

EXHIBIT 1.00
Commonwealth Agencies

	Change Order #	Effective Date

Agency Name

- Pa. Department of Aging (AGING)
- Pa. Civil Service Commission (CSC)
- Pa. Department of Corrections (DOC)
- Pa. Department of Environmental Protection (DEP)
- Pa. Game Commission (GAME)
- Pa. Governor's Office of Admin. - Bureau of Infrastructure and Operations (BIO)
- Pa. Department of Health (DOH)
- Pa. Department of Insurance (DOI)
- Pa. Department of Labor and Industry (L&I)
 - Bureau of Unemployment Compensation (L&I-UC)
 - Bureau of Occupational and Industrial Safety (L&I-BOIS)
- Pa. Liquor Control Board (LCB)
- Pa. Public School Employees' Retirement System (PSERS)
- Pa. Public Utility Commission (PUC)
- Pa. Department of Public Welfare (DPW)
- Pa. Department of Revenue (DOR)
- Pa. Department of State (DOS)
- Pa. State Police (PSP)
- Pa. Department of Transportation (DOT)

EXHIBIT 3.01
Designated Services
(Statement of Work)

	Change Order #	Effective Date
1		

EXHIBIT 3.01
Designated Services
(Statement of Work)

Vendor will provide the following Services under the terms of the Agreement as further described in this Statement of Work ("SOW"). New services may be added via the change order process to meet Commonwealth requirements. The new services will be applicable to those Commonwealth agencies explicitly covered by the change order.

Contents:

- Section 1.0 Project Administration**
- Section 2.0 Computer Processing – Original Agreement effective 08/19/99**
- Section 3.0 Computer Processing – Change Orders effective after 08/19/99**
- Section 4.0 Exceptions to SOW Designated Services by Agency**
- Section 5.0 Optional Support Services – Change Orders effective after 01/06/03**
- Section 6.0 CTC Time and Materials Services**

A description of responsibilities for each Service detailed in this SOW is found on subsequent pages and further may be detailed in matrices following the descriptive paragraph. Responsibilities in the matrices are defined in the table below:

Responsibility Key	
X	Responsible -- The party identified has full responsibility for performing the Service.
P	Principal -- The party has responsibility for performing the Service and obtaining concurrence from the other party.
I	Input—The party provides input to the Principal responsible party for the Service upon the specific request of the Principal responsible party.
Blank	Not Applicable

Commonwealth Agencies whose request for services deviate from the set of services detailed in the descriptive paragraph and matrices of Section 2.0 and 3.0 will be identified in Section 4.0 of this document with the exceptions to each set of services noted.

EXHIBIT 3.01
Designated Services
(Statement of Work)

Services with Functional Matrices

Below is a summary, along with associated functional matrices, of the Designated Services Vendor will provide to Commonwealth in accordance with the Agreement. Responsibilities retained by Commonwealth include application development, print operations, prime time Level 1 Help Desk (except as otherwise set forth herein), security administration (except as otherwise set forth herein), LAN/WAN networks, and desktop support. Any term used herein that is not otherwise defined shall have the meaning ascribed to it in the Agreement.

1.0 Project Administration

Vendor will provide a management structure and reporting mechanisms that will effectively support the ongoing requirements of Commonwealth as set out in the Agreement.

1.0.1 Management Structure

Vendor will establish a management structure to oversee effectively the provision of the Designated Services to Commonwealth. Vendor will assign the following personnel in accordance with the Agreement to assure compliance with the Agreement:

- **Project Staff**
- **Vendor Project Manager**
- **Vendor Service Location Manager**
- **Key Employees**

1.0.2 Management Committee

Vendor and Commonwealth will constitute and convene the Management Committee as set forth in Exhibit 13 in a manner consistent with Sections 13.01 and 13.02 of the Agreement.

1.0.3 Quality Improvement Management

Vendor's Total Quality Process, as described on Attachment "A" attached hereto and made a part hereof as if more fully set forth herein will serve as a mechanism by which Services Levels and capacity management may be improved for the benefit of Commonwealth; provided, however, that in the event Vendor's Total Quality Process is amended from time to time after the Effective Date, that the management process, quality assurance, and business practices described therein at the Effective Date shall constitute Vendor's baseline for such management process, quality assurance, and business practice unless Commonwealth otherwise agrees. Commonwealth shall be provided a copy of any material amendment or restatement of Vendor's Total Quality Process within 36 hours after such material amendment or restatement.

EXHIBIT 3.01
Designated Services
(Statement of Work)

1.0.4 Contract Change Management

Change Control Procedures will be addressed in a manner consistent with Section 13.02 of the Agreement.

1.0.5 Reports

• **Project Administration Reports**

Vendor will provide project administration reports to Commonwealth, as further defined herein. As of the Effective Date, and thereafter not less frequently than once a year, Commonwealth will identify any appropriate report(s) to be issued by Vendor to Commonwealth. Such report(s) shall be issued at the frequency and in the form (printed, on diskette, etc.) reasonably requested by Commonwealth. Commonwealth also may request Vendor provide suggested formats and frequencies of issuance for such report(s), for Commonwealth's review and approval.

Vendor shall provide to Commonwealth a monthly performance report delivered to Commonwealth within 15 days after the end of each month (commencing with the month including the Effective Date), in a form reasonably acceptable to Commonwealth, detailing Vendor provision of the Designated Services in the preceding month. Such report shall:

- Separately address the provision by Vendor of computer and media operations, telecommunications operations, technical support, production support, Level 2 Help Desk operations, and other areas of Vendor activities (collectively, the "Vendor Services" and individually, the "Vendor Service");
- Assess the degree to which Vendor has attained or failed to attain the pertinent objectives for each Vendor Service. With respect to each Vendor Service, the report shall include measurements with respect to the Performance Standards provided by Vendor to Commonwealth as part of Vendor's Best Practices (as further defined in this SOW);
- Explain in detail deviations from the Performance Standards and include a plan and timeline for corrective action;
- Include such documentation and other information as Commonwealth may reasonably request to verify compliance with the Agreement;
- Set forth a record of all material equipment, system software, and personnel changes that pertain to the Vendor Services and describing planned changes during the upcoming month that may affect the Vendor Services; and
- Set forth utilization rates for the month and report on utilization trends and statistics for the preceding six months.

As part of the Vendor Services, Vendor promptly shall correct, at Commonwealth's request and at Commonwealth's sole discretion, any errors or inaccuracies in the reports.

EXHIBIT 3.01
Designated Services
(Statement of Work)

- **Service Level Management Reports**

Vendor will provide to Commonwealth such service level management reports and access to data as required by Exhibit 6.03 – Designated Service Levels of the Agreement.

- **Data PowerHouse and Operational Reports**

Vendor will provide Commonwealth such Data PowerHouse and operational reports and access to data as are described in Exhibit 18.02 – Data PowerHouse and Operational Reports of the Agreement.

1.0.6 Meetings

In addition to the meetings of the Management Committee pursuant to the terms of the Agreement, within 30 days after the Effective Date, BIO-DPH and Vendor will establish schedules for other meetings to be held between representatives of Commonwealth and Vendor. Vendor will prepare draft written agendas for such meetings, subject to the approval of BIO-DPH. Vendor shall provide written minutes to the participants of the meeting, and BIO-DPH after the meetings, as may be further set forth below. Such meetings will include, but not be limited to the following:

- Monthly meetings of the operational personnel representing Commonwealth and Vendor to discuss performance and planned or anticipated activities and changes that might affect performance.
- Weekly meetings with Vendor Service Location Staff to discuss operational issues chaired by the Vendor Service Location Managers. Vendor will cause minutes from said meetings to be provided timely to BIO-DPH. Commonwealth shall have the right to attend such meetings upon reasonable notice to Vendor.
- Such Meetings (as that term is defined in Section 2.2 of this SOW) as may be necessary and appropriate in the discretion of the parties.

1.1 Project Management

- **Commonwealth Satisfaction**

Vendor Project Manager will be responsible for the delivery of the Designated Services on behalf of Vendor and the satisfaction of the Commonwealth.

- **Issue / Action Item Resolution**

Vendor will be responsible to respond and provide continuing support of such issues or action items that arise in connection with the provision of the Services until such items are resolved or closed to the reasonable satisfaction of Commonwealth. Within 60 days after the Effective Date, Vendor and Commonwealth, will develop detailed procedures for escalating issues or action items that cannot be addressed in normal day-to-day operations (i.e., management issues or action items). This escalation procedure will cover issues and action items that the parties agree are not appropriate for Article 32 of the Agreement.

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

- **Termination**

Upon receipt of proper notification by Commonwealth of its intention to terminate the Agreement in accordance with Article 28 of the Agreement, Vendor will meet with BIO-DPH to develop and thereafter execute a plan in accordance with Article 30 of the Agreement. Vendor will work to facilitate the transfer of the Services to the Commonwealth based upon mutually agreed requirements and schedules.

1.2 Roles / Use of Vendor Agents

Vendor has selected subcontractors where Vendor requires support to deliver the Services. Each of the Vendor Agents will participate in both the transformation and operational phases of the Outsource Term as applicable. The Vendor Agents and associated support areas are described in Exhibit 12.06 consistent with Article 12.06 of the Amendment.

Vendor is responsible to ensure that all Service Level requirements are met. Vendor Agent-management by Vendor includes those responsibilities listed in the functional responsibility matrix below.

Roles/Use of Vendor Agents	Responsibility	
	Vendor	Commonwealth
Manage all Vendor partners and Vendor Agents	X	
Ensure all contracted service levels and performance requirements are met, regardless of Vendor Agent	X	
Conduct Vendor Agent reviews (6 months after Effective Date, then annually, thereafter)	X	
Present Commonwealth with alternatives should Vendor Agent have to be replaced (within 30 days of initial occurrence)	X	

1.3 Ongoing Efficiencies

Vendor approach to achieve ongoing efficiencies on behalf of Commonwealth will be to implement Vendor's Best Practices (as hereinafter defined in this SOW) to benefit Commonwealth. Vendor also will implement Changes over time in accordance with established Change Control Procedures. Vendor will consolidate, standardize and automate processes and procedures to maximize the benefits to Commonwealth and reduce the costs to Commonwealth.

