

ATTACHMENT 1: Deliverables Document

System and Services

Contractor shall provide the Deliverables and Perform the Services more particularly set forth in the Exhibit.

System Implementation: The Contractor will provide services related to project management, system configuration, development, user acceptance testing, and implementation for the WebIZ.NET and WebSchool.NET products. WebIZ.net is an Immunization Information System (IIS). This registry will include functionality to support a public portal and provider management (WebPM.NET). WebIZ.NET will also interface with the WebSchool.NET module for school nurses. These products will receive data from Connecticut's legacy IIS, interface with vital records, and support HL7 bidirectional messaging. The contractor will support a cloud-hosted production, training, user acceptance testing, and quality assurance environments and an internally hosted development environment.

Cloud Hosting: Envision will procure, manage, backup and secure the necessary software and Azure Government Cloud infrastructure to support the WebIZ.NET and WebSchool.NET environments.

Maintenance and Support: After the 1 year implementation period the contractor will provide support and maintenance for the WebIZ.net and WebSchool.net products and the Azure Government Cloud Hosting environment. Additional deliverables beyond the scope of this statement of work will be completed following a change request process.

Training: The contractor will maintain a cloud-hosted training environment populated with obfuscated training data. For the initial release of the application the contractor will provide updated training materials for end users, administrators, and IT personnel and provide onsite training. Custom training videos will be developed for the Department and embedded in the WebIZ.net application, and updated upon major releases. Additional training needs beyond the scope of this statement of work will be completed following a change request process.

Deliverables Milestones

The following sections describe the required tasks and subtasks to be performed by Envision for each deliverable. Deliverables will be submitted to Connecticut DPH and will be subject to Connecticut DPH for review and acceptance.

Project Initiation

Due Date: One (1) month after contract execution

Task Item	Description
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Project Kickoff	Envision will lead a two-day onsite meeting with the Connecticut DPH project team to ensure that all key participants and stakeholders have the same common understanding about the project scope and implementation methodology. Envision will provide the agenda and be responsible for publishing meeting minutes.
Provide Project Templates	Provide approved Detailed Project Plan (templates and completion instructions for all subsequent deliverables), including: <ul style="list-style-type: none"> • Project Management Artifacts (e.g., Status reports, Issues Log, Meeting Notes/Summaries) • Design documents for WebIZ configuration, interfaces, etc.) • UAT and Data Migration test plans • Training Materials • Technical Architecture Documentation
Connecticut DPH Acceptance	The project kickoff meeting was conducted. The Detailed Project Plan, including project templates and completion instructions will be reviewed, approved, and accepted by Connecticut DPH by means of written approval.

Project Management

Due Date: Two (2) months after contract execution, and continuing until the 90-day warranty period is complete

Task Item	Description
Project Management	Envision will provide Project Management Services and maintain deliverables to be produced, and responsibilities of the parties relative to the successful implementation of the project. The services will a collection of Specification Document templates to include: <ul style="list-style-type: none"> • Scope Management • Project Schedule / Timeline • Change Management • Deliverables Management • Data Conversion & Migration Plan • Testing Plan • Training Plan • Rollout and Transition to Operations
	Schedule and conduct meetings with DPH staff, maintain action plans and report on the status of all tasks.
	Conduct briefing sessions with DPH personnel as requested by DPH Management or Project Team.
Weekly Meetings and Status Reports	Envision will participate in weekly meetings with the Connecticut DPH project team and provide written weekly status reports that document any decisions made or discussions with Connecticut DPH staff.
Connecticut DPH Acceptance	The collection of Specification Document Templates associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

IIS Configuration

Due Date: Three (3) months after contract execution

Task Item	Description
IIS Configuration Documentation	Envision will meet with the Connecticut DPH team to gather information to configure the WebIZ application to support Connecticut IIS activities. The Configuration document shall include Connecticut's decisions on how the IIS application will behave.
Connecticut DPH Acceptance	The Configuration Document associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

Design

Due Date: Five (5) months after contract execution

Task Item	Description
Design Documentation	Envision will provide the design documentation for the following components of WebIZ: <ul style="list-style-type: none"> The bi-directional vaccine online ordering system to CDC's VTrckS system. The HL7-compliant bi-directional external system interface that automatically senses and correctly processes messages in HL7 v2.3.1, v2.4, v2.5, and v2.5.1.
Data Dictionary	Envision will provide documentation describing the database structure associated with the current release as a set of Entity-Relationship diagrams and an associated Data Dictionary.
Data Migration Plan	Envision will establish a Data Migration Plan and associated Data Migration test plan that outlines the activities associated with transitioning the legacy data into WebIZ. This will include mapping the data, defining transformation rules, and a review of migration results after each attempt. This document will progressively summarize the percentage of data successfully migrated and include a list of failures and associated corrective actions.
Vital Records Interface	Envision will provide an Interface Design Document for the Vital Records import process. The document will include process description, data elements, editing criteria, business rules, inputs, outputs, and significant decisions associated with the interface.
Connecticut DPH Acceptance	The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

Azure Government Cloud One-time Setup

Due Date: Six (6) months after contract execution

Task Item	Description
Setup the Azure Infrastructure to support the WebIZ environments.	Envision will procure the necessary software and set up to support the four (4) Azure Government Cloud infrastructure environments for use by Connecticut DPH and the one (1) internal development environment at the Envision headquarters for use by Envision: <ol style="list-style-type: none"> User Acceptance Testing (UAT) QA Training Production Internal Development
Connecticut DPH Acceptance	The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

