



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

Unisys Response

to

State of West Virginia

Request for Quotation ITECH10

Statewide Contract for Technical Services

January 20, 2010

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COMPARING DIVISION
STATE OF WV



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January 20, 2010

Jo Ann Adkins
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE: Request for Quotation ITECH10

Dear Ms. Adkins:

Unisys is pleased to respond to the State of West Virginia's *Request for Quotation (RFQ) ITECH10 "Statewide Contract for Technical Services."* Unisys meets the mandatory requirements of the Department of Administration's Request for Quotation.

By submission of this response to RFQ ITECH10, Unisys acknowledges and accepts these mandatory requirements of the RFQ as set forth in the attached Statement of Understanding and our response to the State's invitation. In addition, a signed copy of Exhibit 10, Addendum Acknowledgement, follows this transmittal letter.

Unisys is responding to the following sections based on our services offering and ability to deliver:

- 2 Data Warehouse Development and Implementation
- 4 Internet/Intranet and Electronic Commerce Security Development and Implementation
- 5 Electronic Commerce—Web-based Development
- 6 Electronic Document Management Systems
- 8 Technology Advisory Services
- 9 Major Project Implementation (to include Project Management)
- 11 Migration of Legacy Systems
- 16 Microsoft Specialists.

The Unisys individual to be contacted if clarification of this response is necessary is Ronald Monaco at (614) 855-5013. We look forward to your evaluation of our response and to providing the State of West Virginia with professional technology services.

Sincerely,

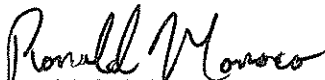

Ronald G. Monaco
Portfolio Sales Executive
Unisys Corporation

EXHIBIT 10

REQUISITION NO.: WV-ITECH10 RFQ

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S

NO. 1- 12/21/2009

NO. 2 - 12/29/2009

NO. 3 - 01/11/2010

NO. 4

NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR
MUST CLEARLY UNDERSTAND THAT ANY VERBAL
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE
INFORMATION ISSUED IN WRITING AND ADDED TO THE
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.



SIGNATURE

Unisys Corporation

COMPANY

January 14, 2010

DATE

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Unisys Statement of Understanding

This response to the West Virginia Office of Technology's RFQ #ITECH10 has been prepared in accordance with Unisys understanding of your requirements based on the RFP information provided and the assumptions set forth in this response. The final determination that the proposed services meet your requirements must be yours.

This RFP response may contain confidential information of Unisys Corporation, in which case it shall be marked as "Unisys Confidential" or "Unisys Proprietary". In consideration of the receipt of this document, recipient agrees not to reproduce or make this information available in any manner to persons outside the group directly responsible for evaluation of its contents except as may be required by applicable law. Unisys reserves title in the content of its proposal materials (excluding any State provided information), but agrees that the State shall have the right to use the proposal materials for the purpose of conducting an evaluation, including making copies of the proposal publicly available (except for any information identified herein "Unisys Confidential" or "Unisys Proprietary" which is not otherwise required to be disclosed in accordance with applicable public records laws).

Our response is based on the understanding that neither party will become legally bound to each other until such time that an agency issues a Request for Proposal and Unisys successfully responds and wins the bid, and whereby a written contract has been executed on behalf of both parties by their respective authorized representatives. Unisys response is submitted on the condition that, in the event of an award to Unisys, the Unisys Technology Services contained in this proposal will be supplied under the terms and conditions set forth in the Unisys - State of West Virginia Master Agreement #95010052, and the Agreement for Limitation of Liability found in the appendix herein will be utilized. A copy of Agreement # 95010052 is on file at the West Virginia Department of Administration and at the West Virginia Attorney General's Office, and can be provided upon request. As a courtesy we have included a copy of the Master Agreement herein.

All brand and product names referenced in this proposal are either acknowledged or registered trademarks of their respective owners. Unisys is a registered trademark of the Unisys Corporation.

Executive Summary

When you need to align your information technology and corporate goals, integrate systems, or cut IT costs, we can help. Unisys Technology Consulting Services offers unrivaled expertise to help you assess, design, integrate, optimize, Web-enable, and implement the technology that is best for your organization—whatever the size or the nature of your business. We pride ourselves on having enabled some of the largest organizations to optimize their businesses with the most effective use of technology.

Whether it is installation services, education, or a complete solution involving project management and our proven SystemFlow methodology, you can count on Unisys Technology Consulting Services to design the most effective solution for your organization.

As governments seek to deploy innovative solutions to achieve operational excellence and compliance in new ways, they must be able to unify these solutions with their existing systems and applications. This is one of our strengths at Unisys. For decades, we have excelled at integrating our own technology with that of other vendors into fully integrated systems that help our clients improve constituent service and reduce costs.

Unisys combines a deep understanding of the public sector with a comprehensive services methodology, advanced program management, and extensive knowledge of technology and software development tools. We provide clients with a single source to help manage the complexities of developing, implementing, and supporting enterprise applications.

Unisys retains hundreds of skilled technical resources throughout the world who are experts in a variety of IT areas. These resources provide our clients with both functional and technical skills as well as real-world experience. Unisys Services Delivery is organized by industry and by geography to best deploy resources to a specific geography. The depth of our resources, the experience of our collective staff, and our commitment to maintain our skills and competencies as well as provide implementation support will reduce the overall risk to the State of West Virginia.

Why Unisys?

- We are focused on what we are best at and where our clients need us most.
- We collaborate with, not dictate to, our clients to get to the best solution.
- We aren't afraid to roll up our sleeves and get our hands dirty.
- We are defined by the excellence of our service quality.
- We are unbiased and objective in the technologies we use.
- We have a culture of innovation built on a heritage of technological firsts.

- We have global reach so that we can be everywhere our clients are or need to be.
- We have great people dedicated to delivering results and focused on our clients' success.

Unisys in West Virginia

Today, Unisys works with several State of West Virginia agencies. The engagements with the most significant scope and value and value include:

- West Virginia State Auditor's Office
- West Virginia Department of Health and Human Resources.

The West Virginia State Auditor's Office has been a Unisys client for more than 30 years. Unisys Enterprise Servers process the State Auditor's portion of the FIMS system. These servers also run the State's EPICS payroll system. The EPICS system and the Auditor's portion of the FIMS application are written in Unisys Enterprise Application Environment (EAE)—a suite of computer-based tools and supporting methodology for building and deploying transaction-intensive, enterprise-class information systems. EAE dramatically reduces the time and cost of developing large and complex business-critical information systems. The Auditor's Office also uses a Unisys InfoImage Folder document management system for electronically storing State Purchase Orders, which aids in the approval process and payment of vendor invoices.

The West Virginia Department of Health and Human Resources, Bureau for Medical Services awarded its fiscal agent services contract to Unisys; we provide West Virginia Medicaid providers with the following services:

- Provider Relations
- Provider Enrollment
- Consumer Services
- Electronic Claims Processing and Helpdesk
- Pharmacy Transaction Processing and Helpdesk.

Unisys provides these Medicaid Services with a team of approximately 80 employees who operate from an office at the following location:

Unisys—WV MMIS
1600 Pennsylvania Avenue
Charleston, WV 25302

Unisys enjoys a good working relationship with the agencies of the State of West Virginia and looks forward to the opportunity of expanding its list of successful projects for the State. You can rest assured that Unisys will apply the necessary resources to all of our technology and services engagements.

Section I Corporate Description

1) *Provide the name, address, telephone number, fax number, and Federal Tax ID number for the company.*

Unisys Response:

Corporate Office

Unisys Corporation
Township Line & Union Meeting Roads
Unisys Way
Blue Bell, PA 19424

Telephone

(215) 986-4011

Federal Tax ID

380387840

2) *Provide a contact name, address, telephone number, and e-mail address.*

Unisys Response:

Ronald G. Monaco
Unisys Corporation
6633 Karsten Place
Blacklick, OH 43004

Telephone: (614) 855-5013
Mobile Phone: (614) 284-7612
Fax: (651) 635-2554
E-mail address: ronald.monaco@unisys.com

3) *Provide the date the company was established and the number of fulltime employees as of November 1, 2009.*

Unisys Response:

Unisys was formed in 1986 in the merger of computer giants Burroughs Corporation and Sperry Univac. Our corporate headquarters is in Blue Bell, Pennsylvania. Our company has existed since 1886, when we were known as Burroughs. Unisys is a public corporation incorporated in Delaware. We have been in the systems integration business for more than 40 years and have more than 26,000 employees around the globe. Gartner and other leading research analysts recognize Unisys as a leading provider of information technology services.