Ongoing Efficiencies	Responsibility	
	Vendor	Commonwealth
Identify potential improvements through use of regular systems analyses	P	I
Perform periodic internal reviews to ensure quality	X	

1.4 Flexible Service Options

In order to meet Commonwealth's desire for more flexibility for the participating agencies, the Services include three (3) service options which provide various service support attributes. These service options consist of Gold, Silver, and Bronze and are described in the chart below. They are also incorporated into the applicable support sections throughout Sections 2.0 and 3.0.

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Service Support Attributes	Gold	Silver	Bronze
Service Support Coverage	7 X 24	5 X 12	5 X 9
Event Notification – Severity 1	15 Minutes	30 Minutes	60 Minutes
Incident Response	15 Minutes	30 Minutes	60 Minutes
Incident Resolution or Workaround	4 Hours	8 Hours	2 Business days
Approved Emergency Patch Implementation	5 Hours	1 Business Day	2 Business Days
Approved Emergency Change Request Implementation	24 Hours	48 Hours	72 Hours
Approved Normal Change Request Implementation	3 Business Days	5 Business Days	10 Business Days
Time to Perform Root Cause Analysis	2 Business Days	3 Business Days	5 Business Days
Operating System Configuration Changes	6 per year/server	3 per year/server	2 per year/server
Hardware Maintenance (Days X Hours X Response)	7x24x4	7x24x8	5x9xNBD*
Capacity Management Review	2 times per year	1 time per year	N/A
Performance Management Review	12 times per year	4 times per year	2 times per year
	Base Services		
	Service Support	Service Delivery	Governance
	Program Administration	Facilities	Network Services

* NBD – Next Business Day Service

Flexible Service Options chosen will remain in effect for at least six (6) months and can be changed once every six (6) months in September and March of each year. OA will provide at least ninety (90) days notice of any Flexible Service Option changes to be implemented in the next change cycle. Server software support is limited to the OS and infrastructure utility software only.

2.0 Computer Processing

Vendor will provide Commonwealth with an outsourcing environment for Commonwealth's mainframe, midrange, and server platforms as defined in Section 2.0, 3.0, and 4.0 , and in conjunction with Exhibits 3.09(CM) - Commonwealth Machines, and 3.09(VM) - Vendor Machines, and for 3.10(CTPS) – Commonwealth of Pennsylvania Third Party Software and 3.10(VTPS) – Vendor Third Party Software. Vendor will maintain or improve upon the service levels as defined in Exhibit 6.03 of the Agreement.

Upon completion of the Transition Services, Vendor will provide service for the Commonwealth Agencies from the Vendor Service Location (Systems), and will provide such service twenty-four hours per day, three hundred and sixty-five days per year except for scheduled maintenance.

Computer Operations and Console Operations	Responsibility	
	Vendor	Commonwealth
Identification of source and scope of hardware and software problems	X	
Daily File Back-up / Daily Recovery Assistance	X	
Hardware Planning and Installation at Vendor Service Location (System)		
Hardware facilities requirements at Vendor Service Location (System)	X	
Hardware installation and maintenance at Vendor Service Location (System)	X	
Provide hardware maintenance coverage at Vendor Service Location (System)	X	
Scheduling of Vendor Agent maintenance and escalation of Vendor Agent issues	X	
Data PowerHouse/Data Network Machine Failure		

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Computer Operations and Console Operations	Responsibility	
	Vendor	Commonwealth
Data PowerHouse Equipment	X	
Data network equipment at Data PowerHouse	X	
Other network equipment		X
Channel Extension to Agency Print locations	X	
Printing Equipment		X
Operate Console	X	
Command Center Automation Tools		
Define and maintain process documentation	X	
Define requirements	X	
Define command center requirements	X	
Implement Automation Programs	X	

2.1 Hardware Environment and Facilities

Vendor will provide hardware environment support for the hardware as defined in Exhibits 3.09(CM) - Commonwealth Machines, and 3.09(VM) - Vendor Machines of the Agreement. The environment support shall include hardware maintenance as determined by the applicable Flexible Service Option, hardware upgrades or replacement, new hardware acquisition and installation, and hardware asset management. The hardware will be supported from the Vendor Services Location (Systems).

Vendor will employ a strategy by which the mainframe processors and peripheral equipment will allow for the consolidation of existing Commonwealth equipment into the Vendor Service Location (Systems). Vendor will follow the mutually agreed to Transition Plan as further defined in Exhibit 4.01 – Transition Plan of the Agreement.

Hardware Environment	Responsibility	
	Vendor	Commonwealth
Hardware maintenance		
Maintenance contract negotiation	X	
Provide maintenance for in-scope hardware	X	
Gold Service Level - 7x24x365 maintenance with four (4) hour response time	X	
Silver Service Level - 7x24x365 maintenance with eight (8) hour response time	X	
Bronze Service Level - 5x9xNext Business Day maintenance with Next Business Day response time	X	
New hardware		
Maintain current knowledge concerning hardware technology	X	
Evaluate options for new hardware	X	
Submit options/alternatives for new hardware	P	I
Review and approve new hardware	I	P
Hardware acquisition	X	
Hardware installation	X	
Maintain asset database of all in-scope equipment	X	

2.2 Capacity Management Planning Process

Capacity Management Planning Services will be provided for Gold and Silver Service Level environments only. Commonwealth agencies participating in the Data PowerHouse under these Service Levels will be required to provide input into the technology planning process. Through this input, agencies will work with the vendor and BIO-DPH to plan

EXHIBIT 3.01
Designated Services
(Statement of Work)

for new technology based upon trend analysis, updated requirements, further consolidation opportunities, and financial considerations.

The technology planning process will link the appropriate parties to accurately plan and implement capacity when it is needed in conjunction with the Commonwealth budget process.

Technology planning will be an ongoing process that establishes a calendar of activities as specified in the Capacity Management responsibility matrix. Vendor will continue to monitor and report on processor and DASD utilization.

Vendor will assess capacity management by soliciting Commonwealth Agency and BIO-DPH input so that capacity is able to support the Service Levels and the environment is able to effectively support expected increases in Commonwealth's computing workload, as identified in Exhibit 3.03 – Headroom Assumptions and user workload forecasts. Such assessment shall be designed reasonably to gauge Commonwealth computing requirements, routinely monitor deviations from previous assessments and shall provide a mechanism for Vendor to work with BIO-DPH to take necessary corrective action to remedy the deviations.

Vendor will implement a revised Capacity Management Planning Process for the Commonwealth. This process will be performed two (2) times per year for Gold Service Level environments and once per year for Silver Service Level environments. The process will be revised from time to time as set forth below. The revised process will include (i) a direct relation to the Commonwealth's budget process, (ii) an ongoing baseline monitoring and planning system for Commonwealth's emerging requirements, (iii) monthly reviews of the Commonwealth's capacity needs with forecasts that will become input into the afore mentioned budget cycle. The process may be amended from time to time, and will be presented to Commonwealth for Commonwealth's prior approval.

Upon migration of each Commonwealth Agency, Vendor will undertake performance analysis of the hosts and peripherals of such agency in order to provide information about current computer usage and computing needs. This data will serve as the initial input to the Vendor's Capacity Management Planning Process.

Information regarding Commonwealth's evolving requirements or plans to implement new applications will be communicated to the Vendor through (i) initial utilization and performance reports, (ii) user workload forecasts, (iii) monthly revisions of the initial utilization and performance reports, (iv) monthly review meetings with the agencies to identify changes that might impact capacity, (v) meetings between Vendor Service Location Managers and the technical staff ("Technical Meetings") (any individual Technical Meetings shall be referred to in this Section 2.2 as the "Meeting"). The Commonwealth reserves the right to call additional meetings to discuss capacity or to discuss other alternatives such as leveraging existing capacity through further consolidation. For these meetings, the Commonwealth shall have the right to include such representatives from such Commonwealth Agencies, as it deems appropriate in its sole discretion. Reports of these meetings shall be provided to Commonwealth.

The Capacity Management Planning Process will coincide with the Commonwealth's budgetary process. During the first quarter of each year, the vendor will request each agency submit a workload forecast form. Vendor will perform a monthly review of the agency's capacity and review the data with the agency and BIO-DPH. The agency completed workload forecast form will become input to the vendor's trend analysis.

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Should the vendor's analysis show that the agency will need additional capacity at a point in the future, the vendor will solution that capacity and/or provide alternatives and provide the solution(s) in writing to the Commonwealth for review. Once approved, the Commonwealth will use the cost provided in writing as input into the appropriate budget cycle. Upon exceeding the current excess capacity, the Agency will be able to use the budgeted monies to purchase the needed capacity.

Capacity Management	Responsibility	
	Vendor	Commonwealth
Budgetary Relationship to Capacity Management Planning Process		
Issue yearly budget instructions (early August)		X
Submit budget for approval (mid October)		X
Governor's review of budget (late October – mid January)		X
Submit budget to Legislature (early February)		X
Budget is enacted (late February)		X
Submit re-budget for approval (early July – late August)		X
Capacity Management Planning Process		
Identify a process owner	X	
Identify the Commonwealth IT resources that are to be included in the Capacity Management Planning Process for Gold and Silver Service Level environments. The performance and utilization of these resources will be measured.	P	I
Define and maintain Capacity Management Planning Process forecasts and trends	P	I
Define application and database requirements		X
Forecast capacity requirements based on agency input and utilization and performance metrics for identified system resources	P	I
Provide storage management (DASD, tape) services	P	I
Maintain optimal storage environment (cost, service)	X	
Provide space planning assistance	P	I
Development of storage standards	P	I
Technology input, review and general recommendation	P	I
Hardware facility requirements	P	I
Measure the utilization and performance of identified resources monthly for Gold Service Level environments and quarterly for Silver Service Level environments	X	
Provide comparison of current utilization and performance two (2) times per year for Gold Service Level environments and one (1) time per year for Silver Level environments to determine the resources' excess capacity	X	
Define application and database requirements		X
Convert the workload forecast from developers and users		X

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Capacity Management	Responsibility	
	Vendor	Commonwealth
Convert the workload forecast into IT resource requirements	X	
Map the resource requirements to the existing resource utilizations	X	
Capacity Management (day to day)		
Define and maintain Capacity Management Planning Process requests	P	I
Define application and database requirements		X
Capacity monitoring	P	I
Storage management (DASD, tape)	P	I
Network management		
Establishment of network throughput thresholds	I	P
Perform first-month baseline studies to identify optimal network conditions	X	
Maintain optimal storage environment (on a cost and service basis)	P	I