Envision Technical Support for the Azure Government Cloud hosting

Due Date: First full month after the environments are set up and monthly from there after

Task Item	Description
Envision Technical Support for Azure Hosting	Envision shall make technical support personnel available by phone and email on the following schedule: Monday through Friday, 9:00 A.M. To 7:00 P.M. (ET), excluding holidays.
	Envision will act as the central point of contact for all Azure support issues, including network access and infrastructure management.
	Envision will log Azure bug reports and provide to Connecticut DPH technical support services for the Server Environments based on the priority levels and problem resolution processes described in the Performance Measures, above.
	Envision will respond to technical questions about the Azure Server Environment. Such requests will be assigned a default Priority of Medium unless Connecticut DPH requests a higher priority be assigned to the request.
Monthly Report	Envision shall provide or make available online a monthly Azure issue report on the status of all logged requests received from Connecticut DPH.
Activities Tracking	Envision shall maintain a log of Azure-related requests in a Connecticut DPH approved tracking system with a unique number assigned to each Connecticut DPH request. The unique number shall be provided by Envision to Connecticut DPH for reference and communication. Connecticut DPH shall be provided direct access to the helpdesk application in order to monitor open tickets.
	<p>Connecticut DPH will assign one of three levels of priority to each request and meet response and resolution timelines detailed below:</p> <ul style="list-style-type: none"> • Critical is the most severe server error and represents a situation where mission critical features and functions of the server environment are unavailable and no practical alternate mode of operation is available. Critical priority problems will be corrected or a solution will be provided by Envision for corrective action within four (4) hours. • High indicates a problem in which certain features and functionality of the servers are not available and no practical alternate mode of operation is available. High priority problems will be corrected or a plan will be provided by Envision for corrective action within eight (8) hours. • Medium is the normal “next-in-line” problem priority assignment. At this level, requests are worked on in the order in which they are received. A plan to address the server problems will be provided by Envision within twenty-four (24) hours and the corrective action will be in place within ten (10) business days. • Low is the lowest problem priority assignment. At this level, requests are worked on as time permits. A plan to address the

	server problems will be provided by Envision within forty-eight (48) hours and the corrective action will be in place within forty-five (45) business days .
Connecticut DPH Acceptance	The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

Azure Government Cloud Consumption

Due Date: First full month after the environments are set up and monthly thereafter

Task Item	Description
Azure Government Cloud Hosting	Envision will manage, backup and secure the necessary software and Azure Government Cloud infrastructure to support the four (4) Azure environments and the one (1) internal environment for use by Connecticut DPH: 1. User Acceptance Testing (UAT) 2. QA 3. Training 4. Production 5. Internal Development
Monthly Report	Envision shall provide or make available online a monthly Azure availability report. The report will include uptime and availability.
Activities Tracking	Envision shall maintain a log of requests in a Connecticut DPH approved tracking system with a unique number assigned to each Connecticut DPH request. The unique number shall be provided by Envision to Connecticut DPH for reference and communication.
Connecticut DPH Acceptance	The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

Development

Due Date: Seven (6) months after contract execution

Task Item	Description
Establish WebIZ environments.	<p>Envision will build and implement four (4) environments for use by Connecticut DPH:</p> <ol style="list-style-type: none"> 1. User Acceptance Testing (UAT) <ol style="list-style-type: none"> a. Used initially to do all testing for the go-live to production. b. After go-live, used to test bug fixes, approved enhancements, and upgrades to the system prior to exposing the changes to any end users. c. Used to validate Service Pack and global application upgrades prior to exposing the changes to any end users. d. Only remains active while testing occurs for any changes proposed to the other environments. 2. Training <ol style="list-style-type: none"> a. Used for user training. b. Will require the loading of training data to be created by obfuscating existing production-level data to remove protected health information 3. QA <ol style="list-style-type: none"> a. Used after go-live to help HL7 users prepare for changes to the production environment. b. Typically requires a “snapshot” of production data to initiate use. c. May require data cleansing or enhancement scripts. 4. Production <ol style="list-style-type: none"> a. Will require a one-time conversion of production data from the legacy system to the new system. 5. Internal Development
WebIZ Development and Configuration – All Releases	<p>Envision will complete the development activities needed to achieve the validated Connecticut DPH requirements:</p> <ul style="list-style-type: none"> • Configure WebIZ for Connecticut DPH. • Provide a Vital Records Import Interface. • Provide updated online help. • Provide updated administration materials. • Deliver an updated copy of the source code.
Development and internal Testing Environment	<p>Envision will configure an internal Development environment for Connecticut. The environment will be created at Envision headquarters and shall be used throughout the duration of the Contract to customize and maintain WebIZ with no disruption to programmatic activities.</p>
Data Migration Process	<p>Envision will develop the Data Migration Process that will migrate the legacy data and review the results with Connecticut DPH.</p>
Vital Records Interface	<p>Envision will develop the Vital Records interface, implement, and demonstrate the functionality to Connecticut DPH.</p>

Connecticut DPH Acceptance	The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.
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User Acceptance Testing