- 4) *Provide a synopsis of company history, organization, key personnel, and resulting contract and industry partners. (10 page maximum)*

Unisys Response:

Unisys Corporation

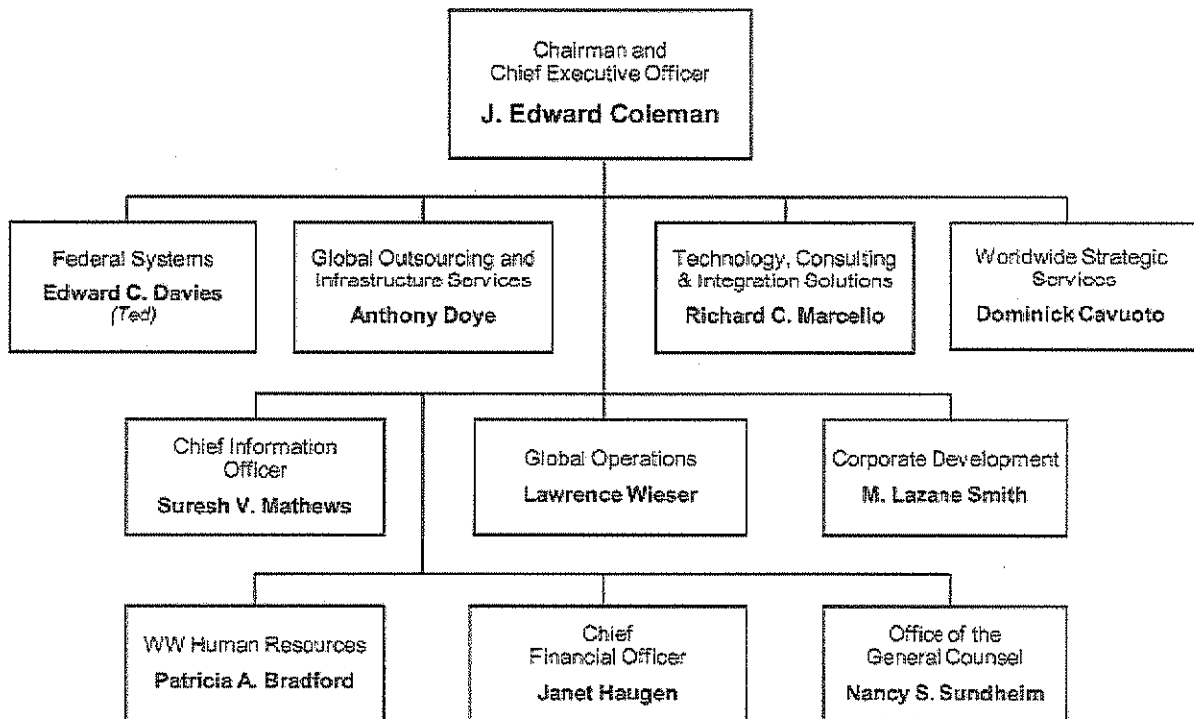
Unisys was formed in 1986 in the merger of computer giants Burroughs Corporation and Sperry Univac. Our corporate headquarters is in Blue Bell, Pennsylvania. Our company has existed since 1886, when we were known as Burroughs. Unisys is a public corporation incorporated in Delaware.

Unisys made government technology history when we delivered the world's first large-scale commercial computer to the Bureau of the Census in 1951, and we've provided services to governments around the world ever since.

Unisys Organizational Structure

The following chart illustrates the organization of Unisys at a high level.

UNISYS Corporation
Executive Committee



In 2008, Unisys achieved total worldwide revenue of \$5.23 billion with a portfolio of services, systems, and support that served 60,000 clients in more than 80 countries. We built our success on combining technical expertise with an in-depth knowledge of the industry trends and business challenges facing clients and drawing on the resources of an extensive network of teaming and third-party alliances. Service and solution delivery that helps clients apply and support technology to improve their business performance accounts for more than 80 percent of our revenue.

Unisys in the Public Sector

For more than 50 years, Unisys has helped governments around the world to better protect, serve, and communicate with their constituents by helping them solve their most complex IT challenges. We help transform the way government agencies manage information and improve responsiveness to their constituents.

The public sector represents our largest vertical market, which brings a world-class depth of expertise and experience in delivering solutions to government. We are a worldwide leader in systems integration and among the top federal IT prime contractors, according to *Washington Technology* magazine. More than 1,500 government agencies around the world use Unisys services in areas such as customer relationship management, procurement, central administration, transportation, public safety, security, licensing, revenue collection, and human services programs.

In addition to our Federal Systems Division, Unisys today is organized into two primary business units:

- Technology, Consulting and Integration Solutions (TCIS)
- Global Outsourcing and Infrastructure Services (GOIS).

Below is a short write-up on both units.

Technology, Consulting and Integration Solutions (TCIS)

To meet the demands of the economic environment from an era of “more” to an era of “less,” organizations are realizing they must learn to operate permanently with less budget, less staff and less time to get things done. We are seeing a trend in the industry toward a much more business-driven, efficient IT environment that has an open, service-enabled delivery in its future.

To keep up with the changes and the challenges of today, Unisys TCIS solutions deliver the full spectrum of solutions and services required to transform customer data centers, modernize applications and align to the needs of the business. Our solutions include:

Data Center Transformation

- DCT Advisory & Planning Services—providing strategic guidance to develop profitable plans and make informed decisions
- Virtualization & Consolidation—driving data center costs down while meeting business objectives and mitigating risks
- Data Management & Storage—optimizing storage, lowering costs, and improving compliance and data protection
- Enterprise Computing Solutions—delivering innovative, cost-saving outsourcing alternatives when and where needed
- Cloud & IT Automation Solutions—improving the economics, quality, and security of IT to enhance business responsiveness
- ClearPath & Enterprise Servers—Economical rightsizing with secure, scalable mainframe and industry-standard platforms.

Application Modernization

- Application Advisory Services—assisting clients in assessing and aligning application initiatives with key business priorities and IT best practices
- Application Modernization Solutions—assisting clients in delivering modernization initiatives that protect existing assets and makes operations more agile, secure, and efficient
- Application Outsourcing Services—delivering services for the day-to-day operations, support, and maintenance of enterprise applications
- Application Security—providing preemptive protection of mission-critical, high-transaction applications
- Industry Applications—delivering modernization and outsourcing for mission-critical applications serving government as well as the financial services, transportation, and telecommunication industries.

Security

- Security Advisory Services—optimizing the alignment of business objectives with methods designed to protect the most critical assets and processes
- Identity Solutions—identifying people accurately and in a trusted way by integrating identity, biometric, and access technologies with new and legacy applications
- Law Enforcement and Public Safety—delivering unique law enforcement and public safety applications, solutions, and deployment support

- Location, Perimeter & Surveillance Security—protecting people, data, and assets by combining IP-enabled technologies into systems to monitor facilities, infrastructure, borders, and perimeters
- IT Security Design & Implementation—providing engineering, solutions, deployment support, and related services to create secure and reliable IT infrastructures
- Managed Security Services—securing the computing infrastructures of government agencies and commercial clients that have no room for error
- Secure Commerce & In-Transit Visibility—securing and providing visibility to the status of goods in motion as they move across each link in the supply chain.

TCIS provides integrated technology and service solutions to help clients transform their organizations into secure, real-time enterprises in which business requirements directly drive information technology. This solutions-led strategy enables organizations to retain and extend their current IT investment in infrastructure and applications as they transform their IT organization to support continually emerging business demands. Our rich heritage of expertise in the data center and applications, combined with our independent thinking, innovative infrastructure, and sourcing capabilities, deliver solutions that lower costs and are more secure, more productive, and more reliable.

Global Outsourcing and Infrastructure Services (GOIS)

Unisys Global Outsourcing and Infrastructure Services (GOIS) provide clients around the world with a broad range of services that include:

- Business Processing Outsourcing, which covers check and remittance processing, insurance, mortgage, and health care administration
- Information Technology Outsourcing, which focuses on desktop and end user support, network management, mobile solutions, and data center operations
- Technology Support and Maintenance, which includes IT infrastructure maintenance and related support services for Unisys and multivendor technologies in distributed computing environments
- Private label maintenance services for technology companies such as Dell, EMC, and Lexmark.

Solutions provided by GOIS include:

- Converged Remote Infrastructure Management (c-RIM)—a suite of solutions providing integrated remote monitoring and management across all IT infrastructure towers and service providers
- Smart On-Site Services (SOSS)—consolidation of branch office support services, establishing a single point of accountability and responsiveness

- Unisys Secure Cloud (USC)—a global platform for delivering a full range of highly secure, managed IT infrastructure and application services custom-fit to an organization’s current applications, allowing instantaneous scale-up or scale-out availability. USC is provided “as a service” through the cloud. Examples include:
 - IaaS—Infrastructure as a Service
 - PaaS—Platform as a Service
 - SaaS—Software as a Service
 - VOaaS—Virtual Office as a Service
 - SDD—Secure Document Delivery
- Managed Security Services (MSS)—information asset protection, threat management, and compliance and risk management—across traditional, virtual, and mobile technologies
- End-User Productivity Services (EUPS)—provisioning, managing, and supporting role-based end user technologies for any device, anywhere. EUPS provides highly secure, self-service access to enterprise applications at a thin client.

Industry Partners

To become the company known for delivering solutions for secure business operations, Unisys built a rich history of collaboration with leading technology companies. Leveraging the power of people, ideas, and relationships helps Unisys better meet our clients and prospects' needs. We built the relationships, processes, and experience to deliver on our promise of solutions for secure business operations.

Focus allows us to achieve results faster, and Unisys focuses resources on nine leaders in the industry. Our strategic alliances are with Cisco, Dell, EMC, IBM, Intel, Microsoft, NEC, Oracle, and SAP.