2.3 Performance and Availability Monitoring

Vendor will implement performance monitoring in a manner consistent with Vendor's Best Practices. Vendor will provide the Designated Services in a manner consistent with Exhibit 6.03 of the Agreement

Performance and Availability Monitoring	Responsibility	
	Vendor	Commonwealth
Availability "Manager"		
Assign and execute Availability "Manager" functions	X	
Execute Availability "Manager" functions		
Review all problems	X	
Enforce problem management processes and disciplines	X	
Host daily meetings to discuss problems	X	
Participate in daily problem meetings	P	I
Collect outage data	X	
Analyze outage data	P	I
Initiate other systems management control processes as required	X	
Collect performance and availability data	X	
Analyze data for trending purposes and impact	X	
Utilize tools and processes daily to monitor	X	
Track, monitor, and study Agency metrics	X	
Log/maintain Level 1 Help Desk problems	I	P
Log/maintain Level 2 Help Desk problems	X	
Generate measurement report monthly for Gold Service Level, quarterly for Silver Service Level and Semi-annually for Bronze Service Level environments	X	
Provide measurement/performance review monthly for Gold Service Level, quarterly for Silver Service Level and Semi-annually for Bronze Service Level environments		
Prepare agenda and provide performance data	X	
Attend	P	I
Conduct	X	
Prepare minutes	X	
Implement common processes for each Agency	X	

2.4 Batch Scheduling

Every job will be run through one of the batch scheduling and automation programs, except as may be mutually agreed to by Vendor and Commonwealth. Vendor will

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

monitor the execution of Commonwealth's regularly scheduled, ad-hoc, as-needed, and emergency jobs.

Individual Commonwealth Agency production schedulers will use the scheduling software tools provided by Vendor to schedule and submit Commonwealth Agency batch jobs. Vendor will monitor the processing of the batch jobs in accordance with Commonwealth Agency and Commonwealth run book procedures and Exhibit 6.03 of the Agreement.

Vendor will provide batch processing support 24x7x365 in support of Commonwealth's mainframe, mid-range, and server platforms and in conjunction with Exhibits 3.09(CM) and 3.09(VM) according to Exhibit 6.03 of the Agreement.

Vendor daily will report to Commonwealth any problems in the problem management system (as further described in Section 2.12 of this SOW).

Batch Scheduling	Responsibility	
	Vendor	Commonwealth
Establish Commonwealth's job requirements and priorities	I	P
Maintain job schedules		
Update daily production job schedules		X
Integrate new jobs in to schedule		X
Construct schedules for new applications		X
Incorporate recurring and ad-hoc processing requirements		X
Batch execution		
Monitor production batch cycle	P	I
Control production batch jobs	I	P
Restarts and reruns		
Provide instructions and processes		X
Execute restarts and reruns based on agency documentation/runbooks	X	
Schedule special (ad hoc) jobs		X
Re-prioritize jobs based upon Commonwealth Agency requests and Service Level commitments	I	P
Track production runs to ensure abnormal ends are reported, tracked, analyzed and problems resolved	X	
Correct batch processing failures other than those from invalid Commonwealth Agency input data or applications	P	I
Correct batch processing failures resulting from invalid Commonwealth Agency input data or applications	I	P
Batch scheduling documentation		
Provide batch scheduling information/requirements		X
Create/maintain associated documentation		X
Report increase in number of ad hoc and emergency jobs for review	P	I
Batch processing support 7 days per week, 24 hours per day	P	I
List of Agency contacts		
Identify contacts		X
Maintain list in central repository	P	I
Utilize list for problem resolution, as required	X	
Document procedures with input from Commonwealth	P	I

2.5 Media Processing Environment/Practices

Vendor will provide media mounting services for Commonwealth's mainframe, mid-range, and server platforms as defined in Exhibits 3.09(CM) and 3.09(VM).

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Additionally, Vendor will provide media library management functions including tape initialization, media storage, media shipment, off-site rotation management and media supply management.

Vendor will migrate tapes off-site Monday through Sunday on a daily schedule defined by each Agency.

Media Processing Environment/Practices	Responsibility	
	Vendor	Commonwealth
Tape Management System Administration		
Update the automated tape management system to extend expiration dates for application system and database related tapes or any tapes needed for audit purposes.	I	P
Update the automated tape management system to extend expiration dates for system related tapes.	P	I
Update the appropriate automated tape management system mechanisms that identify and select tapes for off-site for application and database related tapes.	I	P
Update the appropriate automated tape management system mechanisms that identify and select tapes for off-site for system related tapes.	P	I
Periodic review and cleanup of the tape management system to remove application system and database related tapes no longer being created or sent offsite.	I	P
Periodic review and cleanup of the tape management system to remove system related tapes no longer being created or sent offsite.	P	I
Schedule tape and vault (off-site) management batch jobs as required to meet daily processing requirements and off-site pickup schedule.	I	P
Execution and maintenance of standard tape management jobs and reports to identify and expire scratch tapes and to identify tapes for vaulting.	X	
Creation and execution of customized tape management reports to meet other agency needs.		X
Secure access to the CA-ONE and RMM automated tape management systems for purposes of update through RACF.	I	P
Secure access to the Unisys (STAR, BL LIB) tape management systems for purposes of update through security mechanism provided by software.	P	I
Media Operations		
Mount media	X	
Manage media drive allocation	X	
Media Library Management		
Follow, maintain, update and improve library procedures	X	
Develop procedures governing media security and reasonable time periods for retention of media.	P	I
File each Commonwealth Agency's media in separate location in media vault	X	

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Media Processing Environment/Practices	Responsibility	
	Vendor	Commonwealth
Initialize tapes	X	
Apply internal bar code labels by Agency	X	
Track and audit all media movement using log-in/out procedures	X	
Media shipment back to Agency		
Provide list of signatures of authorized personnel who can sign shipment release/request form	X	
Submit standard shipment release/request form	X	
Maintain/control authorization lists	X	
Log in media inventory database	X	
Process request	X	
Off-site rotation management		
Obtain distribution list	X	
Pull and tub tapes for shipment (daily for critical files)	X	
Seal and date media for shipment	X	
Coordinate pickups with off-site storage provider	X	
Follow-up on delinquent records/mishandled media or shipments	X	
Recalled media		
Adhere to recall procedure	X	
Coordinate with off-site provider	X	
Sign for receipt	X	
Return to off-site as soon as possible after processing	X	
Inventory	X	
Prepare media for shipment	X	
Migrate Agencies' off-site to Iron Mountain / VRI	X	
Process foreign media (as defined in the Transition Plan)	X	
Media disposal		
Obtain approval from Commonwealth	X	
Identify media to be destroyed	P	I
Dispose of in secure manner	X	
Media Supply inventory management		
Maintain adequate level of scratches	X	
Bar coding supplies	X	
Labels	X	
Racks	X	
Off-site tubs	X	
Media cleaning solution	X	
Consumables	X	

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Vendor will provide all tape mounts required to meet Vendor responsibilities included in the Designated Services.

The Vendor is responsible to supply all media "consumables" – reels, cartridges, etc. required to meet Vendor responsibilities included in the Designated Services.

Vendor will rotate tapes off-site as needed to provide recovery as included in the Designated Services.

2.6 Printing Support

Vendor will be responsible for print file availability to Commonwealth's Agency print facilities. Mainframe hardware, operating system software, and data communications technology will be implemented to provide the interface.

Vendor will provide problem determination support for problems related to print file queuing or the transmission of print files to the Commonwealth Agency printer. The printer devices and printout distribution process will continue to be the responsibility of Commonwealth.

Printing Support	Responsibility	
	Vendor	Commonwealth
Print related support software	X	
Print/Report Generation and Distribution		
Queue management	I	P
Electronic transmission from Vendor Service Location (Systems) to Commonwealth Agency	X	
Electronic interfaces	X	
Monitoring of transmissions	X	
Problem determination	I	P
Physical printing		X
Forms/paper/supply management		X
Set-up of printers		X
Output separation		X
Distribution of printouts/reports		X
Printer hardware and hardware maintenance		X

2.7 System Input/Output Control and Verification

To support Input/Output Control and Verification requirements, (i) all supported systems will utilize a job accounting function provided by Vendor that will count input and output record images and provide totals for the last output page of each run and (ii) all input/output records and jobs processed by Vendor will be executed in a batch mode by utilizing the applicable automated scheduler software. Such software will accommodate the tracking of scheduled jobs, their time of initiation, their time of completion, and any stops and restarts. The automated scheduler software automatically will identify abnormal terminations in batch processing and an alert will be provided to the operator concerning the error condition.

Vendor will develop procedures in coordination with BIO-DPH and will assist Commonwealth staff in repairing or escalating discrepancies related to input/output discrepancies.

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Input/Output Control and Verification	Responsibility	
	Vendor	Commonwealth
Utilize scheduling tools for batch execution		X
System Input/Output Verification		
Implement automated alerts for input/output discrepancies to meet agency's processing requirements	P	I
Develop procedures for handling discrepancies	P	I
Address input/output discrepancies per procedures		
Isolate cause of problem	X	
Review program documentation for recovery/restart procedures	X	
Consult shift supervisor	X	
Take corrective action as problem warrants	X	
Collaborate with Commonwealth designee, as required, using problem management procedures	X	
Application Input/Output Verification		
Run to run control balance		X
Master file record control total		X
Output control of print, media and other files with the exception of media sent to Iron Mountain / VRI		X
Isolate cause of problem		X
Take corrective action as problem warrants	I	P

2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms

Vendor will provide technical support for the hardware defined in Exhibits 3.09(CM), and 3.09(VM) of the Agreement and for the Vendor software. For all third party software as defined in Exhibit 3.10(CTPS) of the Agreement, Vendor will apply upgrades, enhancements, and "fixes" provided by the applicable third party vendors in accordance with Section 3.10 of the Agreement. Software License Administration and ownership of the third party software licenses shall remain the responsibility of Commonwealth.