Due Date: Eight (8) months after contract execution

Task Item	Description
Internal Testing	Envision will execute all test plans associated with the current release on the internal development instance. Envision will iteratively execute test cases and correct defects until all test cases resolve correctly.
User Acceptance Testing Environment	Envision will establish and populate a UAT Environment on the hosting site with legacy converted data. This environment shall be validated to pass all test cases associated with the current release before releasing it to the user community for their testing efforts.
	Envision will add user and administrator accounts to support the testing effort.
User Acceptance Testing	Envision will provide a test plan to be executed against the application installed on the UAT environment. Connecticut DPH staff will be responsible for executing the test plans and reporting issues back to Envision.
	If any critical issues are discovered during UAT, issues will be added to the helpdesk system and Envision will revert to the Development or Design stage (as appropriate) to address their resolution.
	Envision will provide Connecticut DPH a UAT report that documents any non-critical issues and the proposed releases in which they will be addressed.
Connecticut DPH Acceptance	The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

Training

Due Date: Eight (8) months after contract execution

Task Item	Description
Training Environment – 1 st Release	Envision will establish and populate a Training Environment on the hosting site.
	Envision will add administrator accounts as necessary to support the training effort for the first release.
WebIZ Written Training Materials – Initial Release	<p>Envision shall provide a three-day onsite end-user training including training plans and related training materials. End users include Connecticut immunization staff and other stakeholders with role-based access to the application. Training plans and materials shall be based on a "train the trainer" model designed to ensure that Connecticut staff will be self-sufficient with respect to training application stakeholders. Deliverables should address training methodology, objectives, timeframes, resources, and outcomes.</p> <p>Envision shall provide a half-day technical training to be consumed by the DPH IT Services Division Technology staff. Envision has the option of providing the technical training on-site in conjunction with the on-site user training or can provide the technical training remotely. Training plans and materials shall ensure sufficient knowledge transfer to DPH IT staff for ad-hoc query and report generation and address the structure and architecture of WebIZ.</p>
Finalize Training and Outreach Materials Environment – Initial Release	For the initial release of the application Envision will provide updated training materials for end users, administrators, and IT personnel.
Connecticut DPH Acceptance	The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.

Production Go Live

Due Date: Nine (9) months after contract execution

Task Item	Description
Production Deployment	<p>Envision will:</p> <ul style="list-style-type: none"> • Establish and validate the production environment on the hosting platform • Notify DPH IT staff to freeze the legacy Connecticut IIS application • Execute the Data Migration Process to populate the new production instance • Add appropriate user and administration accounts • Execute ALL test cases one more time. • If there are no Critical (showstopper) issues raised: <ul style="list-style-type: none"> ▪ Envision will release the new production instance. ▪ DPH IT staff will shut down the legacy Connecticut IIS application. • Otherwise: <ul style="list-style-type: none"> ▪ Log the new (non-critical) issues, ▪ Notify DPH IT staff to re-enable the legacy Connecticut IIS application, and ▪ Revert to the appropriate prior lifecycle stage to address the issue(s) <p>Envision will provide Connecticut DPH a Production Issues report that documents any non-critical issues and the proposed releases in which they will be addressed.</p>
Connecticut DPH Acceptance	<p>The documentation and software artifacts associated with this deliverable will be subject to review, approval, and acceptance by Connecticut DPH. Acceptance shall result in the signed Deliverable Acceptance Form.</p>

Licensing

Due Date: Ninety days after Production Go Live

Task Item	Description
Licensing	<p>Contractor will provide user licenses and support licenses for the application.</p>
Connecticut DPH Acceptance	<p>This deliverable will be considered accepted upon completion of the 90 day licensing period.</p>

WebIZ Support

Due Date: Ninety days after Production Go Live and monthly thereafter

Task Item	Description
Problem Support	Envision shall make technical support personnel available by phone and email on the following schedule: Monday through Friday, 9:00 A.M. To 7:00 P.M. (ET), excluding holidays.
	Envision will act as the central point of contact for all support issues, including application functionality, application availability, network access, and infrastructure management.
	For each scheduled release of the application, Envision will log bug reports and enhancement requests and provide to Connecticut DPH technical support services for the Software based on the priority levels and problem resolution processes described in the Performance Measures, above.
	For each scheduled release of the application, Envision will coordinate with Connecticut DPH to identify the specific set of bug fixes and enhancements to be associated with the upcoming release.
	For each scheduled release of the application, Envision will provide a delta document outlining what has changed since the last upgrade and updated test and training documentation for changes made to the system or external interfaces (as appropriate to the release) to Connecticut DPH.
	Envision will respond to technical and functional questions about the Envisions Application. Such requests will be assigned a default Priority of Low unless Connecticut DPH requests a higher priority be assigned to the request.
Monthly Report	Envision shall provide or make available online a monthly report on the activity and status of all logged requests received from Connecticut DPH.
Activities Tracking	Envision shall maintain a log of requests in Envision’s helpdesk system with a unique number assigned to each Connecticut DPH request. The unique number shall be provided by Envision to Connecticut DPH for reference and communication.
	<p>Connecticut DPH will assign one of four levels of priority to each request:</p> <ul style="list-style-type: none"> • Critical is the most severe program error and represents a situation where mission critical features and functions of the application are unavailable and no practical alternate mode of operation is available. Critical problems will be corrected or a solution will be provided by Envision for corrective action within four (4) hours. • High indicates a problem in which certain features and functionality are not available and no practical alternate mode of operation is available. High problems will be corrected or a plan