Strategic Alliance Relationships



Unisys and Cisco have enjoyed a strategic partnership since November 1993. Unisys sells, supports, and provides network systems integration for Cisco in more than 100 countries. Unisys is a Cisco managed Security Services Partner, and Cisco is a Unisys Premier partner for technology infrastructure for the hospitality industry. Unisys is also a Cisco Strategic IP Telephony Partner and a Cisco Shared Support Partner. Unisys has earned Gold Status in Cisco Infrastructure Support Services in the United States and Japan and Multinational Gold Status in Europe.



Unisys became a Dell Designated Global Services Partner in March 1998. Since then, this relationship has continued to grow. Unisys provides Dell with services worldwide, from deployment services to complex combinations of point services to clients.



As partners, EMC and Unisys are dedicated to providing solutions that deliver continuous information availability, 24 hours a day, 7 days a week, 365 days a year. EMC and Unisys jointly develop, test, market, and service information automation solutions to meet the most demanding customer requirements. Unisys is an Authorized Services Network Customer Service partner leveraging EMC infrastructure and intellectual property to deliver high-quality customer service.



After adopting IBM Rational tools to improve and enhance the way our development teams built solutions internally, Unisys leveraged tools from IBM Rational Suite Enterprise and best practices from IBM Rational Unified Process to enable our 3D Visible Enterprise

strategy. The Rational toolset and Rational Unified Process form the basis of layer 3 of our 3D Visible Enterprise approach—the application layer. We extended the ideas that Rational provided as a basis for blueprinting at layer 3 to the other layers of the stack.



Intel and Unisys have a long and successful alliance—one that began in the 1970s. Together, Unisys and Intel build enterprise-ready solutions that solve large e-business challenges. Ongoing programs include RFID, security, mobility, and the commitment Unisys made to Intel architecture on all of our enterprise server platforms.



The Unisys and Microsoft Solutions Alliance offers the experience, approach and partnership that deliver “Business Value You Can See.” Together, Unisys and Microsoft provide unequaled, industry-specific experience in delivering the economic value of Microsoft platform solutions on an enterprise scale—comprehensive, end-to-end services that save time and money by providing visibility into the links between strategy, process, applications, and infrastructure; and a close, collaborative relationship that maintains timely access to innovation and superior support quality.

Empowered by Innovation



Unisys and NEC recently signed a partnership to collaborate in technology research and development, manufacturing, and solutions delivery. This alliance will cover several areas of joint development and solution delivery activities focusing on server technology, software, integrated solutions, and support services.



Unisys and Oracle have collaborated for more than 20 years under a Global Alliance agreement that includes the rights to resell Oracle products and services and to port Oracle products to selected Unisys enterprise server platforms. Oracle technology powers many of the solutions in the Unisys Portfolio and most of Unisys own internal IT systems. Unisys preexisting relationships with PeopleSoft and JD Edwards helps build on the increasing momentum with this strategic partner.



Unisys has been a SAP Certified Platform Partner and Certified Complementary Software Partner since 1997. To support this agreement, Unisys operates SAP Field Competency Centers in Walldorf, Germany and McLean, Virginia, dedicated to sizing and tuning SAP applications for peak performance on ES7000 server platforms. Unisys also has an SAP Engineering Competency Center in Mission Viejo, California that focuses on benchmarking and

optimizing SAP applications on the ES7000. SAP Certified Basis Consultants staff all four centers.

Unisys is a committed partner to public sector clients, offering a comprehensive range of consulting and IT services, innovative technology, and third-party relationships for improving government services. Our objective is to provide the State of West Virginia with the best possible solutions by using the proper tools and integrating the technologies necessary to help meet your requirements.

Section II Qualifications and Experience of the Company in Supplemental Staffing Contracts

1) *Provide a title page for the supplemental staffing category for which you are applying.*

Unisys Response:

Unisys is not bidding on the Supplemental Staffing portion of this RFQ.

2) *There are 21 Supplemental Staffing categories described in this RFQ (Attachment 1). The vendor must provide one client reference for each staffing category. The reference must include project description, a description of the person's duties, general value of the project, length of project, customer's name, contact's name, telephone number and e-mail address*

Unisys Response:

Unisys is not bidding on the Supplemental Staffing portion of this RFQ.

Section III Qualifications and Experience of the Company for each of the 15 Service Categories described in Attachments 2–16

1) *Provide a title page for the category for which you are applying.*

Unisys Response:

Unisys provides the requirements for each category described in Attachments 2 through 16 as a title page.

2) *Provide three client references for this service category. References may be for the bidding vendor or the bidding vendor's proposed subcontractor(s). If you are using references from a subcontractor, you must insure that that subcontractor's name is provided. References must include project description, general value of project, length of project, types of employees or subcontractors used, description of work performed, problems encountered, performance results, customer's name and address, and customer contact name and phone number. (2 pages per reference maximum)*

Unisys Response:

Unisys provides three client references following each category we are applying for.

Attachment 2—Data Warehouse Development and Implementation

This specialty area addresses the skills and disciplines required for total data warehouse development. Vendors in this group will need to demonstrate substantial depth and breadth of knowledge and experience in data warehouse methodology and in implementing data warehouse systems. Specialty matter experts for Data Warehousing must demonstrate that they meet the following requirements:

- 1. Must have experience in the implementation of full-service end-to-end, turnkey data warehouse solutions.*
- 2. Must have experience with at least 3 vendor platforms for database software that comply with the statewide technical architecture (e.g., UNIX, NT, MVS, etc.).*
- 3. Must have experience with at least 3 vendor platforms for data extraction, management, loading, and reporting. The vendor platforms must comply with the statewide technical architecture (e.g., UNIX, NT, MVS, etc.).*
- 4. Must have standard project management methodology in place and must demonstrate it is used.*
- 5. Must have a data warehousing implementation methodology in place and must demonstrate it is used.*
- 6. Must have a documented knowledge transfer policy in place and demonstrate it is used*
- 7. Must have post-implementation support available*

The vendor must provide names and references of at least three (3) fully implemented data warehouse sites developed in the last three years.

Unisys Response:

Unisys is responding to Attachment 2—Data Warehouse Development and Implementation. Please see our overview and project references on the following pages.

Data Warehouse Development and Implementation Overview

As data volumes grow from gigabytes to terabytes and petabytes, many IT infrastructures are overwhelmed. Incompatible systems and siloed data have led to massively complex infrastructures that are expensive and difficult to manage. To drive maximum value from your information assets, executives and managers need real-time insight into key operations. They need easy access to comprehensive, accurate, and current data, advanced business intelligence (BI), and analytics tools. Data repositories need to be integrated on a highly reliable, flexible platform.

Unisys Data Warehouse Services are designed to consolidate multiple database architectures onto fewer, more powerful architectures. The result is better overall system utilization, higher availability, improved security, increased flexibility, and simplified operations.

Unisys Data Warehouse Services offer the following benefits:

- Improved return on investment by eliminating the underutilization of database and server resources and sizing for maximum workloads
- Greater infrastructure flexibility to support changing IT requirements and the rapid addition of new users, applications, and data
- Improved service levels through higher availability and faster response times
- Enhanced enterprise visibility for better decision-making and performance management
- Better access to key data
- Reduced total cost of ownership and improved manageability
- Reduced complexity in managing and backing up multiple data sources
- Enhanced security and control with single-system management
- Faster, lower-risk implementations and upgrades.

Because of our specific industry expertise and solutions, Unisys Data Warehouse implementations often exist in areas such as justice and public safety as well as health and human services.

Ohio Supreme Court

Customer's Name	Ohio Supreme Court
Customer's Address	65 South Front Street Columbus, OH 43215
Contact Name	Mr. Robert Stuart, CIO
Contact Telephone Number	(614) 387-9619
E-mail Address	robert.stuart@sc.ohio.gov
Project Description	<p>In late 2006, the Ohio Supreme Court issued an RFP that called for the development of the Ohio Court Network (OCN). The goal of the OCN Project was to award a contract for a proof of concept to a vendor that would build a centralized statewide data warehouse of court case-related information. In addition to integrating data from a sampling of Ohio courts, the vendor would also need to integrate data from several State of Ohio agencies. A Web-based portal application would be established to allow public safety officials throughout Ohio to access this information. Unisys was awarded the initial proof of concept contract in June 2007. On successful completion of the proof of concept as already defined, Unisys was awarded a 2-year contract extension in October 2008 that calls for us to integrate the balance of the State's courts into the data warehouse.</p> <p>Work that Unisys performed as part of the initial proof of concept included the following:</p> <ul style="list-style-type: none"> ▪ Built a centralized data warehouse using MS SQL ▪ Integrated data sources from several other State of Ohio agencies—the Bureau of Motor Vehicles, the Department of Rehabilitation & Corrections, and the Attorney General's Office—into the data warehouse ▪ Used ETL tools to extract, transform, and load data from a sampling of Ohio county and municipal courts (This was done for initial batch loads for each court entity and took place at regularly scheduled intervals to keep the data current.) ▪ Assisted with the establishment a secure Internet-based communication network to both access and exchange data ▪ Created and implemented a Judicial Inquiry System (JIS) Portal and provide access to public safety officials across Ohio based on the high level of security required (1,500 users statewide).
General Value of Project	Proof of concept \$2.5 million; statewide deployment \$6.7 million
Length of Project	Work on the proof of concept began in June 2007; a follow-on 2-year contract for statewide deployment began in October 2008.
Types of Employees or Subcontractors Used	Unisys is the prime contractor for this engagement. We provide a full-time project manager who uses standard methodologies, an SQL DBA, and several consultants who continuously provide the project with ETL and other integration services. We engaged our technology organization to configure and deploy ES7000 and ES3000 Windows Servers that were required to support the database and portal applications. Our business partner Metatomix provided its Judicial Inquiry System (JIS) Portal application, which was customized to meet Ohio's unique requirements. Metatomix also supplies the project with ongoing support services.