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Technical Support	Responsibility	
	Vendor	Commonwealth
System Control Program – configure, generate	X	
Operating Systems Software – install new versions and releases; apply preventive and corrective maintenance (Ex. MVS, VM, VM/VSE, OS/400, Unisys 2200)	X	
Gold Service Level environments – no more than 6 per year per server		
Silver Service Level environments – no more than 3 per year per server		
Bronze Service Level environments – no more than 2 per year per server		
Online Transaction Processing and Database Management System Software – install new versions and releases; apply preventive and corrective maintenance (Ex. IMS, CICS, DB2, TSO, DMS, DMSII, TIP, MAPPER)	X	
Online Transaction Processing and Database Management System Software – Perform software administration functions that involve interacting with agency users; provide input to vendor on customization		X
Program Products/Third Party Software - install new versions and releases; apply preventive and corrective maintenance (Ex. SAS, Software AG, Expediter, CA/Verify)	X	
Program Products/Third Party Software – perform software administration functions that involve interacting with agency users; provide input to vendor on customization		X
Notify Commonwealth when new versions/releases are available	X	
Support of Commonwealth-developed software tools		X
Performance Tuning		
Operating Systems	X	
Subsystems (including Database Management Systems, DASD, Teleprocessing Monitors)	P	I
Applications		X
Troubleshooting/problem analysis and resolution		
Operating Systems Technical Support	X	
Subsystems (including Database Management Systems, DASD, Teleprocessing) Technical Support	P	I
Unique Third Party Software Technical Support	I	P
Application Technical Support (interacting with agency application developers/reviewing application code)	I	P
Establish System Automation Routines/Smart Console for systems and subsystems	P	I
Data Management/DASD Management		
File backup and recovery procedures for operating systems, subsystems, program products, system & subsystem catalogs & directories, databases/files, control files required for operation and maintenance of operating system/subsystems	P	I
File backup and recovery procedures to support applications (Ex. source libraries, load libraries, absolute or executable files, JCL/WFL/ECL/CL libraries, CLIST/EXEC libraries, Schema files, Procedure/Addstream libraries, File Definition Libraries)	P	I
Dump all DASD volumes (full volume dumps/Save All dumps) to tape and store off-site	P	I
File backup and recovery procedures as documented in the Business Continuity/Disaster Recovery Plan. Media backups sent off-site.	P	I

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Technical Support	Responsibility	
	Vendor	Commonwealth
Database backup & recovery procedures	I	P
Database recovery (if related to media failure or DASD allocation problems)	I	P
Database recovery (if not related to media failure or DASD allocation problems)	I	P
Schedule Database backups so that regular backups can be sent off-site and others can be retained in-house if needed for recovery purposes.	I	P
Set up procedures to automate "picking" of tapes for off-site or vaulting	P	I
See that Database backups are completed and copies sent off-site according to Iron Mountain / VRI pickup schedule	P	I
Manage DASD so that adequate SYSDA/WORK/SORTWK/TEMP File space is available to support testing, batch, end-user computing, etc.	P	I
Performance (production) & Facility Monitoring according to Service Level parameters in Sections 2.2 and 2.3 above.		
Performance thresholds alert setup	X	
Operating System and Subsystem monitoring	X	
Environmental	X	
Subsystem performance for Database Management Systems, Teleprocessing Monitors (Ex. DB2, DMS, TIP, MAPPER, CICS, TSO, COMS)	X	
Applications performance analysis	I	P
Performance reporting	P	I
System capacity planning (day to day)	P	I
New Technology/Product Research		
Technology input	P	I
Conduct semi-annual technology reviews	P	I
Technology implementation	P	I
Technology selection (if related to Data PowerHouse Operations)	P	I
Technology selection (if related to Agency business requirements or Enterprise standardization)	I	P
System monitoring (Security, Environmental, DASD, TAPE, Availability)	X	
Data Base		
Install new versions/releases of Data Base management system software; apply preventive and corrective maintenance	X	
Logical database design		X
Data modeling		X
Database reorganizations		X
Database creation, deletion, or alteration		X
Data base design issues not related to DASD allocation or placement		X
Data base design issues related to DASD allocation or placement	X	
Creation & management of User Views, file definitions, Schemas, Sub-schemas, DBDS/PSBS, DDL, Database gens/definitions		X
Data Administration (metadata)		X
Database security administration		X
Database growth management	I	P
Database size management	I	P

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Technical Support	Responsibility	
	Vendor	Commonwealth
Database monitoring for performance management		X
DASD utilization tracking	P	I
Data base troubleshooting/problem resolution		X
Data base monitoring for availability	X	
Provide technical Support to application development staff		X
Service Level management (day to day) per Flexible Service Options	P	I
Gold Service Level environments 7 x 24	P	I
Silver Service Level environments 5 x 12	P	I
Bronze Service Level environments 5 x 9	P	I
Service Level monitoring	X	
Adhere to problem management, change management, and quality assurance procedures related to the technical environment	X	
Adhere to Commonwealth Agency window for scheduled outages for routine software maintenance	X	
Maintain up-to-date product knowledge through ongoing training and research, reading technical manuals and journals, consultation with technical experts	X	
Document technical support procedures and maintain a library of Vendor technical documentation	X	
Provide BIO-DPH access to Vendor technical documentation	X	
Conduct monthly review of all open software problems	P	I

All Technical Support Services provided by Vendor and Vendor Agents must be done in accordance with industry standards or best practices as documented and agreed upon by vendor and Commonwealth.

2.9 Change Control Procedures

The Change Control Procedures described in Section 13.02 of the Agreement will apply in the event either Commonwealth or Vendor desires to implement a Change.

Change Management	Responsibility	
	Vendor	Commonwealth
Define and maintain the change management process	P	I
Participate in Commonwealth's change management process	I	P
Maintain change management software tool (Infoman, or any successor product thereto)	X	
Application Changes		
Notify Vendor and provide change requirements for major application changes		X
Enter change records and supporting information in Remedy	X	
Provide backout documentation		X
Develop and test changes		X
System Software Changes		
Provide change requirements	X	
Enter all change records and supporting information in Remedy	X	
Provide backout documentation	X	
Develop and test changes	X	
Change review meetings		
Identify attendees	P	I
Ensure relevant communications are distributed	X	
Chair and conduct meeting	X	
Implement Approved Production Emergency Patches	P	I

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Change Management	Responsibility	
	Vendor	Commonwealth
Gold Service Level environments within 5 hours.	P	I
Silver Service Level environments within 1 business day	P	I
Bronze Service Level environments within 2 business days	P	I
Implement Approved Emergency Change Requests	P	I
Gold Service Level environments within 24 hours.	P	I
Silver Service Level environments within 48 hours	P	I
Bronze Service Level environments within 72 hours	P	I
Implement Approved Normal Change Requests	P	I
Gold Service Level environments within 3 business days	P	I
Silver Service Level environments within 5 business days	P	I
Bronze Service Level environments within 10 business days	P	I

2.10 Telecommunications

Vendor will implement a network that provides for:

- Interoperable applications such as client/server, peer-to-peer, and distributed processing
- Point-to-point connections
- ATM
- Remote access protocols

Vendor will accommodate the three major sources of data traffic flow in the following manner:

- Online traffic** — includes any connection through the Commonwealth Enterprise Network to Vendor Service Location (System), and direct connection to the Vendor Service Location (System) through channel extenders;
- Remote traffic** — includes direct connection to the Vendor Service Location (System) through connection of routers, and through interconnection of processors ; and
- Print traffic** — includes direct connection to the Vendor Service Location (System) through channel-extended printers, and through the Commonwealth Enterprise Network using achievable methodologies.

Telecommunications	Responsibility	
	Vendor	Commonwealth
WAN/LAN/MAN Maintenance and Support		
WAN/LAN/MAN/CAN Design and Implementation Coordination	I	P
Router, Switch, HUB and other network hardware in the Vendor Service Location (Systems)	X	
Router, Switch, HUB and other network software in the Vendor Service Location (Systems)	X	
Router, Switch, HUB and other network hardware outside the Vendor Service Location (Systems)		X
Router, Switch, HUB and other network software outside the Vendor Service Location (Systems)		X
Maintain Commonwealth/Agency network documentation		X
Maintain network documentation for Data PowerHouse interface to Commonwealth Agency printers and to the Commonwealth Enterprise Network	X	

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Telecommunications	Responsibility	
	Vendor	Commonwealth
TCP/IP and source route bridge address administration		X
Existing network equipment and maintenance cost		X
New network equipment and maintenance cost		X
Data circuit financial responsibility		X
Mainframe		
Provide and coordinate Commonwealth Agency network change requirements		X
VTAM installation, maintenance and configuration	X	
Channel extension installation, maintenance and configuration	X	
TCP/IP installation, maintenance and configuration	X	
Install, maintain and configure network monitors	X	

2.11 Remote Access Capabilities

Vendor will continue to support the remote access to the systems installed in the Vendor Service Locations using secure, encrypted connections that are established in accordance with Commonwealth's policies as set forth in Exhibit 3.13 – Commonwealth of Pennsylvania, Remote Access Capabilities.

Remote Access Capabilities	Responsibility	
	Vendor	Commonwealth
Install and Maintain remote access systems for mainframe/mid range systems (excludes radius dial-in which is the responsibility of OA)	X	
Administer IPRS		X
Monitor and report remote access network security violations	I	P

2.12 Problem Management

Vendor will be responsible for managing the resolution of all problems within the scope of its responsibility. Vendor and Commonwealth will develop a problem management process within 60 days after the Effective Date. Vendor will record, manage, and track production problems that occur during the operation of the Vendor Service Location (Systems). Vendor will use Commonwealth's existing problem management procedures until the new procedures and tools are implemented. Within 60 days after the Effective Date, Vendor will develop, in conjunction with Commonwealth, procedures for escalating problems that cannot be resolved in normal day-to-day operations.

Vendor will provide a Level 2 Help Desk support structure that will interface with Commonwealth's existing Level 1 Help Desk to provide effective problem communication and resolution. The Level 2 Help Desk serve as a single point of contact for problems related to Vendor Services and will provide 24x7x365 problem analysis and resolution support via use of a toll-free or local telephone access line for all in-scope Data PowerHouse support. Additionally, the Level 2 Help Desk will provide Commonwealth Agencies with support normally provided by Commonwealth's Level 1 Help Desk during non-prime hours and holidays. This support will be provided in support of problem analysis and problem resolution for system-related issues and in accordance with established escalation procedures for all other related issues.

Vendor will utilize ARS-Remedy as defined in Exhibit 3.12 – Help Desk Procedures, or any successor utility thereto, for problem tracking and Crystal as defined in Exhibit 3.12, or any successor utility thereto, for providing statistical and reporting information concerning reported problems.

