

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

EXCHANGE MANAGEMENT TEAM

RESPONSIBILITIES

The Exchange Management Team (EMT) will manage the Commonwealth's Enterprise Exchange System. Among its many responsibilities, the team will:

1. Maintain Windows 2000/2003 on the Exchange servers;
2. Maintain Exchange 2000/2007 on the Exchange servers;
3. Maintain the Active Directory structure and servers for CWOPA;
4. Maintain and manage the EMC SANs at CTC and PennDot;
5. Maintain and manage image deployment servers;
6. Proactively monitor performance and operability of the Exchange servers through the use of MOM and NETIQ Appanalyzer;
7. Perform systems stress testing and resolve resulting system problems;
8. Apply security patches to servers, when necessary;
9. Assign advanced mailbox permissions;
10. Create and maintain public folders;
11. Assist Tier 1 agency support with the use of the tools to create, modify and delete NT/Windows accounts and mailboxes;
12. Maintain messaging transport components (queues and connectors);
13. Troubleshoot mail transport problems and recommend escalating them to Tier 3, if necessary;
14. Troubleshoot networking problems at the server and network level and recommend escalating them to Tier, 3 if necessary;
15. Prepare for and assist the Commonwealth Connect team as agencies are migrated to the Enterprise Exchange system;
16. Perform, validate, and prepare for off-site storage of nightly backups created at CTC;
17. Restore servers if data is lost;
18. Receive, track and resolve any issues or problems relative to the Exchange system at a Tier 2 level. Recommend escalation of issues or problems to Tier 3, when necessary;
19. Maintain and modify Outlook forms used for administration of the Exchange system;
20. Maintain and modify current scripts used in the administration and operation of the Exchange system;
21. Web enact any forms or user interfaces related to the EMT and Commonwealth Connect as deemed necessary by the Commonwealth;
22. Monitor and maintain virus and spam protection software in the CWOPA server environment. Monitor the agencies' ability to maintain current virus engines and DAT files on devices logging into CWOPA. Troubleshoot virus problems that may threaten the CWOPA domain, the enterprise e-mail system, and the users therein. Notify agencies of virus problems and known fixes;
23. Monitor, maintain and administer any third-party products that would run in conjunction with the Enterprise Exchange System as deemed necessary by the Commonwealth (e.g. E-mail management system; Sybari's Antigen and Anti-Spam, workflow application and Blackberry Enterprise Server);

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

24. Test in a lab environment and deploy any additional software or services as deemed necessary by the Commonwealth;
25. Ensure that power and environmental controls that interface with the Exchange servers and Active Directory servers are operational;
26. Maintain the EMT project website;
27. Maintain all documentation as it relates to the support of the Active Directory and Exchange systems (i.e. functional specification and support procedure manual);
28. Participate in any development work as it relates to the Exchange system (e.g. Windows 2003 Development Team and Lab; Exchange 2007 Development Team and Lab.);
29. Assume a lead technical position in the design of new systems architectures and technology migration processes and frameworks; and
30. Carryout service management functions in support of and as active participant in Commonwealth's implementation of IT Service Management.

BASELINE SKILLS

The EMT will include Exchange support personnel that will have the following baseline skills:

1. Current MCSE and certification in Exchange 2000 or 2007;
2. Experience with installing, operating, maintaining and recovering the following Microsoft products:
 - a. Windows 2000 Server/Windows 2000 Advanced Server;
 - b. Windows 2003 Server/Windows 2003 Advanced Server;
 - c. Exchange Server 2000/2007;
 - d. Microsoft Operations Manager (MOM) Server 2000/2005;
 - e. DNS/WINS and Group Policies;
 - f. System Management Server;
 - g. Internet Information Server;
 - h. EMC SAN CX700;
 - i. Active Directory;
 - j. SQL 2000/2005 Server;
 - k. Windows 2000 Professional – Desktop;
 - l. Windows XP Professional – Desktop;
 - m. Office 2000;
 - n. Office XP;
 - o. Outlook 2000;
 - p. Outlook XP; and
 - q. Outlook Forms.
3. Experience with installing, operating, maintaining and recovering the following non-Microsoft products:
 - a. NetIQ AppAnalyzer;
 - b. Blackberry Enterprise Server;
 - c. Galaxy Commvault Backup Software;
 - d. Sybari Antigen and Anti-SPAM solution; and
 - e. McAfee Antivirus software for server and desktop
4. Experience with the following task areas:

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

- a. Using Remedy Help Desk to identify, resolve and track problems;
- b. Performing in-depth Server Hardware Support, to include setup, troubleshooting and component replacement;
- c. Using and managing Storage Area Network(s), firewall(s), virtual private network(s), dial-up and remote user client software;
5. Knowledge of general networking principles, including LAN and WAN environments;
6. Foundation certification in the Information Technology Infrastructure Library (ITIL);
7. Exceptional Customer Service skills.

POSITIONS AND ASSIGNMENTS

Mission-critical systems are complex, as are the activities required to keep them up and running. Unisys uses a "team" model to simplify this complexity by assigning specific tasks to each team member and organizing the staff with dedicated on-site management. Following is a functional description of each EMT member.

Exchange Team Lead

The Exchange Team Lead is the primary point of contact for technical expertise, issues, support problems, research, etc. and will report directly to the Commonwealth project manager for the MS Exchange system.

Messaging Consultant

Among the tasks and duties required of the messaging consultant are the following:

1. Installing and configuring Exchange servers.
2. Configure Exchange System policies
3. Configure Storage groups and databases
4. Configure SMTP and Front End Servers
5. Manage and monitor Exchange Security
6. Apply hotfixes and service packs as required
7. Installing and configuring Blackberry servers for the Exchange environment,
8. Managing Blackberry accounts, troubleshooting Blackberry server-related problems, and recovering Blackberry servers in case of disasters;
9. Providing end user support on Blackberry-to-Exchange connectivity problems;
10. Working with RIM and other vendors on Blackberry issues;
11. Manage EMC SAN;
12. Updating ENMT documents, as and when required;
13. Working to resolve Remedy trouble tickets;
14. Providing Tier 2 support to Agency Remedy users;
15. Recovering servers in case of disaster;
16. Recovery of Exchange databases and servers in case of database corruption, and
17. Managing software licenses.

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

Server Performance / Antivirus Consultant

This consulting role will be responsible for performing the following tasks and duties:

1. Installing/De-installing Sybari Antigen and Anti-spam on Exchange servers as and when required;
2. Upgrading Antigen to newer versions if available;
3. Configuring File Filtering on all Exchange servers;
4. Configuring Content Filtering on all Exchange servers;
5. Manually updating DATs if required;
6. Deploying DAT updates to all the Exchange servers;
7. Performing manual Scanning as and when required;
8. Providing Reports to the Commonwealth when required;
9. Updating documents;
10. Installing and configuring NetIQ Appanalyzer servers and upgrading to newer versions if available;
11. Working with Netiq support to resolve technical issues;
12. Managing server recovery resulting from a disaster;
13. Scheduling Exchange Task;
14. Scheduling database Maintenance Task;
15. Scheduling Reports;
16. Deploying Dell open Manage Server Agents;
17. Troubleshooting server related issues;
18. Administering SQL database issues; and
19. Recovering SQL database and servers resulting from a disaster.

Server Performance / SQL Consultant

This consulting role will be responsible for performing the following tasks and duties:

1. Installing MOM database servers and the DCAMs;
2. Upgrading MOM when required;
3. Installing/Uninstalling MOM agents;
4. Installing, configuring and administering SQL servers on NETIQ, PUB01, SMS, Appanalyzer and MOM database;
5. Recovering SQL Databases when required;
6. MS IIS - managing ENMT;
7. Managing FTP web site;
8. Managing and Resolving Alerts;
9. Alerting concerned admins on the new alerts;
10. Administering SQL;
11. Managing Reports;
12. Installing/configuring Rules;
13. Recover SQL databases if required; and
14. Recover database servers and the DCAMS in case of disaster.