Texas Supreme Court, Office of Court Administration

Customer's Name	Texas Supreme Court, Office of Court Administration (OCA)
Customer's Address	Office of Court Administration 205 West 14th Street, Suite 600 Austin, TX 78701
Contact Name	Thomas Sullivan, Project Manager
Contact Telephone Number	(512) 463-8109
E-mail Address	thomas.sullivan@courts.state.tx.us
Project Description	<p>Automated Registry (AR)</p> <p>Unisys developed an online query portal for Texas judicial officers to generate a complete offender profile by aggregating information across many agencies.</p> <p>The Texas Automated Registry (AR) aggregates information from State of Texas agencies, including the Texas Department of Public Safety (DPS) for the Texas Crime Information Center (TCIC) and the National Crime Information Center (NCIC), the Texas Department of Criminal Justice (TDCJ), the Department of Family and Protective Services (DFPS), and the Department of State Health Services (DSHS). The solution provides real-time data for judges across Texas when making critical decisions such as those for posting bond, mental health commitments, and sentencing. The defendant's profile with a full spectrum of data points provided by the participating agencies allows a judge to make a meaningful, informed decision with the best interest of the public's safety in mind.</p>
General Value of Project	\$2.8 million
Length of Project	As of July 2009, all three phases are complete.
Types of Employees or Subcontractors Used	<p>Many Unisys employees were engaged on this project, including:</p> <ul style="list-style-type: none"> ▪ Managing Partner ▪ Project Manager ▪ Technical Development Manager ▪ .NET Developer ▪ Microsoft BizTalk Developer ▪ NIEM XML Developer ▪ Business Analyst ▪ Requirements Analyst ▪ Test Analyst.

British Telecommunications

Customer's Name	British Telecommunications (BT)
Customer's Address	United Kingdom
Contact Name	Gordon Nicholson
Contact Telephone Number	01592 761969
E-mail Address	gordon.nicholson@bt.com
Project Description	<p>Statistics Data Warehouse (SDW)</p> <p>BT's voicemail service is operated as a managed service by worldwide IT provider Unisys, and serves more than eight million voicemail boxes in the UK. Unisys manages and maintains all of the technology functions, while BT handles other business processes such as product planning, customer support, and capacity planning.</p> <p>Before the Statistics Data Warehouse was implemented, any time the need arose for any information other than daily volumes, BT staff had to submit a special request to Unisys, which would, in turn extract the required information and format it for BT's use. This process was slow, costly and, at times, cumbersome.</p> <p>As competitive pressures increased, BT sought new ways to improve its responsiveness to customer enquiries, and to take more pro-active measures to prevent problems before they occurred. Working with Unisys, a plan was devised to create a Statistics Data Warehouse (SDW), populated with relevant, current and historical data from the voicemail system. The SDW could then be accessed directly by BT staff using business intelligence software designed for ease of use.</p> <p>To select the most cost-effective solution for reporting an ad hoc query, Unisys conducted a study on behalf of BT, working with BT to develop a set of mandatory evaluation criteria. After researching a variety of business intelligence products, Unisys and BT chose Jaspersoft for use with its Statistics Data Warehouse.</p> <p>Now, when customer inquiries come in, BT staff can avoid the need to create – and wait for – a special request for Unisys resources to create custom queries against the Voicemail system. Instead, BT staff can simply open a portal to find the answers to customers' questions, or, if necessary, develop a new ad hoc query and submit it immediately – with answers in minutes instead of days.</p> <p>The SDW implementation has resulted in accurate reporting and ad hoc query against BT's voicemail system data in minutes instead of days; improved efficiency and data accuracy; enhanced customer service; and lower costs.</p>
General Value of Project	\$500,000
Length of Project	July 2007 to September 2008
Types of Employees or Subcontractors Used	Unisys employees with a wide range of skills were used on this project including Linux scripting (Perl and Shell), Oracle PL/SQL and SQL, Oracle Database Administrator, Jasper iReport, JasperServer, and Apache Web Server.

Attachment 3—Electronic Government, including Development and Implementation

This specialty area addresses the skills and disciplines required for Electronic Government implementation projects, from strategic planning through design, installation and operational support and management. The focus is on enabling customer relationships both internal and external to state government. Prospective vendors in this group need to demonstrate extensive depth and breadth of knowledge and experience in electronic commerce applications and must have at least 2 years experience in implementing electronic commerce projects. Specialty matter experts in electronic commerce project development and implementation must demonstrate that they meet the following requirements:

- 1. Experience in methodologies for electronic commerce strategic planning, implementation, post installation support, and project management.*
- 2. Experience in implementing electronic commerce projects utilizing, EDI, EFT, workflow, credit card payment, purchase cards or smart cards and/or web-based technologies.*
- 3. Experience with implementing electronic procurement (sales order transactions) applications, including on-line catalogs, order entry, payment processing, and order confirmation and fulfillment.*
- 4. Experience in integrating business-to-business applications, both internal (Intranet) and external (Extranet) to an enterprise.*
- 5. Experience with implementing systems for receiving electronic payments over the Internet.*
- 6. Experience with the implementation of supply chain management (inventory, ordering, payment, remittance, invoicing, etc) applications.*
- 7. Experience with enterprise-level RDBMS products such as Oracle, DB2, etc.*
- 8. Experience with languages and protocols used for web development (e.g., Java, XML, JavaScript, COM, DCOM, ActiveX).*
- 9. Experience with Internet security protocols and products SSL, SIMIME, Digital Certificates, etc.*

The vendor must provide at least three references (including client contact and current telephone number) for electronic commerce projects that were completed successfully in the last two years.

Unisys Response:

Unisys is not responding to Attachment 3—Electronic Government, including Development and Implementation.

Attachment 4—Internet/Intranet and Electronic Commerce Security Development and Implementation

This specialty area addresses the skills and disciplines required for identifying security requirements for electronic commerce and the Internet/Intranet. Prospective vendors in this group need to demonstrate extensive depth and breadth of knowledge and experience in electronic commerce security technology. Subject matter experts for Internet and electronic commerce security development and implementation must demonstrate that they meet the following requirements:

1. *Experience in IT security, which includes two or more years of working experience in EDP audit or 17 security capacities.*
2. *Recognized expertise in Internet security (e.g., security or professional society qualification such as Certified Information System Auditor—CISA awarded by the EDPAA).*
3. *Experience in developing business impact and vulnerability analysis plans relating vulnerabilities to business exposures and developing a response program to reduce exposures.*
4. *Experience with IT policy and standards, either in development or compliance work.*
5. *Technical expertise in Internet protocols, including FTP and HTTP, and in minimizing associated security weaknesses.*
6. *Experience with major operating system security mechanisms and potential vulnerabilities.*
7. *Experience with writing/using scripts or security products for evaluating security vulnerabilities in networks or operating systems-or web sites*

The vendor must have at least three references (including client contact and current telephone number) for electronic commerce security engagements that were completed successfully in the last two years.

Unisys Response:

Unisys is responding to Attachment 4—Internet/Intranet and Electronic Commerce Security Development and Implementation. Please see our overview and project references on the following pages.

Internet/Intranet and Electronic Commerce Security Development and Implementation Overview

Unisys has extensive depth and breadth of knowledge and experience in electronic commerce security technology.

Security permeates all we do given our extensive experience with defense, security, law enforcement agencies, and solutions that intelligently and securely share information.

A combined Unisys Security Capability is summarized as follows with the following facts:

- Unisys employs a population of almost 2200 employees worldwide who have documented security skills. The count of employees has been restricted to those with self assessed levels of Proficient, Advanced, or Expert.
- Within the employee populations who have security skills, 343 employees maintain professional security certifications that are compliant with the requirements established in US Government Department of Defense Directive 8570 including key security certifications such as CISSP and CISM. There are 45 employees who hold multiple certifications. Certifications include:
 - Security Certifications
 - (ISC)2 Certified Information Systems Security Professional (CISSP)
 - (ISC)2 System Security Certified Practitioner (SSCP)
 - CompTIA Security+
 - ISACA Certified Information Security Auditor (CISA)
 - ISACA Certified Information Security Manager (CISM)
 - Project Management Certifications
 - Project Management Institute (PMI) Project Management Professional (PMP)
 - UK Office of Government Commerce (OGC) Projects In Controlled Environments (Prince2)
 - Earned Value Management (EVM)
 - Hybrid Operations, Project and Technical Management
 - ITIL including Service Operations which includes Application and Change Management
 - Six Sigma
- Unisys delivers security services to external and internal clients from fifteen (15) Unisys owned and managed locations worldwide.