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Level 2 Help Desk severity levels will be assigned as described in Exhibit 3.12 of the Agreement. The escalation process and timeframe will be applied as described in Exhibit 3.12 of the Agreement.

The Vendor will field Level II help desk calls as needed to perform the Designated Services for the systems in scope of this agreement and meet the responsibilities outlined in Exhibit 3.12.

Problem Management	Responsibility	
	Vendor	Commonwealth
Define and maintain problem management process	P	I
Participate in Commonwealth's problem management process	I	P
Create and maintain accurate call list(s)	P	I
Create and maintain escalation list(s)	P	I
Vendor Level 2 Help Desk (for Level 2 support for in-scope problems)		
Provide toll-free and local telephone lines	X	
Record all problems in tracking tool	P	I
Perform/assist with problem severity assessment	P	I
Problem assignment, if not solved on call	X	
Event Notification – Severity 1	X	
Gold Service Level environments within 15 minutes		
Silver Service Level environments within 30 minutes		
Bronze Service Level environments within 60 minutes		
Incident Response	X	
Gold Service Level environments within 15 minutes		
Silver Service Level environments within 30 minutes		
Bronze Service Level environments within 60 minutes		
Notify Level 1 Help Desk of system availability	X	
Incident Resolution or Workaround	X	
Gold Service Level environments within 4 hours.		
Silver Service Level environments within 8 hours		
Bronze Service Level environments within 2 business days		
Problem escalation per procedures	X	
Document resolution and root cause in tracking tool	X	
Gold Service Level environments within 2 business days		
Silver Service Level environments within 3 business days		
Bronze Service Level environments within 5 business days		
Follow up to ensure resolution and satisfaction	X	
Perform trending and analysis of documented problems	X	
Provide problem management reports to Commonwealth	X	
Administer problem tracking software and reporting tool	X	
Ensure knowledge base documentation accurately is maintained	X	
Level 1 Help Desks (Commonwealth & Vendor)		
All prime shift Level 1 calls		X
Non-prime shift and holidays Level 1 calls (At their discretion, agencies may elect not to use this service.)	X	

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

2.13 Disaster Recovery Services

Vendor is responsible to provide for system backup and offsite storage for all participating agencies. In the event a disaster is declared at the Data PowerHouse, Vendor will work with the Commonwealth to restore services.

Full Disaster Recovery (DR) Services shall be provided to agencies as designated in Exhibit 19.01 – Critical Services (Applications) [Relevant to Disaster Recovery] in accordance with Article 19 of the Agreement. In addition, DR services shall be provided to Department of Public Welfare (DPW), Pennsylvania Game Commission, and Pennsylvania State Police as designated in Exhibit 19.02 Dedicated Hardware – SunGard [Relevant to Disaster Recovery].

Dedicated hardware to be provided by Vendor at the DR site will be listed in Exhibit 3.09(VM). Vendor will contract with the DR site provider for the equipment required to support the Critical Services on non-dedicated hardware listed in Exhibit 19.01.

Disaster Recovery Services	Responsibility	
	Vendor	Commonwealth
Identify the most highly critical (affect public health, safety, and subsistence) Commonwealth applications that require Disaster Recovery Services.		X
Request additional DR services for agencies via the change order process for an additional fee.		X
Maintain a contract with SunGard or alternative to provide a DR site to restore critical applications in the event of a disaster and to test these applications twice a year.	X	
Maintain contracts with Iron Mountain / VRI to provide for offsite storage of mainframe, mid-range, and server backups for all systems operating at the Data PowerHouse.	X	
Schedule tests and make sure that all required hardware and software is available and functioning at the DR site. Coordinate all Disaster Recovery Test activities.	X	
Develop and maintain a Disaster Recovery plan for the Data PowerHouse.	P	I
Develop and maintain a Disaster Recovery plan for critical applications.	I	P
Test the Vendor and Agency DR plans twice a year at the Disaster Recovery site, with the exception of Contract Year 6, which will have one test.	P	I
Provide computer operation, tape library, and technical support personnel to support DR testing activities and in the event of a disaster.	X	
Provide data base and application support during DR testing activities and in the event of a disaster. Onsite support is not required in most cases.		X
Create and schedule operating system and system software backups to be run on a regular basis (at least weekly).	P	I
Create and schedule application and database backups to be run on a regular basis considering current requirements in the event of a disaster.	I	P
Develop and maintain system restoration jobs (ECL, JCL, WFL) and procedures.	P	I
Develop and maintain data base recovery and application file restoration jobs (ECL, JCL, WFL) and procedures.	I	P
Identify operating system and system software backup tapes to be sent offsite. Send tapes offsite the morning following their creation.	X	
Identify application and database backup tapes, and any log files needed to establish currency, to be sent offsite. Provide information to the Vendor so that these tapes can be picked upon creation for offsite storage.	I	P
Send all Vendor and Agency identified backup tapes offsite the morning following their creation.	X	
Recall backup tapes from offsite to perform DR tests or in the event of a disaster.	P	I

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

3.0 Computer Processing

3.1 Microsoft Windows Server, VMware, or UNIX Platform Services

Microsoft Windows and UNIX platforms will be supported by Vendor and in conjunction with Exhibits 3.09(CM) and 3.09(VM) of the Agreement.

The Microsoft NT node(s) that is part of the Unisys IX and NX Clearpath systems is available for development and testing purposes only. For agencies who elect to use the NT node(s) for production systems, including system integration with the non-NT portion of the machine they are operating on, an approved change order that defines the scope of services and additional fees is required.

Support Services for Microsoft Windows, VMware and UNIX Platforms	Responsibility	
	Vendor	Commonwealth
Upgrades		
Request new software and upgrades via a change order. Agency may elect to purchase software from an existing Commonwealth contract.		X
Request new hardware and upgrades via a change order. Agency may elect to purchase hardware from an existing Commonwealth contract.		X
Install hardware and software upgrades.	P	I
Technical Support		
Install and maintain System Software and Vendor third party software products	P	I
Create File Systems	P	I
Create Partitions	P	I
Perform System Files Backup and Recovery	P	I
Perform Application Files Backup and Recovery from Agency provided Scripts	P	I
Maintain, support, and configure networking environment and protocols	P	I
Configure System Software and Vendor third party products	P	I
Configure Local and Network Printers	P	I
Provide MAN/WAN support	P	I
DataBase		
Perform Database Backups and Recoveries from Agency provided Scripts	P	I
Database design, creation, reorganization	I	P
Database growth and size management	I	P
Database troubleshooting and problem resolution	P	I
Database monitoring for availability	P	I
Capacity Planning according to Service Level parameters in Section 2.2 above.		
Provide planning for capacity utilization and allocation on an annual basis	P	I
Provide planning for capacity utilization and allocations for new projects	P	I
Define application and database requirements to support the need for increased capacity	I	P
Performance Monitoring according to Service Level parameters in Section 2.3 above.		
Perform system performance and system capacity monitoring	P	I
Work with BIO-DPH to develop service level agreements	P	I
Manage service levels on a daily basis. Report service level results monthly.	P	I
Performance Tuning		
Perform hardware and software systems and DASD utilization tuning to obtain optimum performance.	P	I
Perform database and applications tuning.	I	P
Service Level management (day to day)	P	I
Gold Service Level environments 7 x 24		
Silver Service Level environments 5 x 12		
Bronze Service Level environments 5 x 9		

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Support Services for Microsoft Windows, VMware and UNIX Platforms	Responsibility	
	Vendor	Commonwealth
Troubleshooting/Problem Resolution		
Identify and fix operating system and other system software problems	P	I
Identify and fix application system problems	I	P
System Management and Operations Procedures		
Provide file backup and recovery procedures consistent with the Business Continuity or Disaster Recovery Plan	P	I
Document operational and technical support procedures	P	I
Adhere to problem management, change management, and quality assurance procedures related to the technical environment	P	I
Security Administration		
Grant access to agency users	I	P
Database security administration	I	P

All Technical Support Services provided by Vendor and Vendor Agents must be done in accordance with industry standards or best practices as documented and agreed upon by Vendor and Commonwealth.

3.2 Security Procedures

Security Procedures will be provided to agencies as designated in Exhibit 8.02 - Security Procedures.

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

4.0 Exceptions to SOW Designated Services by Agency

Vendor or Commonwealth Agency Responsibilities that deviate from those previously established in the SOW are identified by Agency and type of service. For each service, only exceptions are listed. If a service previously identified in the SOW will not be performed for an Agency, it will be identified. Volumes of media mounts, consumables, mailings and offsite storage media, along with help desk calls that will be provided by Vendor are identified. After Year 10 Vendor will provide the required Media Mounts, Media Consumables, Media Mailings, DR Offsite rotations, and Help Desk Call volumes required for vendor to meet the responsibilities outlined in this Exhibit 3.01 Designated Services.