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

Enterprise Server Specialist

This consulting role will be responsible for performing the following tasks and duties:

1. Installing and testing new server hardware;
2. Configuring hardware Raid Arrays;
3. Installing operating systems;
4. Managing image deployment server;
5. Managing Commvault Backup Server and Media agents;
6. Manage Backup policies;
7. Create and schedule backup jobs;
8. Perform Mailbox and database restores;
9. Test backups of AD/Exchange and other applications;
10. Test Disaster recovery of the site; and
11. Managing EMT's hardware and software inventory.

Web Integration / Developer

This consulting role will be responsible for performing the following tasks and duties:

1. Continue to develop and support "Webadmin," the user provisioning tool;
2. Write and support Active Directory maintenance processes and utilities including:
 - a. Delete tombstoned accounts;
 - b. Ensure each user's membership in proper Server DLs;
 - c. Check for employee numbers;
 - d. Discovery of inactive accounts;
3. Assist with Identity Management initiatives;
4. Tier 2 support for resolution of escalated Webadmin errors;
5. Provide Tier 1 support as required.

AD / Win2000 Consultant

This consulting role will be responsible for performing the following tasks and duties:

1. Building new DCs for PA.LCL and Part.Root domains;
2. Upgrading schema as required;
3. Managing AD security;
4. Creating new sites and subnets;
5. Managing Domain Trusts;
6. Authorizing DHCP and RIS servers;
7. Deploying new hot fixes;
8. Installing new service packs;
9. Administering PA.LCL and Part.Root DNS;
10. Administering Group Policies;
11. Monitoring AD and FRS Replication;
12. Monitoring and resolving MOM alerts;
13. Performing Authoritative and Non-Authoritative Restores as and when required;
14. Performing System State backups of all the DCs;
15. Working with PSS incase of problems; and
16. Restoring System State backups in the lab if necessary.

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

SMS Consultant

This consulting role will be responsible for performing the following tasks and duties:

1. Installing and administering the central SMS site;
2. Deploying new service packs;
3. Providing agency support on software deployments, as requested by BDT;
4. Providing support to agencies on Software/Hardware inventorying;
5. Managing SMS backups;
6. Administering SQL;
7. Recovering SQL database if necessary;
8. Recovering server incase of disaster;
9. Adding/Deleting agency Primary/Secondary sites;
10. Providing status reports to the Commonwealth when requested;
11. Working with Microsoft Premiere Support if required; and
12. Providing guidelines to agencies on new service pack deployments, as requested by BDT.

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

**ENTERPRISE SERVER FARM APPLICATIONS
MANAGEMENT TEAM (AMT)**

RESPONSIBILITIES

The Enterprise Server Farm (ESF) will comprise the Application Management Team (AMT) to manage the Commonwealth's ESF Managed Services environment and the Technical Operations Team (TOT) to manage the surrounding network infrastructure.

Among its many responsibilities, AMT will support and maintain the following:

1. MS Windows 2000 and Windows 2003 servers;
2. MS PKI;
3. MS Active Directory;
4. MS IIS and .Net framework;
5. MS Biztalk 2006
6. MS Sharepoint Portal Server
7. MS SQL Server 2000/2005;
8. Oracle database server 9i/10G;
9. Hosted applications, including PA DSF.

The team will perform the following functions:

1. Contact the appropriate individuals if there are problems with applications running on the server farm. This could include personnel from the Commonwealth or vendors on contract with OA/OIT or other agencies;
2. Collect the monthly Internet server logs for applications and publish them to appropriate OA/OIT, other agency, or vendor contacts;
3. Proactively monitor performance and operability of applications servers through the use of Microsoft Operations Manager and XMPs from 3rd Parties;
4. Perform systems stress testing and resolve any problems;
5. Troubleshoot networking problems at the server and network level, escalating to Tier 3, if necessary;
6. Perform, validate and prepare for nightly server backups and off-site storage;
7. Restore servers in case of data loss;
8. Ensure that servers are patched for latest vulnerabilities following the ESF patch management process;
9. Develop and validate process and policy for applications to be hosted in ESF Managed Services;
10. Assist customers of the ESF to determine their requirements for application performance, security, capacity and scalability;
11. Test in a lab environment and provide recommendations to deploy any additional hardware, software, or services as deemed necessary by the Commonwealth;
12. Develop and maintain documentation as it relates to the support of the ESF Managed Services environment;