	<p>will be provided by Envision for corrective action within two (2) Business Days.</p> <ul style="list-style-type: none"> • Medium is the normal “next-in-line” problem priority assignment. At this level, requests are worked on in the order in which they are received. Medium problems will be corrected in the next patch to the release or a plan will be provided by Envision for corrective action within forty-five (45) Business Days. • Low is the Release assignment. At this level, requests are worked on as deemed appropriate by Connecticut DPH. Low issues will be incorporated into specific updates as a patch or release, which will be scheduled for delivery at the discretion of Connecticut DPH after time and cost estimates are provided by Envision and approved by the Connecticut DPH team, if applicable. As such, Low issues will be due at the time the specific patch or release is delivered.
Annual Updates	Connecticut DPH is entitled to a minimum of one full upgrade per year to the then current Licensed Software version to be completed at a mutually agreeable time. Envision will plan and coordinate the update with Connecticut DPH at least one (1) month in advance and coordinate downtime communications.
Monthly Updates	Envision, as needed, will plan and coordinate the application of patches. Envision will plan and coordinate the update with Connecticut DPH at two (2) weeks in advance and coordinate downtime communications.
Ad hoc queries	Envision will provide support relating to data extracts and queries relating to Immunization Information Systems Annual Report required by the Center for Disease Control and Prevention (CDC) for WebIZ.NET only.
User Acceptance Testing	<p>Connecticut DPH staff will execute test plans against the application installed on the UAT environment. Connecticut DPH staff will be responsible for executing the test plans and reporting issues back to the contractor.</p> <p>If any “showstopper” bugs (critical issues) are discovered during UAT, appropriate issues will be added to the helpdesk system and Envision will revert to the Development or Design stage (as appropriate) to address their resolution.</p> <p>Envision will leverage their helpdesk system to provide Connecticut DPH with documentation of any non-critical issues and the proposed releases in which they will be addressed.</p>

Acceptance Testing

Performance shall be measured by Envision’s ability to meet project objectives and all approved requirements meeting quality standards within scope, schedule and budget. This includes meeting the timelines, requirements and quality for the deliverables outlined below. Deliverables should be submitted to Connecticut DPH and will be subject to Connecticut DPH for review and acceptance.

Change Requests

The scope of the work, cost, and timeline is defined for the initial implementation of the Connecticut IIS. Regardless, it is likely that Connecticut will request a change to the implementation timeline or the scope of the work to be performed. When this occurs, Connecticut and Envision will discuss the requested change to see if the change is feasible. If the change is feasible given the cost constraints of the contract, the project plan will be updated to reflect the revisions and the change will be documented in the configuration document.

After the initial implementation, the scope of the contract costs cover support and maintenance of the IIS only. If additional features are desired, Connecticut will make a change request leveraging Envision's helpdesk application. Envision will provide Connecticut with a cost and timeline quote for the desired work. If Connecticut approves the work and can obtain additional funds to cover the work, Envision will begin work on the requested work.

The SOW between the Contractor and Department will at a minimum set forth the following:

1. Identify the type of deliverables to be provided by the contractor
2. Set forth the detailed requirement and activities to be performed by the contractor
3. Set forth the time frame within which Contractor is to perform the services or provide deliverables
4. Set forth the scope and duration of any implementation support services
5. Set forth the scope, location, and timing of training to be provided by the Contractor
6. Specify the physical location or locations where Contractor shall perform services
7. Specify any Department responsibilities before, during, or after the services are performed by the Contractor
8. Set forth the conversion schedule for the SOW
9. Set forth training to be provided by the Contractor
10. Set forth the applicable evaluation and testing requirements
11. Disclose use of subcontractors, if any
12. Specify key contractor personnel

Information Security

Personnel

Envision conducts criminal background checks and does not utilize any staff to fulfill the obligations of the contract who has been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or any misdemeanor offense for which incarceration for a minimum of 1 year is an authorized penalty. Envision promotes and maintains an awareness of the importance of securing the State's information among our employees.

Data Security

The State of Connecticut shall own all right, title and interest in its data that is related to the services provided by this contract. Envision shall not access State of Connecticut User accounts, or State of Connecticut Data, except (i) in the course of data center operations, (ii) response to service or technical issues, (iii) as required by the express terms of this contract, or (iv) at State of Connecticut's written request.

Protection of personal privacy and sensitive data shall be an integral part of the business activities of Envision to ensure that there is no inappropriate or unauthorized use of State of Connecticut information at any time. To this end, Envision shall safeguard the confidentiality, integrity, and availability of State information and comply with the following conditions:

- a) All information obtained by Envision under this contract shall become and remain property of the State of Connecticut.
- b) At no time shall any data or processes which either belongs to or are intended for the use of State of Connecticut or its officers, agents, or employees, be copied, disclosed, or retained by Envision or any party related to Envision for subsequent use in any transaction that does not include the State of Connecticut.