Table 4.1 Department of Public Welfare – System F

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	180,000	218,940	164,205	131,364	124,796	118,556	112,628	106,997
Media Consumables	1000	1000	1000	1000	1000	1000	1000	1000
Media Mailings	2 per month							
DR Offsite Per Month	36,000	87,292	65,469	52,375	49,756	47,269	44,905	42,660

Help Desk Calls by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	600	600	600	600	600	600	600	600

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.2 Department of State

Dept. of State	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – will not be provided		
2.13 Disaster Recovery Services – will not be provided		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Maintain Microsoft .NET Framework software and provide instructions/scripts to Vendor of installation and upgrades.	I	P
Perform configuration management of Microsoft .NET Framework software.	I	P
Perform troubleshooting and problem resolution for Microsoft .NET Framework software.	I	P
Monitor Microsoft .NET Framework software for availability.	I	P
Perform Application Files Backup and Recovery	I	P
Data Base		
Perform Database Backups and Recoveries from Agency provided Scripts	I	P
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	4000	4000	4000	4000	4000	4000	4000	4000
Media Consumables	100	100	100	100	100	150	100	100
Media Mailings	12	12	12	12	12	12	12	12

Offsite Storage Media by Month

Volume by month	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	100	100	100	100	100	100	100	100
Media sent offsite	1040	1040	1040	1040	1040	1040	1040	1040

Help Desk Calls by contract year

Volume by	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10

EXHIBIT 3.01
Designated Services
(Statement of Work)

Contract Year for:								
Help Desk Calls	100	100	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.3 Department of Insurance

Dept. of Insurance	Responsibility	
	Vendor	Commonwealth
2.0 Computer Operations and Console Operations		
Hardware installation and maintenance at Vendor Service Location (System)		X
Provide hardware maintenance coverage at Vendor Service Location (System)		X
Channel Extension to Agency Print locations		X
2.1 Hardware Environment and Facilities - Not Applicable		
DOI will provide all hardware and hardware maintenance required for Vendor to support the scope of work for DOI's server environment. This hardware is listed in the Exhibit 3.09(CM) for Agency provided hardware and software. Any other hardware and associated maintenance required by Vendor to meet Service Levels beyond those benchmarked and verified will be provided by DOI and handled by the change order process.		X
2.4 Batch Scheduling – will not be provided		X
2.5 Media Processing Environment/Practices Exceptions		
Media Management System Administration – not applicable		
Provide support for mailing output media to DOI customers for number of mailings specified. A change order will be submitted by Vendor to cover costs for time and materials for any additional mailings.	X	
Provide offsite storage for number of media specified	X	
2.6 Printing Support – will not be provided		X
2.7 System Input/Output Control and Verification – will not be provided		X
2.8 Technical Support – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – will not be provided		
3.1 NT or UNIX Services		
Procure all software and administer all software licenses		X
Financial responsibility for hardware and software Upgrades		X
Financial responsibility for system software and third party products		X
Operational responsibility for hardware and software Upgrades	X	
Operational responsibility for system software and third party products	X	

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Dept. of Insurance	Responsibility	
	Vendor	Commonwealth
Identify and fix operating system and other system software problems	P	I

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	6000	6000	6000	6000	6000	6000	6000	6000
Media Consumables	50	50	50	50	50	50	50	50
Media Mailings	0	0	0	0	0	0	0	0

Offsite storage by month

Volume by month	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for tapes	200	200	200	200	200	200	200	200
Tapes sent offsite	1040	1040	1040	1040	1040	1040	1040	1040

Help Desk Calls by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	50	50	50	50	50	50	50	50

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.4 Department of Public Welfare – Clearpath NT nodes

Dept. of Public Welfare – Clearpath NT nodes	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
3.1 Microsoft NT or UNIX Platform Services - The Microsoft NT node(s) that is part of the Unisys IX and NX Clearpath systems is available for development and testing purposes only. DPW has elected to use the SYS-A Clearpath NT node(s) for production and SYS-C for test production systems, including system integration with the non-NT portion of the machine they are operating on.		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	6000	6000	6000	6000	6000	6000	6000	6000
Media Consumables	200	50	50	50	50	50	50	50
Media Mailings	0	0	0	0	0	0	0	0

Offsite storage by month

Volume by month	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for tapes	200	200	200	200	200	200	200	200
Tapes sent offsite	2600	2600	2600	2600	2600	2600	2600	2600

Help Desk Calls by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	50	50	50	50	50	50	50	50

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.5 Department of Public Welfare - System F – Clearpath NT Nodes

Dept. of Public Welfare – System F – Clearpath NT nodes	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
3.1 Microsoft NT or UNIX Platform Services - The Microsoft NT node(s) that is part of the Unisys IX and NX Clearpath systems is available for development and testing purposes only. DPW - System F has elected to use the Clearpath NT Nodes for production systems, including system integration with the non-NT portion of the machine they are operating on.		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	3000	3000	3000	3000	3000	3000	3000	3000
Media Consumables	100	25	25	25	25	25	25	25
Media Mailings	0	0	0	0	0	0	0	0

Offsite storage by month

Volume by month	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for tapes	100	100	100	100	100	100	100	100
Tapes sent offsite	1300	1300	1300	1300	1300	1300	1300	1300

Help Desk Calls by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	25	25	25	25	25	25	25	25

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.6 Pennsylvania State Police – System B

Pennsylvania State Police – Law Enforcement Management System (LEMS) 2000 Interface Gateway	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.10 Telecommunications		
Manage firewall platform	P	I
Manage firewall rule sets	I	P
24x7 hardware monitoring	P	
2.11 Dial-in Capabilities – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	4000	4000	4000	4000	4000	4000	4000	4000
Media Consumables	150	30	30	30	30	30	30	30

Offsite Storage Media by Month

Volume by month	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	200	200	200	200	200	200	200	200
Media sent offsite	480	480	480	480	480	480	480	480

Help Desk Calls by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	100	100	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.7 Department of State – Statewide Uniform Registry of Electors (SURE)

Department of State – Statewide Uniform Registry of Electors (SURE)	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – will not be provided		
2.13 Disaster Recovery Services – will not be provided		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Maintain Microsoft .NET Framework Software for Provisional Ballot Entry Application	I	P
Perform Application Files Backup and Recovery from Agency Provided Scripts	I	P
Data Base		
Perform Database Backups and Recoveries from Agency provided Scripts	I	P
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	4000	4000	4000	4000	4000	4000	4000	4000
Media Consumables	200	25	125	45	45	80	45	45

Offsite Storage Media by Month

Volume by month	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	400	400	400	400	400	400	400	400
Media sent offsite	720	720	720	720	720	720	720	720

Help Desk Calls by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	100	100	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.8 Department of Environmental Protection

Department of Environmental Protection	Responsibility	
	Vendor	Commonwealth
2.6 Printing Support – Not Applicable		
2.7 System Input/Output Control and Verification – Not Applicable		
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
DataBase		
Perform Database Backups and Recoveries from Agency provided Scripts		X
Database design, creation, reorganization		X
Database growth and size management		X
Database troubleshooting and problem resolution		X
Database monitoring for availability		X

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	4000	4000	4000	4000	4000	4000	4000	4000
Media Consumables	50	50	150	100	50	50	50	50
Media Mailings	0	0	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for tapes	400	400	500	400	400	400	400	400
Tapes sent offsite	175	175	175	175	175	175	175	175

Help Desk Calls by contract year

Volume by Contract Year for:	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	100	100	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.9 Department of Insurance (CAPS Re-Architecture)

Department of Insurance (CAPS Re-Architecture)	Responsibility	
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1	Vendor	Commonwealth
2.11 Dial-in Capabilities – will not be provided		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery from Agency Provided Scripts	I	P
Data Base		
Perform Database Backups and Recoveries from Agency provided Scripts	I	P
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	6000	6000	6000	6000	6000	6000	6000
Media Consumables	200	50	50	50	50	50	50
Media Mailings	0	0	0	0	0	0	0

Offsite storage by month

Volume by month	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for tapes	200	200	200	200	200	200	200
Tapes sent offsite	1040	1040	1040	1040	1040	1040	1040

Help Desk Calls by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	50	50	50	50	50	50	50

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.10 Public School Employees' Retirement System (PSERS) – New Pension Administration System (NPAS)

Public School Employees' Retirement System – New Pension Administration System	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – will not be provided		
2.13 Disaster Recovery Services – will not be provided		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform application files backup and recovery from Agency provided scripts	I	P
Provide MAN/WAN support – will not be provided		
Database		
Perform database backups and recoveries from agency provided script	I	P
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	4000	4000	4000	4000	4000	4000	4000
Media Consumables	1500	150	150	150	150	150	150

Offsite Storage Media by month

Volume by month	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for tapes	1500	1500	1500	1500	1500	1500	1500
Tapes sent offsite	4690	460	460	460	460	460	460

Help Desk Calls by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	100	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.11 Public School Employees' Retirement System (PSERS) – Server Consolidation (

Public School Employees' Retirement System – Server Consolidation	Responsibility	
	Vendor	Commonwealth
2.0 Computer Operations and Console Operations		
Channel Extension to Agency Print Locations		X
2.1 Hardware Environment and Facilities		
PSERS will provide hardware and hardware maintenance required for Vendor to support the scope of work for PSERS' server environment. This hardware is listed in Exhibit 3.09(CM) for Agency provided hardware. Other hardware and associated maintenance required by Vendor to meet Service Levels beyond those benchmarked and verified may be provided by PSERS and handled by the change order process.		X
Vendor will provide hardware and hardware maintenance for all Vendor provided equipment listed in Exhibit 3.09(VM).	X	
2.6 Printing Support – Not Applicable		
2.7 System Input/Output Control and Verification – Not Applicable		
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	3000	3000	3000	3000	3000	3000	3000
Media Consumables	395	40	40	40	40	40	40
Media Mailings	0	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for tapes	300	300	300	300	300	300	300
Tapes sent offsite	5270	5270	5270	5270	5270	5270	5270

Help Desk Calls by contract year

Volume by	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10

EXHIBIT 3.01
Designated Services
(Statement of Work)

Contract Year for:							
Help Desk Calls	100	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.12 Department of Public Welfare (DPW) – Open TI Integration

Department of Public Welfare – Open TI	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – will not be provided		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery From Agency Provided Scripts	I	P
Configure Local and Network Printers – will not be provided		
Provide MAN/WAN Support – will not be provided		
Database		
Perform Database Backups and Recoveries from Agency Provided Script	I	P
Database Troubleshooting and Problem Resolution	I	P
Database Monitoring for Availability	I	P
5.1 Network Firewall Support Services will not be provided		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	1000	1000	1000	1000	1000	1000	1000
Media Consumables	300	40	25	37	37	37	37
Media Mailings	0	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for Media	200	200	185	200	200	200	200
Media sent offsite	90	90	90	90	90	90	90

Help Desk Calls by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	100	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.13 Department of Public Welfare (DPW) – Expanded Capacity

Department of Public Welfare – Expanded Capacity	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery From Agency Provided Scripts		X
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN Support – Not Applicable		
Database		
Perform Database Backups and Recoveries from Agency Provided Script		X
Database Troubleshooting and Problem Resolution	I	P
Database Monitoring for Availability	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	2000	2000	2000	2000	2000	2000
Media Consumables	1000	100	100	1680	100	100
Media Mailings	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for Media	800	800	800	800	800	800
Media sent offsite	400	400	400	400	400	400

Help Desk Calls by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.14 Department of Public Welfare (DPW) – MEDA Test Partition System D

Dept. of Public Welfare – MEDA Test Partition	Responsibility	
	Vendor	Commonwealth
2.13 Disaster Recovery Services – Not Applicable.		
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	21000	36000	36000	36000	36000	36000
Media Consumables	500	50	50	50	50	50
Media Mailings	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for Media	500	500	500	500	500	500
Media sent offsite	70	100	100	100	100	100