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

13. Coordinate with the facilities team to ensure that power and environmental controls that interface with the managed services are operational; and
14. Coordinate with TOT for server hardware support and networking support.

Application Development:

1. Develop automation scripts for application deployment and other day-to-day repetitive tasks;
2. Maintain and modify current scripts used in the administration and operation of the External Active Directory Infrastructure;-
3. Create, maintain and modify any SharePoint sites used within the ESF; and
4. Complete additional application development as determined by the ESF Management.

Single Point of Contact:

1. Maintain the infrastructure for responding to OA/OIT enterprise managed projects including but limited to web applications, portals, databases, Active Directory, DNS, and data center outsourcing.
2. Appropriately route (if not routed automatically) support requests that are not the responsibility of the AMT as outlined in this statement of work to the correct OA/OIT or vendor contact.

BASELINE SKILLS

The AMT team will include an Operations Architect, Operations Manager and Deployment Manager. Overall, it includes 15 full time staff members with the following baseline skills:

1. MCSE;
2. Experience with Windows 2000/2003 Server;
3. Experience with Microsoft Internet Information Server;
4. Experience with Microsoft SQL Server 2000/2005;
5. Experience with the following desktop operating systems: MS Windows NT Workstation version 4.0, Windows 2000 Professional and Windows XP;
6. Experience with Office 2000/XP;
7. Experience with Outlook 2000/XP;
8. Experience with Microsoft Access 2000 and 97;
9. Experience with Microsoft Operations Manager;
10. Experience with Remedy;
11. Understanding of general networking principles including LAN and WAN environments;
12. Experience with the use and management of dial-up and/or remote users; and
13. Customer service skills.

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

POSITIONS AND ASSIGNMENTS

Operations Architect

The OA is responsible for the success of the Enterprise Server Farm. This involves ensuring high availability of the applications, smooth deployment of applications, managing the day-to-day operations of the team, managing agency and vendor interaction and achieving a high level of client satisfaction. In addition to having excellent management and organizational skills, his primary area of specialty is application development and Active Directory. His other areas of focus are IIS, SQL, MOM and Remedy.

Operations Manager

Operations Manager gives technical guidance to the team on application deployment as well as Operational support. He manages the day-to-day operations of the AMT. He also is a knowledgeable resource for Dynamic Site Framework, the standard for Commonwealth web sites with dynamic content. The team lead also is well versed with AD, IIS, Application Center 2000, SQL and Oracle.

Integration Consultant

The integration consultant works with the agencies and vendors to ensure smooth deployment of applications in the server farm. His primary focus is Security (Application, Server, Software). He reviews security alerts and facilitates necessary actions. He is the primary for Active Directory. His areas of expertise also include Commerce Server, IIS, SQL, and IPsec.

Integration / Clustering Consultant

A member of application deployment team, this consultant works with the agencies and vendors to ensure smooth deployment of applications in the server farm. He is designated as the primary lead on OA's GIS and FileNet implementations. His areas of expertise include Citrix and IIS.

Application Performance Consultant

A member of the operations team, his primary focus is monitoring the applications and servers. He has extensive knowledge of the monitoring tools used in ESF, which include PAESSLER and Microsoft Operation Manager. He has development background and is MCSD certified. He handles remedy tickets and facilitates allocation of issues to specific team members.

Deployment Manager

Deployment Manager is responsible for managing the deployment process of the applications in ESF. This includes requirements gathering, scheduling, coordinating and allocating resources. The primary area of focus are Windows 2000/2003, IIS, SQL, Project Management and communications.

