Yes

Specification: This document will consist of:

- a. An overview of the objectives of each test phase
- b. Verification and validation techniques for stage containment
- c. A description of the processes employed to control the test effort
- d. A list of roles and responsibilities for Colorado SCORE team members
- e. A high level test schedule
- f. A list of the testing tools employed
- g. A description of the testing environments

6B. Deliverable: Conversion Plan

Purpose: The Conversion Plan outlines the approach and preliminary schedule for converting data from the county systems to the statewide system.

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Updated: Any changes/updates will be incorporated in Deliverable 8E

Specification: This document will consist of:

- a. A description of the conversion approach and the responsibilities of Colorado SCORE team members
- b. A description of the conversion schedule, including the timeline for county mock conversions
- c. A description of the pre-conversion tasks
- d. A description of “conversion champions” and contact information for county “conversion champions”
- e. A description of the process of extracting, cleansing, and loading the data and the roles and responsibilities of the Colorado SCORE team members during this process
- f. A description of known issues and challenges that should be resolved prior to mock conversion
- g. A contingency plan itemizing the risks and mitigation strategies specifically related to conversion activities.

6C. Deliverable: IT Skill Gap Analysis

Purpose: The IT Skills Gap Analysis provides a high-level review of current versus required DOS IT skills in the areas of system architecture, software, database administration, and application administration. The specific training required to address these gaps is also specified in the DOS IT Staff Skills Gap Analysis.

Updated: No

Specification: This document will consist of:

- a. A description of the current DOS environment and overall skills possessed by DOS IT staff
- b. A list of the required skills needed for SCORE operations and maintenance
- c. An identification of the overall required skills not possessed or not known at the correct level by DOS IT staff
- d. An overview of the training options available
- e. A list of the recommended overall training for DOS IT Staff

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Phase 3 – Design

Milestone 7: SCORE Detailed Design Group 1, Training Plan, Security Plan, Development Standards, Conversion Detail Design

Purpose: The purpose of this milestone is to create the first set of SCORE Detailed Designs, the Training Plan, the Security Plan, the Development Standards, and the Conversion Detail Design. To facilitate review, prior to beginning work on this milestone, State and Contractor agree to divide the complete SCORE Detailed Design deliverable into two (2) similarly sized groups – Group 1 will be delivered in this milestone and Group 2 will be delivered in a subsequent milestone.

Goal: Contractor shall perform the following as part this phase:

- 1) Create SCORE Detailed Designs Group 1
- 2) Create Training Plan
- 3) Create Security Plan
- 4) Create Development Standards
- 5) Create Conversion Detail Design.

7A. Deliverable: SCORE Detailed Design Group 1

Purpose: This SCORE Detail Design deliverable contains the Group 1 design details needed by the development team for custom developed interfaces, reports, or screens unique to Colorado. Also included with the designs are the configuration settings for the SCORE application to support Colorado requirements.

Updated: Yes

Specification: This document will consist of:

- a. An inventory of the designs to be included in this group.
- b. Detailed Designs
 - i. Report Detailed Designs
 1. A name and description of the report
 2. Report layout, including field format, field length, and field description
 3. Logic description
 4. Issues and Assumptions
 5. Unit test conditions
 - ii. Interface Detailed Designs
 1. A name and description of the interface
 2. Interface layout, including field format, field length, and field description
 3. Logic description

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4. Issues and Assumptions
5. Unit test conditions
- iii. Screen Detailed Designs
 1. A name and description of the screen
 2. Interface layout, including field format, field length, field description, and validation logic
 3. Issues and assumptions
 4. Unit test conditions
- c. SCORE Configuration items (e.g. code tables, security setup, etc.)
- d. Application Requirements deliverable to include mapping of custom developed report, interface, and screen requirements to designs included with this grouping

7B. Deliverable: Training Plan

Purpose: The Training Plan deliverable includes the approach, preliminary schedule, and training design for training the county end users and providing onsite support after county implementation.

Updated: Any changes/updates will be incorporated in Deliverable 10B.