Unisys designs, integrates, and manages Electronic Commerce security solutions for businesses and governments who have no room for error.

Advisory Services

Organizations in both the public and private sectors must demonstrate accountability, responsibility, transparency, and integrity in every interaction with customers and partners to remain competitive in a global marketplace and to provide citizen services. Sound governance and on-going regulatory compliance can only be achieved by implementing a comprehensive and strategic risk management program. Demonstration of a prudent risk management strategy ultimately tips the scales in favor of a disciplined, well run organization.

Unisys Security Advisory Services deliver a comprehensive view of your organization's current security capabilities, compared to relevant industry guidelines, vertical industry-specific requirements, and international and federal standards-based security practices to assist you in setting the right course to achieve your risk management goals and objectives.

- This evaluation is supported by a detailed Security Architecture Review and Technical Element Inspection designed to verify your technology investments are properly enforcing your security policies and standards.
- Industry-certified security professionals create detailed 3D Blueprints of existing or planned processes required to support your mission critical operations. This converged security perspective provides an operational context used to identify potential sources of risk that may result in an undesired impact.
- With this insight and an understanding of your needs, Unisys develops a strategic security roadmap designed to improve your organization's operational resiliency and reduce any residual risk to an acceptable level.

Unisys Security Advisory Services work with senior management teams to assess the viability of their chosen strategies, and shape their operations to achieve secure operations that support governance and growth objectives. Our approach, grounded in our proven implementation experience and leveraging the "best and brightest" partners and most innovative technology delivers solutions and thinking that is both innovative and pragmatic—at a cost that recognizes that security isn't a blank check.

Risk Advisory Services

Unisys Risk Advisory Services include:

- Risk and IT Security Assessment – An industry or federal standards-based assessment to identify sources of risk and evaluate their impact on core business processes to develop a plan that improves an organization's operational resiliency.

- Security Architecture Review – A review of the network and security infrastructure, in the context of how effectively it supports the organization’s security program and growth strategy. Provides recommendations to improve security posture and compensating controls implemented via technical solutions to lower costs and reuse existing technologies and capabilities.
- Infrastructure Vulnerability Assessment (IVA) – Identifies technical and configuration vulnerabilities associated with mission-critical infrastructure components.

Application Advisory Services

These services assist clients in assessing and aligning all of their application initiatives with key business priorities and IT best practices. Our Unisys 3D Blueprinting™ approach enables visible mapping of applications to business processes and infrastructure. In addition, applying our advisory services with our deep experience with mainframe systems helps clients to understand how to integrate mainframe applications with other mission-critical enterprise systems.

Compliance Services

Compliance Services are the adherence to specifications, standards, policies, and laws about information systems and the overall organizational security risk posture that have been clearly defined. Agencies and companies are required to show compliance on a continual basis adhering to various standards and directives such as FISMA, DIACAP, SCAP, NIST, FDCC, HSPD-x, Office of Management and Budget (OMB) memos/directives, HIPAA, and others.

Province of Nova Scotia, Canada

Customer's Name	Province of Nova Scotia, Canada
Customer's Address	Service Nova Scotia and Municipal Relations, Service Delivery 8 North, 1505 Barrington Street Halifax, NS B3J3K5 Canada
Contact Name	Darlene Joyce, Director e-Service
Contact Telephone Number	(902) 424-7523
E-mail Address	joyced@gov.ns.ca
Project Description	<p>Atlantic Canada On-Line (ACOL) is a partnership between Unisys and the provinces of New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador that provides third-party client organizations and citizens with secure electronic access to government information and services. ACOL is a Canadian Government first for this kind of intergovernmental cooperation.</p> <p>Unisys developed the Web applications that enable information sharing such as personal property secured interests; driver insurance abstracts; vehicle information; business program and licensing information; birth, death, and marriage certificates; and historical vital statistics on line. We also provide systems engineering and integration, software development, system deployment, system hosting, operation and maintenance, and business process outsourcing for ACOL.</p> <p>Unisys offers electronic access to services that supply information and to services that provide registration and data collection functionality. We provide payment and revenue management services.</p> <p>ACOL services access personal property registries, business registries, vital statistics registries, and motor vehicle registries. ACOL provides registered and anonymous clients with services warranted by the data being accessed or the service being provided. ACOL provides services bilingually to support English- and French- speaking users and the Province of New Brunswick, an officially bilingual jurisdiction.</p>
General Value of Project	\$30 million
Length of Project	05/1996 to 4/30/2015, plus 3-year automatic renewal unless either party provides notice by 4/30/2014
Types of Employees or Subcontractors Used	<p>Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including:</p> <ul style="list-style-type: none"> ▪ Project Manager ▪ Business Analysts ▪ Subject Matter Experts ▪ IT Specialists ▪ IT Technicians ▪ Security Specialists ▪ Disaster Recovery Specialists ▪ Systems Architects ▪ Systems Analysts ▪ Programmers ▪ Web Designers ▪ Training Specialists.

Military Surface Distribution and Deployment Command

Customer's Name	Military Surface Deployment and Distribution Command (SDDC)
Customer's Address	709 Ward Drive, Building 1990 Scott AFB, IL 62225
Contact Name	Phyllis Jimerson
Contact Telephone Number	(618) 220-5638
E-mail Address	Phyllis.Jimerson@us.army.mil
Project Description	<p>Global Freight Management System (GFM)</p> <p>GFM is the capstone automated execution system of the Defense Transportation System (DTS) for the movement of domestic freight. It is also used to a certain degree outside the continental United States (OCONUS) as a shipping tool. GFM consists of a group of system application and database servers at Scott Air Force Base (AFB), Illinois. Users access the GFM system over an Internet connection. Unisys services provided to SDDC include:</p> <ul style="list-style-type: none"> ▪ Project Management and/or Administration ▪ Information Technology (IT) Operations Support ▪ Integration Services ▪ IT Software Design, Development, Maintenance, and Sustainment ▪ Web Based Electronic Commerce ▪ System Training ▪ Software Testing ▪ Customer Service Liaison Support ▪ System Documentation ▪ Information Assurance/Security.
General Value of Project	Current contract: \$21 million Previous contract: \$9.2 million
Length of Project	Current contract: April 2009 through April 2014 Previous contract: October 2006 through April 2009
Types of Employees or Subcontractors Used	<p>Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including:</p> <ul style="list-style-type: none"> ▪ Java Developers/Architects ▪ UniBasic Developers/Architects ▪ EDI Specialist ▪ Tier 2/Tier 3 Operational Support ▪ Database Administrators ▪ System Administrators ▪ Quality Assurance Testers ▪ Information Assurance Specialists ▪ Distance Learning Developers ▪ Trainers ▪ Project Manager.

Starbucks Coffee Company

Customer's Name	Starbucks Coffee Company
Customer's Address	2401 Utah Avenue South Seattle, WA 98134
Contact Name	To arrange a telephone interview with this client, please contact Paul Gleeson, Unisys Global Account Director, at the following telephone number.
Contact Telephone Number	(206) 883-7096
E-mail Address	Paul.Gleeson@unisys.com
Project Description	<p>Intrusion Detection Systems (IDS) Monitored and Managed Security Services</p> <p>Under the terms of the agreement, Unisys supports client operations in several countries. A broad range of IT management and infrastructure services includes the following:</p> <ul style="list-style-type: none"> ▪ IT security services for Starbucks' North American operations ▪ Business continuity and recovery consulting services ▪ Data center services ▪ Network and server monitoring and support ▪ Service desk and help desk services to manage service events and provide single-point-of-contact assistance ▪ Equipment procurement, configuration, and maintenance as well as asset tracking and installs, moves, adds, and changes (IMACs) for a wide range of devices ▪ Global program management to plan to implement the services and coordinate service delivery. <p>Unisys IT security and infrastructure services simplify the deployment and management of standard IT infrastructure services used at Starbucks' international facilities. These services deliver enhanced support to Starbucks as it expands its presence in international markets.</p>
General Value of Project	\$30 million
Length of Project	October 2006 through September 2011
Types of Employees or Subcontractors Used	<p>Unisys service providers contributing to this engagement have a wide range of skills and responsibilities, including:</p> <ul style="list-style-type: none"> ▪ Project Manager ▪ Business Analysts ▪ Subject Matter Experts ▪ IT Specialists ▪ IT Technicians ▪ Security Specialists ▪ Disaster Recovery Specialists ▪ Systems Architects ▪ Systems Analysts ▪ Programmers ▪ Web Designers. ▪ Training Specialists

Attachment 5—Electronic Commerce—Web-based Development

This specialty area addresses the skills and disciplines required for Web-based development. The focus is on web-enabling legacy systems and the development of new Web-based applications. Prospective vendors in this group need to demonstrate basic knowledge and experience in Web based application development. Specialty matter experts for electronic commerce—Web development must demonstrate that they meet the following requirements:

1. *Experience with Web-site architecture, design and development including style sheets and dynamic HTML.*
2. *Experience with standards-based design.*
3. *Experience with Web-enabling legacy applications.*
4. *Experience with Web-development tools and environments.*
5. *Experience with database integration and the accessing of data from Web front-ends, including web database middleware products and database connectivity software, e.g. BizTalk.*
6. *Experience with enterprise-level RDBMS products, such as Oracle, DB2, etc.*
7. *Experience with languages and protocols used for Web development, e.g., JavaScript, XML, HTTP, and VBScript.*
8. *Experience with Web servers such as IIS, Netscape, and Apache.*
9. *Experience with site management issues and tools.*
10. *Experience in the use of Internet applications in support of business, such as FTP, email, web, news, etc.*

The vendor must provide at least three references (including client contact and current telephone number) for Web development projects that were completed successfully in the past two years

Unisys Response:

Unisys is responding to Attachment 5—Web-based Development. Please see our overview and project references on the following pages.