Operational Automation Consultant

A member of the operations team, his area of specialty is automation. He has extensive development background. He is responsible for developing and maintaining "Stargate," an internal inventory and workflow application. He also is responsible for developing automated solutions for server builds and application deployment, which will be very beneficial for disaster recovery.

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

SQL / Biztalk Consultant

A member of the application deployment team, this consultant's primary focus is deploying applications in the server farm. He is the primary consultant for Biztalk Server and is the secondary consultant for MOM and Crystal Enterprise. His other areas of specialty are SQL and IIS.

Database Administrator

A member of operations team, this consultant is responsible for all the administration of the SQL and Oracle databases in Managed Services. His specialty area is Microsoft Clustering and SQL clustering. He monitors the SQL/Oracle servers and suggests fine-tuning methodology to vendors on a periodic basis. His other areas of focus include Crystal Enterprise, Biztalk Server and Dynamic Site Framework.

Deployment Consultant

A member of the application deployment team, this consultant's primary focus is deploying applications in the server farm. The primary area of focus is Dynamic Site Framework and Microsoft ISA. Other areas of competence are Active Directory, IIS and SQL.

Patch Management Consultant

A member of the Operations team, this consultant also supports application deployments. His specialty area is Patch Management and Disaster Prevention. He monitors all relevant security sites for new vulnerabilities; reviews, recommends, and deploys all patches to all servers in the Enterprise Server Farm using a variety of tools. His other areas of focus are Microsoft Sharepoint Portal Server and LiveStats.

Deployment Consultant 2/

As a member of the Deployment Team, this consultant works with the agencies and vendors to ensure smooth deployment of applications in the server farm. This person's area of expertise includes IIS and SQL.

Operational Support Consultant 2

As a member of the operations team, this consultant's primary focus is for operational duties of both internal and agency applications. This person's area of expertise includes Windows 2000/2003, Active Directory, and IIS.

Deployment\Development\Automation Consultant

As a member of the Operations team, this person's role includes application development, automation and deployment. This person's area of expertise includes ASP, IIS and .NET.

Software Architect

Provide architectural guidance and support for design and implementation of software to be leveraged by OA/OIT. This includes BEA Aqualogic Web portal software. This consultant's area of expertise includes BEA Aqualogic, Portal software architecture and implementation, technical documentation.

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

Application Developer I

Design and develop application portlets using Java that will be accessed via BEA portal. This person's area of expertise includes JAVA.

Application Developer II

Design and develop web application UI using Java. This person's area of expertise includes JAVA, HTML and DHTML.

Integration Consultant II

As a member of the Deployment Team, this consultant works with the agencies and vendors to ensure smooth deployment of applications in the server farm. This person's area of expertise includes IIS and SQL.

Client Services Manager

Client Services Manager works with dedicated agencies and manages all phases of the application deployment, from requirements gathering to "Go-Live." Coordinates resources and communications to plan, initiate, manage, execute and ultimately close out of the designated projects. This person's area of expertise includes Project Management and communications.

Infrastructure Consultant

As a member of the operations team, this consultant's primary focus is the support of the operating system, server hardware and SAN storage. This includes installing, configuring, monitoring and support of the OS, hardware and SAN. This person will also provide support for Infrastructure services including Backup, Monitoring and Patch Management. This person's area of expertise includes Windows 2000/2003, server Hardware and SAN.

Operational Support Consultant III

As a member of the operations team, this consultant's primary focus is for operational duties of both internal and agency applications. This person's area of expertise includes Windows 2000/2003, Active Directory, and IIS.

Operational Support Consultant IV

As a member of the operations team, this consultant's primary focus is for operational duties of both internal and agency applications. This person's area of expertise includes Windows 2000/2003, Active Directory, and IIS.

SLA Manager

SLA Manager will be responsible for tracking, measuring and reporting on service level agreements for specific applications hosted in ESF. This includes collecting metrics and statistics and generating reports for dissemination to ESF and agency managers. This person's area of expertise includes Project Management, technical documentation and communications.