Specification: This document will consist of:

- a. A description of the training approach and the responsibilities of Colorado SCORE team members
- b. A preliminary listing and description of delivered training modules with indicator showing the training modules to be updated for Colorado
- c. For the modules to be updated for Colorado, a preliminary list outlining the changes to be made to the training curriculum
- d. A definition of the training scope, audience, objectives, approach, and development timelines
- e. A preliminary training and onsite support schedule for target audiences based on the logical sequence of how the content should be delivered, availability of the participants and deployment timing, and training locations

7C. Deliverable: Security Plan

Purpose: The Security Plan provides guidance to the project team to make sure application security will be addressed throughout the project's entire lifecycle.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. A high-level description of the six (6) main layers of security, including:

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- i. Physical Security
 - ii. Network Security
 - iii. Application Security
 - iv. Data Security
 - v. Perimeter Security
 - vi. Host Security
- b. A description of security risks, concerns and mitigation strategies
 - c. Roles and responsibilities for Contractor, DOS and county staff throughout the project life cycle related to security
 - d. A list of tools used to apply and maintain the security architecture
 - e. A list of SCORE User Profiles required to populate SCORE application security profiles

7D. Deliverable: Development Standards

Purpose: The purpose of the Development Standards document is to provide both the Contractor Project team and the DOS team with a common language for understanding the AESM development standards.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. Software Development Standards
- b. Syntax guidelines
- c. Naming standards
- d. Database access standards
- e. Microsoft Industry Practices enforced, as published in Microsoft .NET Design Guidelines
- f. A description of validation tools including FxCop, NUnit, and Mercury LoadRunner

7E. Deliverable: Conversion Detail Design

Purpose: The Conversion Detail Design illustrates how the data from the county systems is extracted, converted, and validated.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. A description of the conversion process including roles and responsibilities of Colorado SCORE team members
- b. A mapping of source data to target data including default values and translation rules and calculations applied per county
- c. A description of validation tests and techniques

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- d. A description of validation reports to be produced by Contractor during conversion

Milestone 8: SCORE Detailed Design Group 2, Implementation and Transition Plan, Help Desk Plan

Purpose: The purpose of this milestone is to create the Group 2 SCORE Detailed Designs, the Implementation and Transition Plan, and the Help Desk Plan.

Goal: Contractor shall perform the following as part of this phase:

- 1) Create SCORE Detailed Designs Group 2
- 2) Create Implementation and Transition Plan
- 3) Create Help Desk Plan.

8A. Deliverable: SCORE Detailed Design Group 2

Purpose: This SCORE Detail Design deliverable contains the Group 2 design details needed by the development team for custom developed interfaces, reports, or screens unique to Colorado. Also included with the designs are the configuration settings for the SCORE application to support Colorado requirements.

Updated: No

Specification: This document will consist of:

- a. An inventory of the designs to be included in this group.
- b. Detailed Designs
 - i. Report Detailed Designs
 1. A name and description of the report
 2. Report layout, including field format, field length, and field description
 3. Logic description
 4. Issues and Assumptions
 5. Unit test conditions
 - ii. Interface Detailed Designs
 1. A name and description of the interface
 2. Interface layout, including field format, field length, and field description
 3. Logic description
 4. Issues and Assumptions
 5. Unit test conditions
 - iii. Screen Detailed Designs
 1. A name and description of the screen
 2. Interface layout, including field format, field length, field description, and validation logic
 3. Issues and assumptions
 4. Unit test conditions

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- e. SCORE Configuration items (code tables, security setup, etc.)
- f. Application Requirements deliverable to include mapping of custom developed report, interface, and screen requirements to designs included with this grouping

8B. Deliverable: SCORE Implementation and Transition Plan

Purpose: The Implementation and Transition Plan establish the framework for SCORE deployment and transition activities. The document allows the project team to gain an understanding of the deployment approach and DOS expectations.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. A list of the deployment activities and the resources responsible for completing
- b. A schedule of deployment activities and checkpoints
- c. Verify Security policy enforcement
- d. A verification plan for the deployment
- e. A contingency plan for implementation