Electronic Commerce—Web-based Development Overview

Web-Based Development

Unisys Corporation provides web design, development, and deployment services.

If your focus is on building cutting-edge multi-tiered web applications and infrastructure and integrating with back-end applications or systems, Unisys can provide vast experience and technical capabilities that include server infrastructure, web frameworks, centralized web applications, and interfaces to external systems, with attention to quality, scalability, and flexibility to meet growth in the online space. In addition, we have the typical skills required such as knowledge of JBoss Application Server, Hibernate, MS SQL Server, Web Services, JMS, Spring Framework, Struts, XSL and PHP a plus.

If your focus is to build enterprise class web sites or portals, we have the required skills such as Apache Web Server + Tomcat Apps Server, experience with the Struts (especially Struts validation), Spring, Hibernate, and other common development frameworks. We also have Java, XSL/XML, and Linux and extensive object oriented experience.

Microsoft Legacy Modernization and SOA

The Microsoft Service Oriented Architecture (SOA) and legacy modernization packaged offering is a part of the Microsoft .NET Application Development solution portfolio. This packaged offering includes various services at different levels to help customers transform their infrastructure to service oriented architecture - thus enabling higher agility, better connectivity and improved business alignment. To help achieve this goal, Unisys also provides services to modernize legacy applications to transform them to this new architectural style.

In this context, this solution package offers services in three categories:

- ***SOA Consulting Services*** provide strategy development, discovery and planning services around SOA and Legacy Modernization. These offerings are designed for the executives and decision makers and utilize the 3DBlueprinting methodology. These workshops can lay out a long range business and technology roadmap around SOA to help the customer see how their business can utilize this new style of software development and integration.
- ***SOA Implementation Services*** provide integration services through Enterprise Service Bus (ESB) implementations, web services development, workflow Business Process Management (BPM) implementations and Architecture Driven Modernization (ADM) solutions. This service allows the customers to build service oriented capabilities.

- **SOA Infrastructure Services** provide the customers with the benefit of the Unisys ES7000 Server's high performance for their mission critical SOA environments. Unisys also provides service oriented platform upgrades as newer versions of the Microsoft products and technologies in the SOA stack become available.

Key Features:

- **Strategic Advisory Services:** Strategic advisory services provide thought leadership & strategic planning assistance for service oriented architecture transformations and legacy modernization. This service includes governance planning, risk and impact analysis, ROI and value analysis and readiness assessments.
- **Discovery, Design and Planning Services:** Discovery services provide strategic architecture and design services to jump start SOA and ADM initiatives through enterprise architecture planning, strategic technology roadmap development and technology selection guidance.
- **Enterprise Integration Services:** Enterprise integration services deliver integration solutions based on Enterprise Service Bus (ESB) architecture which is implemented using Microsoft BizTalk Server. From the integration perspective, BizTalk provides connectivity, message routing, message transformation and includes features for security, reliability, and message integrity. BizTalk includes several application and technology adapters out of the box for connecting to legacy systems (mainframe and mid-range) and line-of-business applications (SAP, Siebel, PeopleSoft, Oracle, and JD Edwards). BizTalk also provides orchestration, business rules management and business activity monitoring (BAM) for end user reporting.
- **Web Services Implementation Services:** Web services implementation services offer design and development capabilities for implementing web services based solutions in .NET platform using the ASMX, WSE and WCF technologies.
- **Business Process Management Services:** Business process management services provide custom application solutions architected around BizTalk Server 2006, SharePoint Server 2007 and InfoPath 2007 to address complex workflow issues. BizTalk Server functions as a process execution engine and as a multi-transport hub for messaging and document transformations. Microsoft Office SharePoint Server 2007 provides human workflow support with built-in and custom workflow templates to automate approval, review, and archiving processes. Microsoft Office InfoPath adds electronic forms capability to allow workflow participants to generate, analyze, gather, exchange and interact with structured information.
- **Application Modernization Services:** Application modernization services provide transformation services to modernize legacy applications for SOA enablement. Unisys tools automatically discover and extract the existing business rules from the legacy systems and re-factor and wrap the legacy code as service components. Unisys provides industry standard modeling methodologies with best-of-breed third-party tools and our own value-add, standards-based tools.

- ***High Performance Hardware and Optimization Services:*** High performance hardware and optimization services provide usage modeling and forecasting to build capacity models for high performance service oriented solutions. These plans provide the foundation for hardware planning and recommendations. Unisys has expert knowledge and hands-on experience with high-performance, 32-bit platforms and high-capacity 64-bit platforms. Equally important, Unisys can help the clients to determine when to use these technologies for maximum benefit and when software optimizations are more appropriate. Unisys has recently produced record benchmark results for BizTalk Server on ES7000 servers.
- ***Consolidation and Upgrade Services:*** Consolidation and upgrade services provide consolidation and upgrades from older BizTalk versions to the most recent one.

Michigan Supreme Court, State Court Administrative Office

Customer's Name	Michigan Supreme Court, State Court Administrative Office (SCAO)
Customer's Address	Judicial Information Systems Division (JIS) 925 West Ottawa Lansing, MI 48915
Contact Name	Mark Dobek, Director JIS
Contact Telephone Number	(517) 373-8777
E-mail Address	DobekM@courts.mj.gov
Project Description	<p>Next Generation Judicial Information System (NGJIS)</p> <p>This project is based on a statewide development of an integrated court case management system that will enable the SCAO to develop, deploy, and maintain applications efficiently on a common platform.</p> <p>Michigan has a nonunified courts system, but many of its courts have leveraged the multiple case management applications developed by the Judicial Information System (JIS) division of the State Court Administrator's Office. As a result, the JIS division has acted as the main technology provider and support team to more than 230 local courts (Circuit, District, Juvenile, and Probate) across Michigan. The SCAO determined that maintaining, growing, and supporting aging mainframe systems was affecting it negatively. Supporting multiple applications on multiple platforms would not allow the SCAO to take advantage of newer technologies to grow its system efficiently and effectively.</p> <p>The Unisys solution accommodates the unique and common features of case management associated with the Circuit, District, Juvenile, and Probate Courts. Our framework approach, based on our successful development and deployment of a .NET multijurisdictional system for Western Australia, enables the SCAO to benefit from the reuse of business processes in object-oriented software development. Abstraction, inheritance, and encapsulation manage complexity. The project is broken down into phases: Requirements and Analysis, Civil Courts, Criminal Courts, Juvenile Courts, and Probate Courts.</p> <p>A collaborative approach uses a blended team of Unisys and SCAO resources. This collaborative team optimally positions the SCAO to take full responsibility for the evolution and maintenance of new applications in the future.</p>
General Value of Project	The project's cost is client confidential. Approximate effort is 75,000 to 90,000 hours.
Length of Project	The initial contract was awarded to Unisys in early 2007. We are completing the project in phases over the next several years.
Types of Employees or Subcontractors Used	The project is staffed with Unisys employees who have a broad range of skills and responsibilities, including Business Analysts, Technical Designers, Developers, Testers, Data Migration Specialists, Technical Architects, and Project Managers.

Pennsylvania State Police

Customer's Name	Pennsylvania State Police
Customer's Address	1800 Elmerton Avenue Harrisburg, PA 17110
Contact Name	Captain Brian Acken, Director of the Project Management Office
Contact Telephone Number	(717) 783-9772
E-mail Address	backen@state.pa.us
Project Description	<p>The Computerized Criminal History Record Information (CCHRI) System is the central repository for the collection, compilation, maintenance, and dissemination of criminal history. Pennsylvania uses the CCHRI System to get accurate and up-to-date criminal history information on an individual. Pennsylvania's legacy system was very labor intensive, which made it difficult to keep up with Commonwealth and federal mandates. The CCHRI Redesign Project's goal was to implement a system that would be easy to maintain and to streamline processes where necessary for both ease of entry and more accurate, up-to-date criminal history data.</p> <p>The CCHRI Redesign Project consisted of three related components:</p> <ul style="list-style-type: none"> ▪ The redesign of the CCHRI System, which involved replacing the current application on the legacy mainframe system with a Web-based solution. This solution provides additional functionality and data capabilities well beyond the legacy system in the open systems environment. ▪ The design and implementation of a new Infolmage Imaging System that enables scanning and storage of paper documents associated with criminal histories. The imaging system stores fingerprints in NIST format from Pennsylvania's AFIS connection. Other criminal history documentation for the individual can be scanned into the imaging system manually. Pennsylvania State Police staff who maintain the CCHRI System have direct access to the Imaging System from their desktop. ▪ The redesign of the Pennsylvania Access To Criminal History (PATCH) System, which enables the public and other organizations to submit requests to obtain criminal history information over the Internet for a fee. <p>The CCHRI System interfaces to many agencies, including the Automated Fingerprint Identification System (AFIS), Commonwealth Law Enforcement Assistance Network (CLEAN), Administrative Office of the Pennsylvania Courts (AOPC), Juvenile Process (JCJC), Department of Corrections (DOC) and Probation and Parole (PBPP), as well as the National Crime Information Center (NCIC) and National Law Enforcement Telecommunications System (Nlets).</p>
General Value of Project	\$20.9 million (including \$3.6 million in change requests)
Length of Project	6 years (for Phase 2 implementation) – 2003-2009
Types of Employees or Subcontractors Used	Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including Subject Matter Experts, IT Specialists, IT Technicians, Programmers, and Web Designers.