Envision shall not store or transfer non-public State of Connecticut data outside of the United States. This includes backup data and Disaster Recovery locations. Envision will permit its personnel and contractors to access State of Connecticut data remotely only as required to provide technical support

Encryption

Envision shall encrypt all non-public data in transit regardless of the transit mechanism. Examples of non-public data are social security number, date of birth, and un-hashed passwords.

For engagements where Envision stores sensitive personally identifiable or otherwise confidential information, this data shall be encrypted at rest. All database files are encrypted at rest using SQL Server Transparent Database Encryption with an AES 256-bit cypher.

Backup

Envision utilizes SQL Server Managed Backup to Azure Storage. While the details can be found here, the principle is that the system will automatically create either a transaction log or full backup based on the passage of time or a volume of data change. In the most active databases, this results in much more frequent backup than is normally seen with traditional schedule strategies. Retention period for backups is normally fourteen days.

All backup files are encrypted and stored in geo-redundant data centers. In the unlikely event that a given Azure Government datacenter should fail completely, backup files could be retrieved from a mirror location. Note that this technique complements a geo-redundant disaster recovery strategy, which Envision has implemented for one other customer.

Recovery

If database data were to become corrupted for some reason, recovery to a recent backup could take place within a few hours, after taking the system offline, verifying the appropriate checkpoint, restoring the data, and bringing the system back online. If all backups at the primary location were lost or corrupted, recovery from the geo-redundant storage site would require some intervention from the Azure team, and may increase downtime to a full day.

Breach Notification Process

In the event of a suspected breach by unauthorized parties, Envision will notify the state within four hours with an estimate of scope and impact. In the event of unauthorized access by authorized users of the system, Envision will work closely with the Connecticut IIS team to help identify scope and impact of the access through queries of our extensive logging mechanisms.

Payment Terms

The Contractor shall reference the following in its invoices and/or invoice attachments as applicable:

- Contract number, Purchase Order number (if one is available), Statement of Work or Change Request or ticket number authorizing and outlining services
- Date(s) of Service for professional services, or effective date for Licensed Software or maintenance
- Assigned Contractor personnel and hours expended by each
- Sign off by the Department acknowledging completion of the Deliverable.

Travel

Travel specified in the project deliverables has been included in the system implementation cost. If additional travel is required, transportation shall be arranged as far in advance as practicable, at the lowest rates available. Licensor shall submit to Recipient an estimate of travel expenses contemplated hereunder, which Recipient will have the opportunity to approve prior to Licensor's commitment or commencement of travel.

Scheduled/Unscheduled Maintenance

Envision will coordinate all scheduled maintenance with the Connecticut IIS program. Scheduled maintenance includes application and server infrastructure updates. Under no circumstances will Envision make any scheduled changes to the Connecticut IIS without prior approval and coordination. In the rare instances where Envision needs to apply a hotfix to the Connecticut IIS, the timing of the change will be coordinated with the Connecticut IIS program.

Unplanned maintenance rarely occurs. Except for a security issue issued by Microsoft that requires an immediate hotfix, there should be no reason to perform unplanned maintenance. In this case, Envision will communicate the issue and if possible coordinate when to apply the emergency Microsoft maintenance.

Outage Notifications

Envision's Customer Engagement Manager will coordinate all scheduled outages to upgrade and patch the Connecticut IIS with the IIS program. The outage will be planned and a mutually agreeable date and time will be determined. This is a collaborative process such that the IIS program has ample time to alert all interested parties of the planned outage. If an unscheduled outage should occur, Envision will provide root cause analysis within 48 hours.

System Uptime

Envision targets a 99.5% WebIZ production application scheduled uptime each month. If system uptime falls below the SLA of 99.5%, Envision will reimburse the State for a pro-rated difference between the actual system uptime and the SLA hours.

ATTACHMENT 2: Software Maintenance and Support Agreement

This Software Maintenance and Support Agreement are made as of the Begin Date through the End Date by and between the Licensor, Envision Technology Partners, Inc and the Recipient, the *State of Connecticut*.

The *State of Connecticut* and Envision Technology Partners, Inc. hereby agree as follows:

1. DEFINITIONS

For the purposes of this agreement, the following terms and definitions shall apply:

- 1.1. “**Azure**” refers to the Microsoft Government Cloud hosted server environment. This is an optional offering provided by the Licensor to the Licensee.
- 1.2. “**Begin Date**” refers to the earliest date at which Recipient is entitled to maintenance and support under this agreement. The Begin Date is defined as month, day, year.
- 1.3. “**End Date**” refers to the latest date at which Recipient is entitled to maintenance and support under this agreement. The End Date is defined as one year (365 days) after the Begin Date.
- 1.4. “**Error**” means a reproducible failure of the Licensed Software to perform any material function set forth in the then current specified functionality as defined in Licensor’s current version of software.
- 1.5. “**Connecticut WebIZ.NET**” refers to the Recipient’s installation of the Licensed Software.
- 1.6. “**Initial Support Term**” means the period beginning on the Begin Date of this Agreement and ending on the End Date of this Agreement.
- 1.7. “**Licensed Software**” is defined as the WebIZ.NET web-based Immunization Registry software application, including WebSchool.NET, developed by Envision Technology Partners, Inc. It includes all related modules, customizations, and interfaces also developed by Envision for the Licensee. This agreement does not cover modules or other products developed by Licensor but not currently licensed by Recipient.
- 1.8. “**Licensor**” is defined as Sage Pursuits, Inc. doing all business as: Envision Technology Partners, Inc. located at 7995 East Prentice Avenue, Suite 201-E, Greenwood Village, CO 80111.
- 1.9. “**Recipient**” is the *State of Connecticut*.
- 1.10. “**Renewal Support Term**” means a successive one-year renewal term following the initial support term agreed upon by the parties.
- 1.11. “**Support Response Time**” is defined as the time required for the acknowledgement of the service request by the Licensor’s support staff.
- 1.12. The “**SLA**” is the service level agreement for the *Connecticut* Immunization Registry System (*Connecticut* WebIZ.NET) Project.