Help Desk Calls by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	20	20	20	20	20	20

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.15 Department of Public Welfare (DPW) – PACSES Test Partition

Dept. of Public Welfare – PACSES Test Partition	Responsibility	
	Vendor	Commonwealth
2.13 Disaster Recovery Services – Not Applicable.		
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	21000	36000	36000	36000	36000	36000
Media Consumables	500	50	50	50	50	50
Media Mailings	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for Media	500	500	500	500	500	500
Media sent offsite	70	100	100	100	100	100

Help Desk Calls by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	20	20	20	20	20	20

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.16 Pennsylvania State Police (PSP) CCHRI – System C

Pennsylvania State Police – Computerized Criminal History Record Information	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform application files backup and recovery from Agency provided scripts	I	P
Provide MAN/WAN support – will not be provided		
Database		
Perform database backups and recoveries from agency provided script	I	P
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	1000	1000	1000	1000	1000	1000
Media Consumables	100	50	50	50	50	50
Media Mailings	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	150	150	150	150	150	150
Media sent offsite	100	100	100	100	100	100

Help Desk Calls by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	100	100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.17 Department of Public Welfare (DPW) – Network Configuration

Department of Public Welfare – Network Configuration	Responsibility	
	Vendor	Commonwealth
2.4 Batch Scheduling – Not Applicable		
2.5 Media Processing Environment/Practices – Not Applicable		
2.6 Printing Support – Not Applicable		
2.7 System Input/Output Control and Verification – Not Applicable		
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable		
2.10 Telecommunications		
Gigabit Ethernet Campus Connection		
Physical demarcation patch panel and fiber cabling in Rm 106		
Rack space to install		X
Installation of patch panel and fiber cabling	X	
24x7x365 Access for maintenance		X
Maintenance of patch panel and fiber optic cable	X	
Connection to DPW firewall from patch panel		X
Configuration of firewall		X
Definition of DPW/DPH gigabit ethernet interface configuration		X
Application of DPW configuration on DPW/DPH core router	X	
Change and incident notification for DPW networks		X
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.0 Computer Processing – Not Applicable		
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0	0	0
Media Consumables	0	0	0	0	0	0
Media Mailings	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0	0	0
Media sent offsite	0	0	0	0	0	0

Help Desk Calls by contract year

EXHIBIT 3.01
Designated Services
(Statement of Work)

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.18 Department of Public Welfare – Supplemental Social Security Income

DPW – Supplemental Social Security Income	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform System Files Backup and Recovery	I	P
Perform Application Files Backup and Recovery from Agency provided Scripts	I	P
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN support – Not Applicable		
Data Base – Not Applicable		
Performance Monitoring		
Work with BIO-DPH to develop service level agreements – Not Applicable		
Manage service levels on a daily basis. Report service level results monthly. – Not Applicable		
System Management and Operations Procedures		
Provide file backup and recovery procedures consistent with the Business Continuity or Disaster Recovery Plan – Not Applicable		
Document operational and technical support procedures	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0	0	0
Media Consumables	100	20	20	20	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0	0	0
Media sent offsite	0	0	0	0	0	0

Help Desk Calls by contract year

EXHIBIT 3.01
Designated Services
(Statement of Work)

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0	0	0

EXHIBIT 3.01
Designated Services
(Statement of Work)

Table 4.19 Department of Public Welfare (DPW) – SSI Disaster Recovery (DR)

Department of Public Welfare – DR	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – will not be provided		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery From Agency Provided Scripts	I	P
Configure Local and Network Printers – will not be provided		
Provide MAN/WAN Support – will not be provided		
Database		
Perform Database Backups and Recoveries from Agency Provided Script	I	P
Database Troubleshooting and Problem Resolution	I	P
Database Monitoring for Availability	I	P
5.1 Network Firewall Support Services will not be provided		

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.20 Department of Public Welfare (DPW) –ES3040L Open TI Veritas Server

Department of Public Welfare – Expanded Capacity	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform System Files Backup and Recovery	I	P
Perform Application Files Backup and Recovery From Agency Provided Scripts		X
Configure System Software and third party products based on Agency provided instructions/scripts	P	I
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN Support – Not Applicable		
Database		
Perform Database Backups and Recoveries from Agency Provided Script		X
Database Troubleshooting and Problem Resolution	I	P
Database Monitoring for Availability	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0	0	0	0
Media Consumables	0	0	15	3	3	3	3
Media Mailings	0	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for Media			15	0	0	0	0
Media sent offsite			50	50	50	50	50

EXHIBIT 3.01
Designated Services
(Statement of Work)

Help Desk Calls by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls			100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.21 Department of Public Welfare (DPW) – OCYF Migration

DPW – OCYF	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 -Microsoft NT or UNIX Platform Services		
Technical Support		
Perform System Files Backup and Recovery		X
Perform Application Files Backup and Recovery from Agency provided Scripts		X
Maintain, support, and configure networking environment and protocols		X
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN support – Not Applicable		
Perform migration of existing data to new servers	I	P
Maintain, support, and configure user data, file shares and share/user security		X
Data Base – Not Applicable		
System Management and Operations Procedures		
Document operational and technical support procedures	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	1000	1000	1000	1000	1000
Media Consumables	0	0	40	20	20	20	20
Media Mailings	0	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack space for Media			40	40	40	40	40
Media sent offsite			0	0	0	0	0

EXHIBIT 3.01
Designated Services
(Statement of Work)

Help Desk Calls by contract year

Volume by Contract Year for:	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls			100	100	100	100	100

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.22 Department of Public Welfare (DPW) –OCYF Interim DR

DPW – OCYF Interim DR	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery from Agency provided Scripts		X
Maintain, support, and configure networking environment and protocols (DPW networks)		X
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN support – Not Applicable		
Maintain, support, and configure user data, file shares and share/user security		X
Data Base – Not Applicable		
Capacity Planning – Not Applicable		
Performance Monitoring – Not Applicable		
Performance Tuning – Not Applicable		
System Management and Operations Procedures		
Document operational and technical support procedures	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0	0	0
Media Consumables	0	0	0	0	0	0
Media Mailings	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0	0	0
Media sent offsite	0	0	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.23 Department of Public Welfare (DPW) – Unified Security Infrastructure Disaster Recovery

DPW – Unified Security Infrastructure Replication	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery from Agency provided Scripts	I	P
Maintain, support, and configure networking environment and protocols	I	P
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN support – Not Applicable		
Perform migration of existing data to new servers	I	P
Maintain, support, and configure user data, file shares and share/user security		X
Data Base – Not Applicable		
System Management and Operations Procedures		
Document operational and technical support procedures	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0	0	0
Media Consumables	0	0	0	0	0	0
Media Mailings	0	0	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0	0	0
Media sent offsite	0	0	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.24 Department of State ~~SURE Monitoring Tool Services~~ Admin Server

Dept. of State	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – will not be provided		
2.13 Disaster Recovery Services – will not be provided		
3.1 Microsoft NT or UNIX Platform Services		
Performance Monitoring		
Manage service levels on a daily basis. Report service level results monthly – Not applicable.		
Troubleshooting/Problem Resolution		
Identify and fix application system problems	X	

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0
Media Consumables	100	100	100	100
Media Mailings	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 7	Year 8	Year 9	Year 10
Rack space for Media	0	0	0	0
Media sent offsite	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.25 Department of Public Welfare (DPW) – EVSE and CAO Imaging Pilot

DPW – EVSE and CAO Imaging Pilot	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform System Files Backup and Recovery		X
Perform Application Files Backup and Recovery from Agency provided Scripts		X
Maintain, support, and configure networking environment and protocols		X
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN support – Not Applicable		
Perform migration of existing data to new servers	I	P
Maintain, support, and configure user data, file shares and share/user security		X
Data Base – Not Applicable		
System Management and Operations Procedures		
Document operational and technical support procedures	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0
Media Consumables	70	0	0	0
Media Mailings	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0
Media sent offsite	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.26 Department of Public Welfare (DPW) – EVSE Server Upgrades

DPW – MS Virtual Server Upgrades	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform System Files Backup and Recovery		X
Perform Application Files Backup and Recovery from Agency provided Scripts		X
Maintain, support, and configure networking environment and protocols		X
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN support – Not Applicable		
Data Base – Not Applicable		
System Management and Operations Procedures		
Document operational and technical support procedures	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0
Media Consumables	100	0	0	0
Media Mailings	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0
Media sent offsite	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.27 Pennsylvania State Police – MQSeries Gateway Development Environment

Pennsylvania State Police – MQSeries Gateway	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform application files backup and recovery from Agency provided scripts	I	P
Provide MAN/WAN support – will not be provided		
Database		
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0
Media Consumables	30	15	15	15
Media Mailings	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 7	Year 8	Year 9	Year 10
Rack space for Media	0	0	0	0
Media sent offsite	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.28 Pennsylvania State Police (PSP) PATCH Upgrade

PSP – PATCH Upgrade	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery from Agency provided Scripts	I	P
Provide MAN/WAN support – will not be provided		
DataBase		
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Media Mounts	350	350	350	350
Media Consumables	150	0	0	0
Media Mailings	350	350	350	350

Offsite Storage Media by month

Volume by month	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0
Media sent offsite	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.29 Department of Public Welfare (DPW) – PACSES OpCon/xps

DPW – PACSES OpCon/xps	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform Application Files Backup and Recovery from Agency provided Scripts	I	P
Provide MAN/WAN support – Not Applicable		
Database		
Database troubleshooting and problem resolution	I	P
Database monitoring for availability	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Media Mounts	0	0	0	0
Media Consumables	30	0	0	0
Media Mailings	0	0	0	0

Offsite Storage Media by month

Volume by month	Year 7	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0	0
Media sent offsite	0	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 7	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.30 Department of Public Welfare (DPW) – Cognos ReportNet / Unified Security / SSI OnBase