Pennsylvania Public Utility Commission

Customer's Name	Pennsylvania Public Utility Commission
Customer's Address	Commonwealth Keystone Building 400 North Street Harrisburg, PA 17120
Contact Name	Robert Gramola
Contact Telephone Number	(717) 783-5375
E-mail Address	rgramola@state.pa.us
Project Description	<p>The Information Management & Access Project's (InfoMAP's) purpose was to successfully implement a single-point-of-entry browser-based case management system that enables the Public Utility Commission (PUC) to improve efficiencies, reduce redundancies, and enable PUC management and staff to obtain a complete and comprehensive view of information on a utility and the status of cases.</p> <p>InfoMAP's business goals include:</p> <ul style="list-style-type: none"> ▪ Enable external stakeholders to submit filings to the PUC electronically in the new eFiling system <ul style="list-style-type: none"> - eFiling permits consumers, utilities, and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to this service, and to receive electronic service of documents from the PUC. eFiling also provides external stakeholders with additional features such as a Party of Record search and subscription services that send e-mail notifications when new public documents become available for a specific case or when the PUC makes a specific type of document public. - External stakeholders can also pay for filing fees associated with specific filings made with the PUC on the eFiling system by using electronic payment services called ePay. ▪ Enable external customers to access information maintained by the PUC without the intervention of PUC staff <ul style="list-style-type: none"> - External stakeholders have more information on cases at the PUC available to them in easy searches and a new consolidated case view at the PUC's Web site. <p>The PUC chose Unisys to provide full project life-cycle management, design, and implementation services.</p>
General Value of Project	Approximately \$20 million
Length of Project	March 2006 through May 2009
Types of Employees or Subcontractors Used	<p>Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including:</p> <ul style="list-style-type: none"> ▪ Subject Matter Experts ▪ IT Specialists ▪ Programmers ▪ Web Designers.

Attachment 6—Electronic Document Management Systems

This specialty area addresses the broad range of skills required to design, develop, and support existing image enabled systems and anticipated future requirements for enterprise level infrastructure development, and the implementation of enterprise-wide and group/department level application systems for document, content, and knowledge management. This may include entirely new applications related to the state's electronic business initiatives, or it may encompass integration activities associated with legacy systems to associate and process all manner of electronic "content" in conjunction with legacy systems and data bases.

The State is interested in contracting with vendors who can support "multi-tier" infrastructure development of document or content based applications that will facilitate the evolving automation of the State's business processes. Prospective vendors must have experience with at least three vendor platforms for imaging systems and/or document management systems, with emphasis on ODBC compliance.

Prospective vendors for the implementation of electronic document management systems must meet the following technology related requirements:

- 1. Demonstrate knowledge and practice of a formal software development life cycle (SDLC) methodology by using references to previous projects where this type of work was completed.*
- 2. Demonstrate a "knowledge transfer" method and reference a project to illustrate how technical support, system administrators, and end users are able to operate the solution environment by the time a project is completed and to minimize operational on-going support from vendors.*
- 3. Describe the approach and tools used to perform project estimating and provide previous experience and success in project estimating.*
- 4. Describe the approach and tools used to conduct automated testing activities.*
- 5. Demonstrate experience with source code control and configuration management.*
- 6. Describe coding standards used in previous application development projects.*
- 7. Describe the type and quality of both technical and user documentation for tools and technologies to be utilized and for applications to be developed.*

The vendor must provide references (including client contact and current telephone number) for at least three successful projects involving the implementation of electronic document management systems during the last three years.

Unisys Response:

Unisys is responding to Attachment 6—Electronic Document Management Systems. Please see our overview and project references on the following pages.

Electronic Document Management Systems Overview

Unisys has successfully implemented hundreds of electronic content management (ECM) application and operational solutions worldwide. We have delivered them on both project engagements and outsourcing operations, mainly in large enterprise organizations. Many of our large enterprise clients have thousands of end users and complex multidomain workflow solutions and archive many hundreds of millions of images and content items. Several of these clients manage more than 1 billion items in their active repositories to support their mission-critical business processes.

The Unisys ECM Program customer base represents a global “who’s who” of the government and financial services market segments. With hundreds of implementations using integrated document management technologies, Unisys has the proven expertise and end-to-end services to reengineer, streamline, and automate mission-critical business processes. Our implementations span the breadth of ECM, including document imaging, workflow, business process management (BPM), records management, and business process outsourcing (BPO). What distinguishes Unisys from other suppliers is a deep heritage in mission-critical environments, business process and vertical industry expertise, a global footprint, and experience across many leading ECM software solutions.

Across our collection of ECM platforms such as Unisys InfoImage, IBM/FileNet, and EMC Documentum implementations, we are represented in more than half the U.S. states with ECM solutions and projects for agencies such as:

- Revenue/Tax
- Labor
- Retirement
- Treasury
- Health & Human Services
- Fair Hearings
- Child Support
- Employment
- Corrections
- Registry
- Auditor
- Medicaid
- Transportation
- Secretary of State.

Unisys employs professionals dedicated to ECM technologies, services, and consulting. An increasing percentage of these solution architects, developers, and consultants are certified on our partners' software suites.

The enterprisewide ECM capability that you envision must be easily integrated and adaptable to any number of applications, processes, and business operations. To maximize your return on investment, the ECM solution must be accessible as a technical and standardized service to diverse State of West Virginia agencies. The ECM solution's success hinges on an architecture and communications plan that can deliver rapid, incremental ECM, DM, and RM capabilities to your agencies. The ECM solution should take advantage of best-of-breed, standards-based tools that can enable, govern, and monitor a service oriented architecture and business process management for industry-standard compliant document, content, and process management. Unisys is prepared to deliver a proven set of scalable, open document/ECM solutions and services that will evolve with you.

As Forrester Research noted in late 2008, Unisys has a unique market position that builds on a history of successful ECM outsourcing for both business and government:

Unisys is an ECM and solutions systems integrator and business process outsourcing (BPO) provider with a leveraged complementary strategy. Unisys has over 200 large-scale ECM customers, hundreds of BPO clients and a strategy to intersect these services. Unisys built its hosted repository services business from ECM systems integration and service contracts with government and financial clients, has ECM implementations with half the US state governments, and numerous international banking and government clients. Unisys provides strong integration services and ECM solutions in these core markets.

In summary, Unisys has many platforms and software solution suites and partners we can draw on to provide, as an agnostic systems integrator, exceptional content and process solutions. These platforms include our major global partners such as IBM/FileNet, EMC/Documentum, and Microsoft; key tactical, emerging or regional partners such as Open Text and Alfresco; and our own Wintel-based Unisys InfoImage software.

Our goal is to:

- Apply best-in-class processes, methodologies, tools, and software suites to client business problems
- Automate, streamline, and improve their business processes, customer/constituent services, and cost reduction efforts
- Help provide compliance.

Ohio Department of Taxation

Customer's Name	Ohio Department of Taxation
Customer's Address	4485 Northridge Boulevard Columbus, OH 43229-6596
Contact Name	Tamara Robinson
Contact Telephone Number	(614) 752-1963
E-mail Address	tamara_robinson@tax.state.oh.us
Project Description	<p>The Unisys Infolmage project's objective was to provide the foundation for Ohio Department of Taxation staff to efficiently and reliably process 100 percent of all tax types processed while providing a platform for future image capture and workflow capabilities. The system allows the Ohio Department of Taxation to retrieve images converted from full-page image state tax processing, Unisys Remittance and Lockbox System captured tax payments, and other documents that are captured and exported to the Infolmage Image Archive system repository for audits and customer service convenience.</p> <p>By implementing this system, the Ohio Department of Taxation sought to:</p> <ul style="list-style-type: none"> ▪ Provide faster, more accurate and reliable access to Taxation-imagined documents ▪ Reduce paper handling. ▪ Leverage production reports to monitor and tune staff resource allocation and production throughput ▪ Reduce the cost of document retrieval ▪ Reduce storage cost. <p>The guiding principles of design and implementation included:</p> <ul style="list-style-type: none"> ▪ The system shall be designed to reliably archive and retrieve captured data and images. ▪ The system will be integrated into the existing Ohio Taxation computing infrastructure and will accommodate varying workloads with production fluctuations. ▪ The system will be implemented to minimize Ohio Taxation resource demands (Taxation/IS). <p>The system processes and captures more than 30 tax form types with a total annual volume of 5.5 million payments valued at \$6 billion in revenue. The system also supports more than 500 users, which include the state's processing center, customer service representatives, quality control, management, fiscal department, and state auditors around Ohio.</p> <p>Ohio is extremely pleased with the Unisys Infolmage solution and has contracted with Unisys to upgrade the system to the latest level of Infolmage software as demand continues to grow for access to the repository from tax and audit staff as well as customer service.</p>
General Value of Project	Since its inception in 2001, the project is valued at \$3 million to \$4 million, including process changes, support, and change orders.
Length of Project	1 year with periodic change orders requested since implementation
Types of Employees or Subcontractors Used	The Unisys Infolmage team and Unisys consultants performed all the services requested by the Ohio Department of Taxation during the implementation and all postsupport activities.