8C. Deliverable: Help Desk Plan

Purpose: The Help Desk Plan describes the process and resources to support the SCORE application help desk. The Plan outlines the process of resolving SCORE application issues by DOS and the escalation of unresolved issues to the AESM application support help desk.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. A description of the roles and responsibilities of DOS Help Desk personnel
- b. A description of help desk tools
- c. A description of the escalation process used by the DOS Help Desk to contact the AESM application support help desk.
- d. A description of the types of problems resolved in Tier 1 versus Tier 2 support
- e. The schedule for availability of DOS Help Desk
- f. The schedule of availability of the AESM application support help desk

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Phase 4 – Configuration/Development

Milestone 9: Pilot Test Plan, Disaster Recovery Plan, Updated Test Plan, Pilot Conversion Results

Purpose: The purpose of this milestone is to create the Pilot Test plan and Disaster Recovery Plan. The Testing Approach is updated with system test scenarios and expected results and the Mock Conversion for Pilot Counties Results documented.

Goal: Contractor shall perform the following as part of this phase:

- 1) Create Pilot Test Plan
- 2) Create Disaster Recovery Plan
- 3) Update Testing Approach Deliverable
- 4) Document Mock Conversion for Pilot Counties Results.

9A. Deliverable: Pilot Test Plan

Purpose: The Pilot Test Plan is the Test Strategy for Pilot Go-Live. This document describes the approach, schedule, and location for the pilot deployment.

Updated: No

Specification: This document will consist of:

- a. A schedule of deployment of the Pilot software and the list of counties that will participate in the pilot
- b. A list of activities required to be complete prior to deployment and the individuals responsible for completing the tasks
- c. A list of activities to be completed during deployment and the individuals responsible for completing the tasks
- d. A list of activities to be completed after deployment and the individuals responsible for completing the tasks
- e. Contingency plans
- f. The readiness criteria to implement the SCORE system in the pilot counties

9B. Deliverable: Disaster Recovery Plan

Purpose: The primary objective of the Disaster Recovery Plan is to document the steps to enable an organization to survive a disaster and to reestablish normal business operations. This plan will be an extension of the DOS Disaster Recovery Plan and contains the information to address the situation where SCORE hardware/software has become unavailable.

Updated: No

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Specification: This document will consist of:

- a. High-level approach for restoring data from a backup tape
- b. High-level overview of central server and network equipment configuration instructions
- c. High-level overview of steps to restore the SCORE software configuration with Colorado-specific configuration settings and data
- d. High-level overview of steps to restore a workstation configuration to communicate with the central SCORE system
- e. Primary contact information for DOS, Contractor, and hardware and software vendors
- f. Description of disaster recovery support to be included in the Contractor annual maintenance contract
- g. Description of restoration specifications of all individual components, servers and network devices in proposed system.

9C. Deliverable: Updated Test Plan

Purpose: This deliverable builds upon the Testing Approach deliverable (6A – Test Plan) and includes information specific to system and performance/security test.

Updated: Yes

Specification: This document will consist of:

- a. The most recent version of Deliverable 6A – Test Plan, updated with any changes to the approach identified after the initial deliverable
- b. System test scripts, script inventory, schedule and expected results
- c. Performance and security test scripts, script inventory, schedule and expected results
- d. Application Requirements deliverable to include mapping of requirements to System Test Scripts

9D. Deliverable: Mock Conversion for Pilot Counties Results

Purpose: The Mock Conversion for Pilot Counties Results is used to document the results of the pilot county mock conversions.

Updated: No

Specification: This document will consist of:

- a. A report of the identified conversion issues discovered during the mock conversions used in the Pilot counties
- b. A recommended approach to clearing any discrepancies and the responsible party. Examples of the approach might be default values or manual data cleanup
- c. A list of prioritized issues that must be resolved prior to pilot live conversion

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Milestone 10: Configured SCORE Software and Training Curriculum

Purpose: The purpose of this milestone is to complete SCORE configuration and custom development activities. The unit and integration tested software is installed in the System Test environment to be tested in Phase 5 and the Training Curriculum created.