This agreement outlines the terms and conditions of Software Maintenance and Support as provided by the Licensor.

2. SOFTWARE SUPPORT SERVICES

Commented [AL1]:

During the twelve (12) month contiguous period starting on Begin Date and ending on End Date for the Licensed Software to the Recipient, Licensor shall correct any error, malfunction or defect in the operation of the Licensed Software to enable the Licensed Software to perform in accordance with the software requirements and the Service Level Agreement (SLA). The Recipient shall report to Licensor any errors, malfunctions, or defects that cause the Licensed Software to fail to perform any material function set forth in the then current specified functionality. Licensor shall only be obligated to provide Support if the Recipient has paid the applicable Support fees and provides Licensor with all information, documentation, technical assistance, and access to the computing device(s) on which the Licensed Software is installed and any other equipment and personnel necessary to assist Licensor in providing support. Maintenance and support shall automatically renew for successive twelve (12) month periods unless thirty (30) days' prior written notice of termination or modification is provided to the Contractor by the Department before the end of the then-current term of maintenance and support services.

2.1. Support herein entitles the Recipient to receive for the Licensed Software:

- 2.1.1. Licensed Software defect repairs and modifications and any related licensed documentation to enable the Recipient to use such Licensed Software, defect repairs and modifications as they become generally available from Licensor.
- 2.1.2. A minimum of one full upgrade per year to the then current Licensed Software version to be completed at a mutually agreeable time within the effective dates of this agreement.
- 2.1.3. Licensor will provide support relating to data extracts and queries relating to Immunization Information Systems Annual Report required by the Center for Disease Control and Prevention (CDC) for WebIZ.NET only.
- 2.1.4. Licensor Helpline Services consisting of:
 - 2.1.4.1. Licensor's standard helpdesk, email, and telephone support which includes general technical information and assistance with problem determination, isolation, verification, and resolution during the hours of 10 AM to 7PM ET, excluding weekends and the following holidays, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.
 - 2.1.4.2. Licensor's limited helpdesk, email, and telephone support which is limited to mission critical and systems-down application and technical support for Recipient's production environment during normal business hours as defined in Table 2.2.4.2.

SLA Table 2.2.4.2 Mission Critical and Systems Down Support - ET

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Normal Business Hours							
Start	09:00	09:00	09:00	09:00	09:00	09:00	09:00
Stop	20:00	20:00	20:00	20:00	20:00	20:00	20:00

2.1.4.3. Remote support. The Recipient will allow Remote Support capability to remotely analyze and resolve incidents.

2.1.5. The Licensor shall provide problem or error determination service to the extent that the Licensed Software is eliminated as a possible cause of a reported error or malfunction.

3. AZURE SUPPORT SERVICES

3.1. During the twelve (12) month contiguous period starting on Begin Date and ending on End Date for the Licensed Software to the Recipient, Licensor shall manage the Azure environment needed to enable the Licensed Software to perform in accordance with the software requirements and the Service Level Agreement (SLA). The Recipient shall report to Licensor any errors, malfunctions, or defects that cause the Azure environment to fail to perform any material function set forth in the then current specified functionality. Licensor shall only be obligated to provide Support if the Recipient has paid the applicable Azure Support fees and provides Licensor with all information, documentation, technical assistance, and access to the computing device(s) on which the Licensed Software is installed and any other equipment and personnel necessary to assist Licensor in providing support.

3.2. Support herein entitles the Recipient to receive for the Licensed Software:

3.2.1. Licensed Software defect repairs and modifications and any related licensed documentation to enable the Recipient to use such Licensed Software, defect repairs and modifications as they become generally available from Licensor.

3.2.2. Licensor Helpline Services consisting of:

3.2.2.1. Licensor’s standard helpdesk, email, and telephone support which includes general technical information and assistance with problem determination, isolation, verification, and resolution during the hours of 10 AM to 7PM ET, excluding weekends and the following holidays, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.

3.2.2.2. Licensor's limited helpdesk, email, and telephone support which is limited to mission critical and systems-down application and technical support for Recipient’s production environment during normal business hours as defined in Table 3.2.2.3.

SLA Table 3.2.2.3 Mission Critical and Systems Down Support - ET

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Normal Business Hours							
Start	09:00	09:00	09:00	09:00	09:00	09:00	09:00
Stop	20:00	20:00	20:00	20:00	20:00	20:00	20:00

3.2.3. The Licensor shall provide problem or error determination service to the extent that the Azure environment is eliminated as a possible cause of a reported error or malfunction.