DPW – Cognos ReportNet/Unified Security/SSI OnBase	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
2.13 Disaster Recovery Services – Not Applicable		
3.1 Microsoft NT or UNIX Platform Services		
Technical Support		
Perform System Files Backup and Recovery		X
Perform Application Files Backup and Recovery from Agency provided Scripts		X
Configure Local and Network Printers – Not Applicable		
Provide MAN/WAN support – Not Applicable		
Data Base – Not Applicable		
System Management and Operations Procedures		
Provide file backup and recovery procedures consistent with the Business Continuity or Disaster Recovery Plan – Not Applicable		
Document operational and technical support procedures	I	P
5.1 Network Firewall Support Services – Not Applicable		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 8	Year 9	Year 10
Media Mounts	0	0	0
Media Consumables	40	15	15
Media Mailings	0	0	0

Offsite Storage Media by month

Volume by month	Year 8	Year 9	Year 10
Rack Space for media at the DPH	0	0	0
Media sent offsite	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

Table 4.31 Public Utility Commission InfoMAP

Public Utility Commission	Responsibility	
	Vendor	Commonwealth
2.8 Technical Support for Unisys 2200, A-Series and IBM AS/400, VM/VSE, and OS/390 platforms – Not Applicable – See 3.1		
2.11 Dial-in Capabilities – Not Applicable		
5.1 Network Firewall Support Services are included		

Media mounts, consumables, mailing volumes by contract year

Volume by Contract Year for:	Year 8	Year 9	Year 10
Media Mounts	0	0	0
Media Consumables	50	50	50

Offsite Storage Media by Month

Volume by month	Year 8	Year 9	Year 10
Rack Space for media at the DPH	150	150	150
Media sent offsite	0	0	0

Help Desk Calls by contract year

Volume by Contract Year for:	Year 8	Year 9	Year 10
Help Desk Calls	0	0	0

**EXHIBIT 3.01
Designated Services
(Statement of Work)**

5.0 Optional Support Services – Change Orders effective after 01/06/03

5.1 Network Firewall Support Services

The Vendor may provide Network Firewall Support Services for firewalls that exist within Vendor Service Locations and Disaster Recovery Facilities and interconnections to Commonwealth Service Locations. These services would be provided in a manner consistent with Vendor Best Practices and Commonwealth Network Security Policy and Standards. For agencies who elect to use Network Firewall Support Services, an approved change order requesting these services and additional fees are required.

Network Firewall Support Services	Responsibility	
	Vendor	Commonwealth
Procurement		
Acquire firewall hardware	P	I
Acquire firewall software	P	I
Installation		
Install and configure firewall hardware	P	I
Install and configure firewall software	P	I
Coordinate system administration through firewall	P	I
Coordinate system administration through MAN	I	P
Configure and test redundancy/failover	P	I
Document configuration	X	X
Maintenance		
Identify software patches and upgrades	X	
Review patches and upgrades	X	
Test patches and upgrades	P	I
Install patches and upgrades	X	
Coordinate and test firewall hardware upgrades	P	I
Change Management		
Identify/Request firewall policy changes	I	P
Review firewall policy changes	P	I
Implement firewall policy changes	P	I
Problem Management		
Identify problems and document	P	I
Resolve and document problem resolution	P	I
Monitor		
Coordinate system monitoring through firewall	P	I
Coordinate system monitoring access through MAN	P	I
Review IPSO system log	X	
Review firewall log	P	I
Configure network availability monitoring	X	
System Backups		
Configure and run system Backups	X	
Provide system recovery guidelines/instructions	X	
Provide FTP directory on supported host for scheduled configuration back-ups	X	
Firewall Backups		
Backup security policy	X	

SOW Attachment A

Unisys Total Quality Process

Quality Management

Quality means meeting the client's needs and expectations. Quality does not just happen; it must be built into every product. Ensuring that the client's requirements are met costs time, effort, and money — valuable resources that must be used wisely. Failing to meet the client's requirements is even more costly.

Therefore, quality attributes for the product must be defined and actions must be taken to produce the desired quality attributes identified, planned, and implemented. Like any other part of a project, this all requires management to ensure that the desired quality levels are achieved at minimum cost to the project. The project manager is responsible for quality management, which is a key element of project success.

Unisys understands that improved customer satisfaction is a key results area for the Commonwealth of Pa. The focus on end-user satisfaction is of critical importance to Unisys. Our commitment to achieving and client satisfaction has led us to measuring our products, our processes, and our practices against those of the best organizations worldwide. Our quest for best practices is driven by the Unisys Total Quality Process (UTQP), a comprehensive, step-by-step process for improving our business practices, achieving business excellence, and delivering unparalleled service quality. Some of our greatest successes using UTQP have been with our Outsourcing engagements, where we have successfully approached quality as a partnership with the client, working together to establish and meet meaningful performance goals.

Since 1989, Unisys business units around the world have been using the UTQP to reengineer, streamline, and continuously improve business processes. Unisys developed UTQP as its approach to total quality management (TQM) for any engagement. Unisys is committed to its use to improve quality and productivity, and to achieve satisfaction among our clients and their customers through continuous process improvement. UTQP involves elements of leadership and teamwork, organizational infrastructure, tools, concepts, and a strong commitment to provide total quality for our clients. Figure 1, Unisys Approach to Quality, summarizes the value system, support structure, and continuous improvement components of UTQP.

UTQP has been deployed throughout Unisys through a network of 1100 facilitators who have trained approximately 30,000 employees worldwide in the UTQP concepts, tools, and methodologies. Based on the success and robustness of UTQP within Unisys, quality consulting and training have been added to Unisys service offerings.

Complementing UTQP is the Unisys Chairman's Recognition for Business Excellence process which enables our units to measure and evaluate their specific businesses, based on the same criteria used in the Malcolm Baldrige National Quality Award. The process examines the areas of leadership, data-driven decisions, strategic planning, human resources, business processes, operational results, and client satisfaction. Our business excellence programs have been so successful that we now offer them to our customers for use in their own organizations. For example, the Office of Human Resources within the Michigan Department of Social Services is using a total quality and business excellence program, based on our model, to improve its internal business practices. The step-by-step program includes establishing a new organizational mission and vision, getting customer and employee feedback on current processes, educating management to train employees in quality practices, and starting a strategic planning system.

We also participate in select quality initiatives and organizations. As a member of the International Benchmarking Organization, we actively share our practices with 350 leading organizations around the world. We also use methodologies established by the Software Engineering Institute to assess and improve our software development and engineering processes.

Unisys organizations are consistently recognized for their business excellence efforts. Our Space and Information Systems operation, which provides services and software for U.S. manned space programs, is a past finalist in the Malcolm Baldrige National Quality Award, the highest quality honor in U.S. business. In 1995 the operation won the George M. Low Award from the National Aeronautics and Space Administration (NASA), the highest quality recognition awarded by the agency, as well as numerous other prominent quality awards.

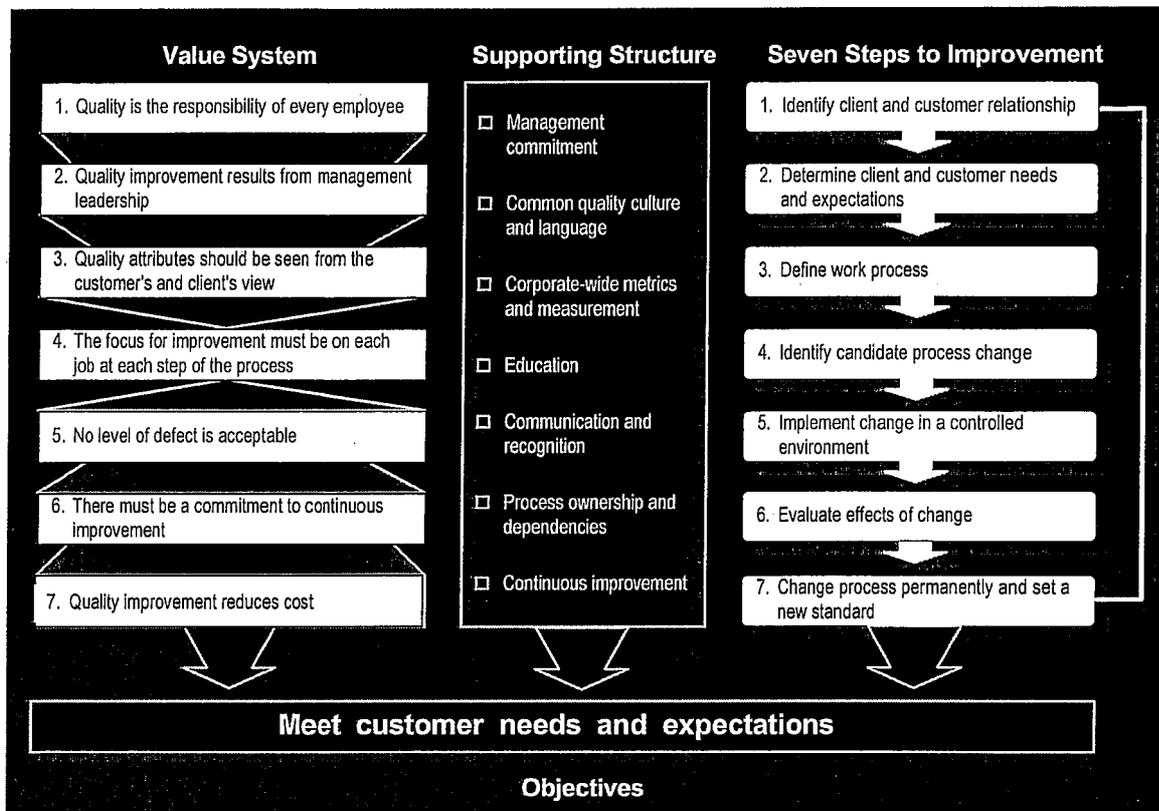


Figure 1. Unisys Approach to Quality

A major Unisys focus has been placed on incorporating continuous improvement into how work is managed and performed on the company's services contracts. This has led to managing projects against measurable performance goals in all areas of contract performance. From these experiences we have developed a body of best practices that is shared among all Unisys projects and integrated into our approach for how to best implement UTQP.

UTQP will benefit Commonwealth of Pa. through a continuous improvement process which will ensure prompt response times, knowledgeable support people, and attention to Commonwealth of Pa.'s requirements. We will work closely with the Commonwealth of Pa. to implement UTQP in a way that is consistent with the Commonwealth's culture and corporate values. We see UTQP as an important element in creating and maintaining an effective and beneficial Commonwealth and Unisys alliance. All Unisys employees are trained or will be trained on UTQP. Training will include an introduction to UTQP and its elements, the seven steps of continuous process improvement, and tools used in team quality efforts.