Goal: Contractor shall perform the following as part of this phase:

- 1) Complete unit and integration testing on the SCORE software
- 2) Create Training Curriculum

10A. Deliverable: Configured SCORE Software

Purpose: The configured SCORE software and custom developed reports, interfaces, and screens are unit and integration tested. This deliverable signifies the completion of unit and integration testing activities.

Updated: No

Specification: This document will consist of:

- a. An inventory of the custom developed reports, interfaces, and screens
- b. Documentation that the configured SCORE software and custom developed reports, interfaces, and screens were unit and integration tested
- c. CD with compiled SCORE software

10B. Deliverable: Training Curriculum and Documentation

Purpose: The Training Curriculum and Documentation deliverable consists of the updated AESM training curriculum to support Colorado SCORE specific features.

Updated: No

Specification: This document will consist of:

- a. An inventory of training curriculum
- b. Colorado SCORE Training guide
- c. Colorado SCORE Online help

Phase 5 – System Test

Milestone 11: Maintenance and Support Plan, System Availability Plan

Purpose: The purpose of this milestone is to create the Maintenance Plan and the System Availability Plan.

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Goal: Contractor shall perform the following as part of this phase:

- 1) Create Maintenance and Support Plan
- 2) Create System Availability Plan.

11A. Deliverable: Maintenance and Support Plan

Purpose: The Maintenance and Support Plan is created to help ensure the right procedures are performed by the right people at the right time providing optimal support, security and performance of the application, as well as training, security and performance support materials that support the use of the application.

Updated: This deliverable will be updated if changes occur

Specification: This document will consist of:

- a. A list of the daily, monthly, and yearly (or other cyclical) standard operation procedures (SOPs) maintenance and support tasks
- b. Preliminary listing of DOS IT staff and primary responsibilities once DOS assumes responsibility for operating the system
- c. Listing of hardware and software components, expiration date for maintenance, and hardware and software vendor primary contact point information
- d. Change management procedures

11B. Deliverable: System Availability Plan

Purpose: The System Availability Plan deliverable describes the availability of the SCORE application.

Updated: This deliverable will be updated if changes occur

Specification: This document will consist of:

- a. A definition of system availability and performance expectations
- b. Listing of availability and performance standards
- c. A system availability schedule to include regularly scheduled downtime for system maintenance
- d. Contact information for various components including database, network and application

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Milestone 12: System Test Results, Mock Conversions for Remaining Counties Results

Purpose: The purpose of this milestone is to complete SCORE system testing and mock conversion activities for remaining counties. System Test results and Mock Conversions for Remaining Counties Results are documented.

Goal: Contractor shall perform the following as part of this phase:

- 1) Conduct system testing on the SCORE software
- 2) Complete Mock Conversions for remaining counties.

12A. Deliverable: System Test Results

Purpose: The System Test Results deliverable documents the results of the SCORE system test.

Updated: No

Specification: This document will consist of:

- a. A listing of the system test cycles executed and current status
- b. A listing of the SIRS generated during system test, the resolution date, and resolution description
- c. Outstanding issues and a resolution plan

12B. Deliverable: Mock Conversions for Remaining Counties Results

Purpose: The Mock Conversions for Remaining Counties Results are used to document the results of the remaining mock conversions.

Updated: No

Specification: This document will consist of:

- a. A report of the identified conversion issues discovered during the mock conversions for the remaining counties
- b. A recommended approach to clearing any discrepancies and the responsible party. Examples of the approach might be default values or manual data cleanup
- c. A list of prioritized issues that must be resolved prior to statewide implementation

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Phase 6 – Acceptance/Performance Test

Milestone 13: SCORE Readiness Report, Performance & Security Test Results

Purpose: The purpose of this milestone is to execute User Acceptance Test, Performance Test, and Security Test. The SCORE Readiness report is created and the Performance/Security Test results documented.