4. PROCEDURES FOR ERROR CORRECTION SERVICES

4.1. To obtain Error correction services, Recipient must notify the Licensor of any suspected Error and provide the Licensor with reasonable detail of the nature of and circumstances surrounding the Error.

4.2. Recipient may choose to notify Licensor via the helpdesk, telephone or email. At the time of the execution of this agreement, contact information for Licensor support personnel is as noted below, but may be modified or amended by Vendor with appropriate notice.

Nicole Dais – Customer Engagement Manager
 (303) 914-9797 Extension 111
 ndais@envisiontechnology.com

Claire Murchie – Escalations
 (303) 914-9797 Extension 104
 (720) 891 8551 (Mobile)
 cjmurchie@envisiontechnology.com

4.3. The Recipient shall communicate the severity level when notifying the Licensor based on the Severity Guidelines defined in Table 4.4.

4.4. The Licensor “support response time” shall be guided by the Severity Guidelines defined in Table 4.4.

Severity Guidelines Table 4.4

Severity	Definition
Critical Immediate Response	Total System failure Major component is not working Mission critical impact to business function
High Respond within 4 to 8 hours	Associated function not working with no workaround available Moderate to severe impact to business function
Medium Respond within 8 to 24 hours	System / functional error that can be bypassed System / functional errors that occur outside normal routine Low to moderate impact to business function

Severity	Definition
Low Respond As Time Permits	Suggestions Possible design problem Questions No impact to business function

4.5. Licensor may perform remote diagnostics to determine the existence and nature of Error.

4.6. The Recipient shall provide the Licensor with reasonable access (via remote telecommunications) to the Recipient's copies of the Licensed Software to the extent necessary to enable Envision Technology, Inc to meet its support obligations as set forth in this Agreement.

4.7. The Licensor shall keep any data contained within the Recipient's copies of the Licensed Software confidential.

5. LIMITATIONS ON LICENSOR'S SUPPORT OBLIGATIONS

5.1. Licensor shall not be obligated to provide support if the Licensed Software is not used in accordance with the then current licensed documentation or if any error, malfunction, or defect reported by the Recipient is found by Licensor to be due to a cause other than the Licensed Software as delivered by Licensor.

5.1.1. Licensed Documentation delivered by Licensor to the Recipient includes:

- 5.1.1.1. Customized application user training materials for User Training, Patient Level Reporting, Data Entry via IZ Quick Add Module, Inventory Training, Inventory Reporting, and Provider Reporting;
- 5.1.1.2. WebSchool.NET Module training materials;
- 5.1.1.3. WebSchool.NET Module training materials;
- 5.1.1.4. WebSchool.NET Module training materials;
- 5.1.1.5. Customized application administrator training materials;
- 5.1.1.6. Connecticut WebIZ.NET Gap Analysis and Fit Gap Analysis, documenting the Licensed Software customizations;
- 5.1.1.7. Online Help available through the application
- 5.1.1.8. Annotated Source Code.
- 5.1.1.9. Database Diagrams can be generated as needed using SQL Server Management Studio

5.2. Support herein for the Licensed Software does *not* include the following items:

- 5.2.1. Support of any modifications or enhancements implemented by Recipient or a third party.
- 5.2.2. Travel to Recipient facilities for on-site installation of updates.
- 5.2.3. Support for a release of a Third Party-owned Product if that Third Party no longer provides support to Licensor for that release. The following is a list of all Third Party Software products required for the Licensed Software.

5.2.3.1. Microsoft Windows Server Operating System;

5.2.3.2. Microsoft SQL Server;

5.2.3.3. Crystal Reports;

5.2.3.4. Orion Software's Symphonia Messaging Tool;

5.2.3.5. SSL Certificate

5.2.4. Support for computer hardware, computer network, electrical, telephone, interconnection or the installation or repair of accessories, alterations, parts or devices not furnished by the Licensor.

5.2.5. The Recipient shall pay Licensor, at Licensor's then current hourly rates specified in Section 8, for Licensor's services in responding to a Recipient's report of an error, malfunction, or defect, if

5.2.5.1. The Recipient does not assist Licensor as reasonably required. Reasonable assistance includes:

5.2.5.1.1. Disclosure of recent upgrades to Third Party Products that impact the Connecticut WebIZ.NET environment.

5.2.5.1.2. Disclosure of recent installation of new Third-Party Products within the Connecticut WebIZ.NET environment.

5.2.5.2. The Licensed Software is not used in accordance with the licensed documentation,

5.2.5.3. The Recipient has modified the source code or database environment without Licensor's approval.

5.3. Support herein for the Azure environment does include the following items:

5.3.1. Support for the following list of all Third-Party Software products required for the Licensed Software.

5.3.1.1. Microsoft Windows Server Operating System;

5.3.1.2. Microsoft SQL Server;

5.3.1.3. Crystal Reports;

5.3.1.4. Orion Software's Symphonia Messaging Tool;

5.3.1.5. SSL Certificate

5.3.2. Support for computer hardware, computer network, electrical, telephone, interconnection or the installation or repair of accessories, alterations, parts or devices furnished by the Licensor as a part of the Azure environment.

6. ADDITIONAL SERVICES

6.1. If any error, malfunction, or defect not covered by this agreement may reasonably be corrected by Licensor, the Licensor shall advise the Recipient in writing of the cost, based on the Licensor's hourly rate specified in Section 8, of the additional service and shall correct it upon receipt of authorization from the Connecticut Immunization Program

Manager or IIS Manager. The Licensor shall obtain approval from the Recipient for all additional services not covered under this agreement.