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

**ENTERPRISE SERVER FARM TECHNOLOGY OPERATIONS
TEAM (TOT)**

RESPONSIBILITIES

The Technology Operations Team (TOT) will manage network infrastructure, connectivity and performance for the ESF and related disaster recovery sites. Among its many responsibilities, the Network Engineers in the TOT will:

1. Provide troubleshooting and maintenance services for the LAN/MAN/WAN including all network infrastructure for the Enterprise server farm;
2. Review, test and execute configuration tasks that enhance reliability and redundancy, increase bandwidth, improve traffic flow, and ensure the maximum availability of the network infrastructure for the enterprise server farm;
3. Design and configure settings for switches and routers in multi-protocol inter-networks;
4. Carry out performance, security monitoring, and documentation of the relevant network segments to ensure data integrity and environmental safety;
5. Assist customers of the Enterprise Server Farm to determine their requirements for network performance, security, capacity and scalability;
6. Provide high-level design services for inter-network architecture, which could include LANs, routed and switched WANs, and remote access networks;
7. Work with the Infrastructure and Operations Security and Networking groups on major networking projects; and
8. Conduct Network baselines and make necessary recommendations.

BASELINE SKILLS

The TOT will include six infrastructure support personnel; one of them will act as a team lead. The Network Engineers in the TOT will have the following baseline skills:

1. Certified Cisco Networking Professional and Certified Cisco Design Professionals;
2. Knowledge and experience with networking environments, including LAN and WAN environments, use and management of firewalls, VPN, and dial-up and/or remote users;
3. Knowledge and experience with configuring Cisco network equipment in multiprotocol internetworks using LAN and WAN interfaces;
4. Knowledge and experience with the installation of Cisco network equipment in multiprotocol internetworks using LAN and WAN interfaces;
5. Knowledge and experience in identifying, diagnosing, troubleshooting and resolving potential and actual performance, hardware and software problems, and troubleshooting in large networked environments;
6. Knowledge and experience in network security; and
7. Knowledge and experience in ATM networked environments.
8. Checkpoint firewall certified.
9. Knowledge and experience with distributed sniffers and sniffer watch.

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

10. Knowledge and experience with network management software for monitoring complex networks

POSITIONS AND ASSIGNMENTS

Network Engineer 1

This engineer will act as the TOT team lead and will be the Commonwealth's primary point of contact for networking issues as they relate to the ESF and e-mail system. He will work closely with the Commonwealth, third-party vendors and ISPs, and will lead projects that require changes to the network's architecture.

Network Engineer 2

This engineer will receive work responsibilities and assignments from the TOT team lead. He will manage and complete assigned network projects, manage the server farm's firewalls, and troubleshoot and resolve network issues. He will work closely with the Commonwealth, third-party vendors and ISPs.

Network Engineer 3

This engineer will receive work responsibilities and assignments from the TOT team lead. He will focus on troubleshooting and resolving network issues and support design efforts. He also will manage and complete assigned network projects.

Network Engineer 4

This engineer will receive work responsibilities and assignments from the TOT team lead. He will focus on troubleshooting and resolving network issues and support design efforts. He also will manage and complete assigned network projects.

Consultant TBD

Position description TBD. This is a full-time resource equivalent in skill and experience to that of a Hardware Support Consultant. *The hours for this position are "additive," meaning they cannot be used for any purpose other than this position.*

SAN Consultant

This engineer will receive work responsibilities and assignments from the SAN team lead. He will focus on troubleshooting and resolving SAN issues and support design efforts. He also will manage and complete assigned SAN projects.