Goal: Contractor shall perform the following as part of the Acceptance/Performance Test phase:

- 1) Complete user acceptance testing activities
- 2) Complete performance and security testing
- 3) Create AESM Readiness Report
- 4) Document performance and security test results.

13A. Deliverable: SCORE Readiness Report

Purpose: The Readiness Report documents the readiness of SCORE to deploy into production for pilot counties. The report summarizes the current status of various components and confirms the readiness criteria documented in the Pilot Test Plan deliverable.

Updated: No

Specification: This document will consist of:

- a. Summary of conversion and training status
- b. Summary of technical environment (hardware, software, etc.) and connectivity status
- c. Confirmed and documented readiness criteria included in the Pilot Test Plan

13B. Deliverable: Performance & Security Test Results

Purpose: This deliverable builds upon deliverable 6A – Test Plan and Deliverable 9C – Updated Test Plan and includes information specific to performance and security testing.

Updated: Yes

Specification: This document will consist of:

- a. The most recent version of the document discussed in Deliverable 6A – Test Plan and 9C – Updated Test Plan, updated with any changes to the approach identified after the initial deliverable
- b. A listing of the performance and security test cycles executed and current status
- c. A listing of the SIRS generated during performance and security test, the resolution date, and resolution description

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d. Outstanding issues and a resolution plan

Phase 7 – Pilot County Implementation

Milestone 14: Pilot Implementation

Purpose: The purpose of this milestone is to implement SCORE in the pilot counties. Pilot county users are trained and county data converted.

Goal: Contractor shall perform the following as part of this phase:

- 1) Convert Pilot counties
- 2) Train pilot county workers
- 3) Update testing approach with performance and security test results.

14A. Deliverable: Pilot Implementation

Purpose: The Pilot Implementation moves the SCORE application into production and becomes the “system of record” for the pilot counties after the system has been deemed stable, accurate and secure. Data is converted, the users are trained, and the system production environment is utilized.

Updated: No

Specification: This deliverable will consist of:

- a. A final conversion report of the identified conversion issues discovered during the final conversions used in the Pilot counties and the resolution (if applicable)
- b. A list of prioritized issues that must be resolved prior to statewide deployment
- c. Listing of pilot best practices

Milestone 15: Pilot County Training Survey Results

Purpose: The purpose of this milestone is to document the Pilot county training survey results.

Goal: Contractor shall perform the following as part of this phase:

- 1) Document pilot county training survey results.

15A. Deliverable: Pilot Training Survey Results

Purpose: The Pilot Training Survey will poll those users participating in the Pilot Training as to the effectiveness of the training provided.

Updated: No

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Specification: This document will consist of:

- a. Summary of training conducted, locations, number of trainees, etc.
- b. Summary of training survey results
- c. Listing of any major training concerns and a resolution plan for each

Phase 8 – AESM Upgrade

Milestone 16: AESM Detailed Design/SCORE Configuration, Updated Test Plan, Regression and System Test Results

Purpose: The purpose of this milestone is to document configuration settings required to support Colorado requirements related to the subsequent release(s) of AESM. For new functionality system test scenarios are updated and executed, and user acceptance test is performed. For existing functionality, regression testing is performed.

Goal: Contractor shall perform the following as part of this phase:

- 1) Create AESM Detailed Design/SCORE Configuration
- 2) Execute regression test for existing functionality
- 3) Update system test and monitoring scenarios for new functionality
- 4) Execute system test and collect performance metrics for new functionality
- 5) Execute acceptance test for new functionality

16A. Deliverable: AESM Detailed Design/SCORE Configuration

Purpose: This AESM Detail Design/SCORE Configuration deliverable contains design details related to the subsequent release(s) of AESM needed by the development team for custom developed interfaces, reports, or screens unique to Colorado. Also included with the designs are the configuration settings for the SCORE application to support Colorado requirements.