7. RECIPIENT RESPONSIBILITIES

7.1. The Recipient is responsible for reasonable due diligence in the determination of issues with the Licensed Software.

7.2. Recipient will interface directly with all end-users. The Recipient is responsible for all Level 1 support and will escalate any Level 2 issues attributable to the Licensed Software to Licensor.

8. SUPPORTED VERSION OF LICENSED SOFTWARE

When the Licensed Software is under Support, Support shall be provided as described above for at least the following: (1) the then-current major release of the Licensed Software, (2) one major release preceding the then-current major release of the Licensed Software and (3) one major release preceding the then-current major release of the Licensed Software until at least eighteen (18) months after availability of the then-current major release.

9. FEE

The Maintenance and Support Fee includes the activities as outlined in the previous sections for the 12 month contiguous period beginning on Begin Date and ending on End Date. The cost for providing Software Support Services as described in this agreement is \$104,500 for the period starting on Begin Date and ending on End Date, payable in full at the beginning of the period. The cost for providing Azure Support Services as described in this agreement is \$159,075 for the period starting on Begin Date and ending on End Date, payable in full at the beginning of the period. Services not covered under this Agreement will be billed at an hourly rate based on the labor category of staff required to complete work.

10. RENEWAL

The Recipient may extend Software Support Services beyond the Initial 12 Month Support Term in additional twelve month increments for **(\$XX,XXX)** or ***20% of the current list price of the supported modules*** each year.

The Recipient may extend Azure Support Services beyond the Initial 12 Month Support Term in additional twelve month increments for **(\$XX,XXX)** each year.

Recipient's election not to renew maintenance at any time shall constitute termination of this agreement, though section 10 (POST-MAINTENANCE SUPPORT POLICY) will survive termination. Upon termination of this contract, or upon request, the Department will be provided a copy of the SQL Server database.

11. POST-MAINTENANCE SUPPORT POLICY

Should Recipient elect not to renew Software Maintenance and Support for any future period, Licensor agrees to make reasonable efforts to address issues with High or Critical severity on a time and materials basis. Bug fixes may not be possible in all circumstances except on the then-current version of the Licensed Software. Enhancement requests will not be generally available except on the then-current version of the Licensed Software. Cost to upgrade to future versions beyond the term of this Support and Maintenance Agreement is outside the scope of this agreement.

12. TRAVEL

Transportation shall be arranged as far in advance as practicable, at the lowest rates available. Licensor shall submit to Recipient an estimate of travel expenses contemplated hereunder, which Recipient will have the opportunity to approve prior to Licensor's commitment or commencement of travel.

ATTACHMENT 3: Product and Pricing Schedule

Costs in the document are based on GSA pricing. No GSA discount is available on Microsoft Azure Cloud hosting costs or for the Symphonia Runtime Mapper license or support costs.

Part 1—Implementation (One-time costs to be paid upon completion of milestone)	
<i>Item</i>	<i>Cost</i>
Immunization Registry (WebIZ.NET)	\$273,750
Data Conversion	\$85,000
IIS Customization and Setup	\$85,000
Vital Records Interface Setup	\$21,250
HL7 Setup	\$17,000
Public Portal	\$23,500
Training Videos (30 screens)	\$61,200
IIS Adhoc Reporting Data Mart	\$15,000
Data Mart Setup	\$25,500
Provider Management	\$15,000
Provider Management Setup	\$34,000
School Nurse	\$15,000
School Nurse Setup	\$4,250
Symphonia Runtime License for HL7	\$40,000

Part 2—Azure Support During Implementation	
<i>Item</i>	<i>Cost</i>
Azure Government Cloud Setup	\$10,200
Azure Support (months 1-4 post-build)	\$5,000/month
Azure Support (months 5-8 post-build)	\$10,000/month

Part 3—Annual Application Support (Maintenance costs applied after warranty period)	
<i>Item</i>	<i>Annual Cost</i>
Immunization Registry (WebIZ.NET)	
Annual Product Support	\$17,250
CDC IIS Annual Report	\$3,750
Annual Product Upgrade	\$13,500
VTrckS ExIS Interface Support	\$9,000
HL7 Message Support	\$9,000
Public Portal	\$2,250
Training Videos	\$18,000
IIS Adhoc Reporting Data Mart	
Annual Product Support	\$7,500
Provider Management	
Annual Product Support	\$11,250
School Nurse	
Annual Product Support	\$3,000
Symphonia Runtime License for HL7	\$10,000

Part 4—Annual Cloud Hosting Support (Maintenance costs applied after warranty period)

<i>Item</i>	<i>Annual Cost</i>
Azure Government Cloud Hosting	\$120,000/year
Envision hosting support	\$39,075/year

Part 5—Man Hour Rates	
<i>Labor Category</i>	<i>GSA Labor Hourly Rate</i>
Database Administrator	\$87.65/hour
Programmer Analyst	\$82.50/hour
Project Lead	\$90.75/hour
Project Manager	\$92.81/hour
Software Engineer	\$97.96/hour
Systems Engineer	\$97.96/hour
Subject Matter Expert	\$154.68/hour