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

**UNISYS ADMINISTRATIVE AND MANAGEMENT
RESPONSIBILITIES**

The EMT, ESF AMT and TOT Teams will report directly to the Unisys Regional Director. In addition to their technical responsibilities, team leads will provide daily direction and management oversight for the other team members and will be the primary contacts for operational matters. Their administrative and management responsibilities include the following:

1. Ensure that the support teams are properly staffed and positioned to provide coverage during and after business hours according to the terms of the agreement. Ensure that team members have the proper resources including, but not limited to, pagers and laptops to respond to problems and agency requests as they occur;
2. Work in partnership with the Microsoft Enterprise Program Managers assigned to the Commonwealth;
3. Monitor, track and report all hours worked by the team members on this engagement, including overtime. Ensure that the hours worked, tracked, and reported match those that are invoiced to the Commonwealth;
4. Provide regular status reports, in a format and frequency to be determined, to the Commonwealth project team;
5. Ensure that all documentation regarding the support and administration of the servers is complete and current;
6. Ensure that problems and support requests are properly documented, escalated, and resolved;
7. Interface and properly communicate directly with agency IT managers and staffs; and
8. Participate in meetings and/or give presentations to agencies in regards to support of the Exchange and applications server farm.

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

HOURS OF COVERAGE

EMT

EMT will provide support, consulting, and maintenance services for the enterprise Exchange system with the following hours of coverage:

- 24 hours a day, 7 days a week with the following breakdown:
- On-site coverage: 7:00AM to 10:00PM on Commonwealth business days;
- Off-site pager service: 10:00PM to 7:00AM on Commonwealth business days; weekends and Commonwealth holidays.

ESF AMT AND TOT

The Unisys teams will provide support of the underlying infrastructure on the supported applications, messaging platforms, and supporting infrastructure elements with the following breakdown hours of coverage:

- On-site coverage: 7:00AM to 7:00PM on Commonwealth business days;
- Off-site pager service: 7:00PM to 8:00AM on Commonwealth business days; weekends and Commonwealth holidays.

ADDITIONAL REQUIREMENTS

1. Term of this engagement will be consistent with the term of an executed Amendment #3 of the Agreement.
2. Unisys will provide the EMT/ESFAMT/TOT teams with the following equipment, required for the performance of their tasks within this Scope of Work:
 - a. Guaranteed Delivery Text Pagers or Blackberry devices.
 - b. Five digital, portable phones, with the following breakdown:
 1. EMT Lead and additional EMT member;
 2. ESF Operations Architect and additional ESF member;
 3. Technical Operations Team lead.
 - c. Two (2) Laptops for use by each of the EMT and ESF during after-hour's coverage on a rotating basis.

EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)

3. Unisys Corporation will invoice the Commonwealth for the services performed during this engagement on a monthly basis. The invoice will detail the name of the position, the hours worked, the hourly rate associated with that position, the total cost for the time period covered for each position, and the total cost of the invoice. The invoices will be based on weekly time reports that list each position and consultant's time from Sunday to Saturday. Unisys will present the reports to Commonwealth management on the first workday of each week. Commonwealth management will review the reports, confirm their accuracy, initial and return the initialed original report to Unisys on the day after receiving the weekly report from Unisys.
4. Unisys Corporation will be responsible for scheduling and providing training for the team members on at least the following products, through Unisys or an outside training vendor, when this training becomes available: Microsoft Exchange Server 2000/2007, Microsoft SMS 2003, Microsoft Operations Manager 2000/2005 for the EMT; and Microsoft SQL Server 2000/2005, Oracle Database 9i/10g for the Application Support Team.
5. In addition, as additional training is required by the Commonwealth for future versions of the products specified in this Scope of Work, Unisys Corporation will also schedule and/or provide this training. Unisys will supply the Commonwealth with documentation reflecting the completion of any required or related training for team members.
6. With regard to Item 5 above, Unisys Corporation will be responsible for the scheduling and/or providing this training to the ESF manager, team leads and team members. The Commonwealth will not be billed for the cost of this training or for the time that team members are in training. Unisys Corporation reserves the right to provide an additional Consultant to cover any shifts that may be missed as a result of training and will bill the Commonwealth at the same rate as the team member who is absent.
7. The Commonwealth will pay for all costs (course fees, materials, travel, hotel accommodations, etc...) related to training required by the Commonwealth and outside the scope of the products specifically noted in this Scope of Work. Unisys will bill the Commonwealth for those hours that its consultant is attending training. Travel reimbursements will be made by the Commonwealth only in amounts and for purposes in accordance with the travel use and reimbursement standards in effect for Commonwealth employees at the time of the travel.
8. Unisys Corporation will have the option and reserves the right to provide an additional Consultant to cover any shifts that may be missed as a result of training, vacation or other absences. Unisys will bill the Commonwealth at the same rate as that billed for the consultant being temporarily replaced.
9. Unisys will follow internal change management processes.
10. The annual hourly rates defined in this contract are based upon individual team member expectations and responsibilities, (as noted in the pricing schedule) and are subject to the terms and conditions of the Commonwealths ITQ Services Contract #481350. The Commonwealth may order on a full-time basis and at the rates defined herein those resources listed in the Pricing Schedules through 2014.