Updated: No

Specification: This document will consist of:

- a. An inventory of the designs to be included in this group.
- b. Detailed Designs
 - i. Report Detailed Designs
 1. A name and description of the report
 2. Report layout, including field format, field length, and field description
 3. Logic description
 4. Issues and Assumptions
 5. Unit test conditions
 - ii. Interface Detailed Designs
 1. A name and description of the interface

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2. Interface layout, including field format, field length, and field description
 3. Logic description
 4. Issues and Assumptions
 5. Unit test conditions
- iii. Screen Detailed Designs
1. A name and description of the screen
 2. Interface layout, including field format, field length, field description, and validation logic
 3. Issues and assumptions.
 4. Unit test conditions
- c. SCORE Configuration items (code tables, security setup, etc.)
- d. Application Requirements deliverable to include mapping of custom developed report, interface, and screen requirements to designs included with this grouping

16B. Deliverable: Updated Test Plan

Purpose: This deliverable builds upon the Deliverable 6A – Test Plan, Deliverable 9C – Updated Test Plan, and Deliverable 13B – Performance/Security Test Results and includes information specific to regression, system, and acceptance test for AESM new functionality.

Updated: No

Specification: This document will consist of:

- a. The most recent version of the document discussed in Deliverable 6A – Test Plan, Deliverable 9C – Updated Test Plan, and Deliverable 13B – Performance/Security Test Results, updated with any changes to the approach identified after the initial deliverable
- b. Regression Test plan for impacted functionality
- c. System test script inventory and schedule for second release of AESM software
- d. System test scripts and expected results for second release of AESM software
- e. Application Requirements deliverable to include mapping of requirements to System Test Scripts

16C. Deliverable: Regression and System Test Results

Purpose: The Regression and System Test Results deliverable documents the results of the SCORE testing for new functionality.

Updated: No

Specification: This document will consist of:

- a. A listing of the regression tests executed and current status
- b. A listing of the system test cycles executed and current status

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- c. A listing of the SIRS generated during system test, the resolution date, and resolution description
- d. Outstanding issues and a resolution plan

Phase 9 – Statewide Implementation

Milestone 17: SCORE Implementation, Training Completion – Rollout 1

Purpose: The purpose of this milestone is to implement the Rollout 1 of SCORE. County users statewide are trained and county data converted.

Goal: Contractor shall perform the following as part of this phase:

- 1) Convert Rollout 1 counties
- 2) Train Rollout 1 county workers
- 3) Document Rollout 1 county training survey results.

17A. Deliverable: SCORE Implementation Rollout 1

Purpose: The SCORE Implementation moves the SCORE application into production making it the “system of record” for counties in Rollout 1. Data is converted, the users are trained, and the system production environment is utilized.

Updated: No

Specification: This deliverable will consist of:

- a. A final conversion report of the identified conversion issues discovered during the final conversions used in the Rollout 1 counties and the resolution (if applicable)
- b. A list of prioritized issues and resolution plan for each
- c. Listing of Rollout 1 implementation best practices
- d. System Acceptance Criteria deliverable with an additional column to document the acceptance criteria resolution

17B. Deliverable: County Training Survey Results Rollout 1

Purpose: The Training Survey Results Rollout 1 will poll those users participating in the Rollout 1 Training as to the effectiveness of the training provided.

Updated: No

Specification: This document will consist of:

- a. Summary of training conducted, locations, number of trainees, etc.
- b. Summary of training survey results

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- c. Listing of any major training concerns and a resolution plan for each

Milestone 18: SCORE Implementation, Training Completion – Rollout 2

Purpose: The purpose of this milestone is to implement the Rollout 2 of SCORE. County users statewide are trained and county data converted.

Goal: Contractor shall perform the following as part of this phase:

- 1) Convert Rollout 2 counties
- 2) Train Rollout 2 county workers
- 3) Document Rollout 2 county training survey results.

18A. Deliverable: SCORE Implementation Rollout 2

Purpose: The SCORE Implementation moves the SCORE application into production making it the “system of record” for counties in Rollout 2. Data is converted, the users are trained, and the system production environment is utilized.

Updated: No

Specification: This deliverable will consist of:

- a. A final conversion report of the identified conversion issues discovered during the final conversions used in the Rollout 2 counties and the resolution (if applicable)
- b. A list of prioritized issues and resolution plan for each
- c. Listing of Rollout 2 implementation best practices
- d. System Acceptance Criteria deliverable with an additional column to document the acceptance criteria resolution

18B. Deliverable: County Training Survey Results Rollout 2

Purpose: The Training Survey Results Rollout 2 will poll those users participating in the Rollout 2 Training as to the effectiveness of the training provided.

Updated: No

Specification: This document will consist of:

- a. Summary of training conducted, locations, number of trainees, etc.
- b. Summary of training survey results
- c. Listing of any major training concerns and a resolution plan for each

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Phase 10 – Final Documentation

Milestone 19: Final Documentation

Purpose: The purpose of this milestone is to provide the Final Documentation for the project, which consists of the Installation and Configuration Guide for SCORE.

Goal: Contractor shall perform the following as part of the Final Documentation:

- 1) Create Installation and Configuration Guide.

19A. Deliverable: SCORE Installation and Configuration Guide

Purpose: The Installation and Configuration guide contains technical information for DOS IT Staff on the current configuration of the SCORE hardware and software.

Updated: This deliverable will be updated if changes occur.

Specification: This document will consist of:

- a. Central SCORE hardware and network configuration settings
- b. Current SCORE software configuration settings
- c. Current workstation configuration settings

Phase 11 – Onsite Support

Milestone 20: Onsite Support

Purpose: The purpose of this milestone is to provide sixteen (16) months of onsite support to DOS to assist in the support of SCORE. The onsite support is provided in Denver and provides knowledgeable Contractor team members to work with DOS to resolve technical, functional, and conversion issues.

Goal: Contractor shall perform the following as part of Onsite Support:

- 1) Provide DOS with expertise in SCORE technical and functional components, as needed.
- 2) Correct any system deficiency that does not meet the requirements in the most up-to-date copy of the Applications Requirements Deliverable, including change requests
- 3) Update user and system documentation that does not meet the most up-to-date copy of the Application Requirements Deliverable, including change requests
- 4) Correct interfaces not functioning as designed
- 5) Correct availability and performance issues that do not meet the standards documented in the System Availability Deliverable.
- 6) Notify State thirty (30) days in advance of the new release of COTS software, which would resolve outstanding software problems. Contractor's notification shall contain

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documentation outlining Contractor's assessment of the necessity of performing the upgrade.

- 7) Perform on-site configuration and software installation when determined necessary by Contractor and State.
- 8) Ensure that SCORE system performance and service levels, stated in Contract Exhibit D – Service Level Agreement, are met.
- 9) Support operations and maintenance activities performed by State.
- 10) Provide additional training to county and state staff.

Phase 12 – Warranty

Milestone 21: Warranty

Purpose: The purpose of this milestone is to provide three (3) months of warranty to DOS in accordance with the Agreement.

Goal: Contractor shall perform the following as part of Warranty:

- 1) Correct any system deficiency that does not meet the requirements in the most up-to-date copy of the Applications Requirements Deliverable, including change requests
- 2) Update user and system documentation that does not meet the most up-to-date copy of the Application Requirements Deliverable, including change requests
- 3) Correct interfaces not functioning as designed
- 4) Correct availability and performance issues that do not meet the standards documented in the System Availability Deliverable.

Phase 13 – 2005 Election

Milestone 22: 2005 Election Support Services

Purpose: The purpose of this milestone is to provide services to DOS and Counties in support of the 2005 Election.

Goal: Contractor shall perform the following as part of 2005 Election Support Services:

- 1) Support operations and maintenance activities performed by State.
- 2) Provide additional training to county and state staff.
- 3) Provide onsite support to county staff who are using the SCORE system.
- 4) Provide DOS with expertise in SCORE technical and functional components, as needed.
- 5) Perform other tasks as directed by State.