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

11. Unisys reserves the right to rotate or replace individual consultants engaged on this contract. In the event that a consultant is designated for rotation or replacement, Unisys will provide the Commonwealth with not less than four (4) weeks notice of its intention and will ensure that no action is taken without backfilling the affected slot with a qualified replacement.
12. Unisys onsite management (the Operations Architect and Team Leads), will be responsible for providing direction and management of Unisys onsite resources only. Direction and management of Commonwealth employees and selected subcontracted resources will remain a Commonwealth responsibility.

TRAVEL

This contract is "Not to Exceed." No expenses will be charged for local travel within the Harrisburg metropolitan area, and no expenses will be charged for travel to an alternate CTC location within 25 miles of Harrisburg, Pa. Consultants will travel within the Harrisburg metropolitan area or to an alternate CTC location as required by the Commonwealth.

SUPPORT TEAM STRUCTURE

The EMT and ESF team leads will report directly to the Unisys Corporation Information Transformation Services (ITS) Regional Director in Harrisburg, Pa. The Regional Director will be responsible for this contract and personnel management of this team from a support perspective. This position is a value-added, non-billable support role that is being provided by Unisys.

The EMT will be the Single Point of Contact (SPOC) for Exchange and related Commonwealth Enterprise Projects, and will direct issues to the ESF as appropriate. Conversely, the AMT will be the SPOC for application issues in the Managed Services section of the ESF. The TOT will be the SPOC for network-related issues within ESF. The AMT and TOT will direct issues related to the Exchange server farm to the EMT as appropriate.

The EMT will maintain an infrastructure for responding to OA/OIT-managed enterprise projects including, but not limited to, the Commonwealth internal Active Directory, Internal and External Exchange Server Farm, and Active Directory integrated Domain Name Service (DNS).

The AMT will be responsible for the support and maintenance of the applications hosted in the Managed Services section of the ESF. The AMT will be responsible for the base application infrastructure for hosting agency applications. It will provide guidance to the agencies and vendors on application development and will work with the agencies and vendors to ensure that applications are deployed and operate in a secure and successful manner.

**EXHIBIT 3.01(CTC)
CTC Designated Services
(STATEMENT OF WORK)**

The TOT will maintain the existing Local Area Networking (LAN) environment supporting the ESF, CWOPA, and Exchange. The TOT will ensure that the equipment that provides network connectivity for this environment is operational, focusing on reliability, redundancy, and availability. TOT will work very closely with the Infrastructure and Operations Networking and Security groups to ensure smooth communication and escalation when WAN problems or maintenance issues impact the LAN.

The Unisys teams will appropriately route other support requests that are not automatically routed to the correct OA/OIT or vendor contact. All team members are expected to work in partnership with the OA/OIT staff and the Microsoft EPMs assigned to the Commonwealth.

PRICING

Pricing for these services will be according to those set forth in Exhibit 21.03 CTC Time and Materials Services Hourly Rates. All pricing is listed as "Not To Exceed;" no expenses will be billed back to the Commonwealth for the duration of the contract excepted as previously noted for training, travel out of the Harrisburg metropolitan area and early termination.

Rates shall be subject to Section 21.05 Cost of Living Adjustment of the Agreement.