General Services Administration

Customer's Name	General Services Administration
Customer's Address	Office of the CIO 2200 Crystal Drive, Suite 1100 Arlington, VA 22202
Contact Name	Dianne Phillips
Contact Telephone Number	(703) 605-9057
E-mail Address	dianne.phillips@gsa.gov
Project Description	<p>An Electronic Document Management System (EDMS) that uses the EMC Documentum content repository engine supports 3,000 active users and more than 100 business processes, including proposal and modification files that vendors and buyers use in the proposal submission, evaluation, contract award, and contract modification processes. This system serves as the core to the Unisys enterprisewide rollout of Documentum at the General Services Administration (GSA) over the next 18 months.</p> <p>Results of this engagement include:</p> <ul style="list-style-type: none"> ▪ 10 business systems integrated—generally 2 to 6 months depending on complexity ▪ 2.5 million documents/1.25 TB stored ▪ First GSA FAS system to be hosted by VMware ▪ Repository performance in line with bandwidth available (repository is not the bottleneck) ▪ Branch office caching for distributed performance ▪ Distributed Input Accel Servers for performance.
General Value of Project	\$10 million
Length of Project	<p>2005—Foundation Repository established, Web Services Layer developed, and initial client application (Solicitation Writing System) launched</p> <p>2005–2008—Legacy systems integrated and new systems developed</p> <p>2008–2009—Electronic Capture Service added, platform updated to VMware, COTS upgraded, Scanning Center rollout begun, and Case File Management Interface built</p> <p>2010—Consultants for the GSA-wide rollout</p>
Types of Employees or Subcontractors Used	<p>The project is staffed with Unisys employees who have a broad range of skills/responsibilities, including</p> <ul style="list-style-type: none"> ▪ Documentum System Administrators ▪ Web Service Developers ▪ WDK and Java Web Client developers ▪ Business Analysts ▪ Architects (Solution, Data, Enterprise) ▪ Management.

Pennsylvania Public Utility Commission

Customer's Name	Pennsylvania Public Utility Commission
Customer's Address	Commonwealth Keystone Building 400 North Street Harrisburg, PA 17120
Contact Name	Robert Gramola
Contact Telephone Number	(717) 783-5375
E-mail Address	rgramola@state.pa.us
Project Description	<p>The Information Management & Access Project's (InfoMAP's) purpose was to successfully implement a single-point-of-entry browser-based case management system that enables the Public Utility Commission (PUC) to improve efficiencies, reduce redundancies, and enable PUC management and staff to obtain a complete and comprehensive view of information on a utility and the status of cases.</p> <p>InfoMAP's business goals include:</p> <ul style="list-style-type: none"> ▪ Enable external stakeholders to submit filings to the PUC electronically in the new eFiling system <ul style="list-style-type: none"> - eFiling permits consumers, utilities, and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to this service, and to receive electronic service of documents from the PUC. eFiling also provides external stakeholders with additional features such as a Party of Record search and subscription services that send e-mail notifications when new public documents become available for a specific case or when the PUC makes a specific type of document public. - External stakeholders can also pay for filing fees associated with specific filings made with the PUC on the eFiling system by using electronic payment services called ePay. ▪ Enable external customers to access information maintained by the PUC without the intervention of PUC staff <ul style="list-style-type: none"> - External stakeholders have more information on cases at the PUC available to them in easy searches and a new consolidated case view at the PUC's Web site. <p>The PUC chose Unisys to provide full project life-cycle management, design, and implementation services.</p>
General Value of Project	Approximately \$20 million
Length of Project	March 2006 through May 2009
Types of Employees or Subcontractors Used	<p>Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including:</p> <ul style="list-style-type: none"> ▪ Subject Matter Experts ▪ IT Specialists ▪ Programmers ▪ Web Designers.

Attachment 7—Enterprise Systems Management Development and Implementation

This specialty area addresses the skills and requirements for developing and deploying Enterprise Systems Management (ESM) policies, processes, and tools for network and system management using the State's existing ESM infrastructure. ESM tools are capable of monitoring and managing mainframe, distributed client/server, and desktop environments. Vendors qualifying for ESM development and implementation must demonstrate that they meet the following requirements:

- 1. Must be certified by the ESM tool vendor for use of the tool.*
- 2. Must have experience with the monitoring and management of at least 3 platforms (e.g., UNIX, MVS, Netware, etc.).*
- 3. Demonstrate experience in the implementation of full service, end-to-end, turn-key ESM solutions. Must be able to understand what should be managed and why. Must be able to prepare an ESM deployment by preparing network maps, making devices manageable, and developing naming conventions, performing operational analyses, performing requirements analyses, coordinating among different stakeholders, producing implementation plans and acceptance criteria.*
- 4. Demonstrate experience with sizing ESM infrastructure elements, developing ESM support documentation for the infrastructure, and developing management, user, and operator views.*
- 5. Demonstrate ability to perform risk assessments on business priorities to determine what to manage, setting alarm thresholds, and dispatching managed element information automatically.*
- 6. Must have documented knowledge transfer policy in place and demonstrate its use by submitting a reference (including client contact and current phone number) of a previous project where work was completed.*
- 7. Demonstrate the ability to provide both technical and user documentation.*

The vendor must be able to provide three fully functional, operational references (including client contact and current phone number) in which an ESM tool was used. Each reference must relate to the actual ESM tool deployed

Unisys Response:

Unisys is not responding to Attachment 7—Enterprise Systems Management Development and Implementation.

Attachment 8—Technology Advisory Services

This specialty area addresses the skills, experiences and capabilities for providing advice on a wide range of issues, areas, concepts, trends, best practices, products, vendors, etc. related to the comprehensive management of information technology. The management of technology for state and local government involves a broad diversity of business and technical activities, such as strategy setting for; selection of; planning for; purchasing of; performance measurement for, and the development, implementation, and offering of services, infrastructures and products for accomplishing department goals and program objectives. Technology advisory services include the disciplines, processes, practices and knowledge bases for all areas of technology management from organizational structure, to policy making/planning to production/operation. Specific areas may include technical architecture; enterprise management of technology assets; applications development strategies and management; quality assurance; organization design and management; business process reengineering; electronic commerce/ e-business and other new and emerging technologies concepts and considerations; IT performance engineering and measurement; IT strategy setting and planning; network management; etc.

Requirements for vendor eligibility are listed as follows:

- 1. Must have extensive expertise in three or more to the areas listed above.*
- 2. Must describe method(s) of delivery of advisory services.*

The vendor must provide at least three (3) references of clients for which technology advisory services have been provided in the last three years.

Unisys Response:

Unisys is responding to Attachment 8—Technology Advisory Services. Please see our overview and project references on the following pages.

Technology Advisory Services Overview

Unisys has more than 800 consultants and project managers in the United States who can be used for client projects. We also can call on more than 2,000 of our internal engineering resources to apply their highly specialized knowledge to client projects. Finally, we partner with at least 25 subcontractors to provide specific skill sets for projects, and we work closely with other vendors such as Microsoft, EMC, SAP, Oracle, Intel, Dell, and IBM. We can tap expertise from any of these areas to meet our clients' requirements. More than 450 Unisys employees in the United States are in practices that provide Technology Advisory Services.

Anyone can consult. Ideas are just the beginning of progress. There must be a drive to act on those ideas. Our services start with precision thinking, followed by relentless execution, and we don't stop until the job is done.

As a large systems implementer, Unisys has more than 50 years of experience in assessing, architecting, and implementing enterprisewide technology projects. Unisys Technology Advisory Services are a set of flexible consulting services designed to help you make better decisions and create strategic plans for effective infrastructure change.

Our total systems deployment life-cycle approach lets you choose just the right package of services and support for your data center. So, whether you're developing your infrastructure strategy, or need a roadmap for implementing development, production, or true mission-critical computing environments, you can select services and support based on how vital uptime is to your specific use.

These targeted services are important—they will:

- Enhance your return on investment
- Minimize your risk
- Link system performance with your business demands
- Simplify your service choices
- Keep your project on time and on budget.

Our proven SystemFlow project management methodology helps us to set and meet clear expectations. And ensure that all the bases important to your systems infrastructure implementation are covered. SystemFlow allows our consultants around the world to follow the same proven best practices to help make your project a success.

And, to be sure that your staff is well trained in how to best use and manage your data center, we provide valuable mentoring, over-the-shoulder training, and expert technical assistance.

Technology Advisory Services

Unisys delivers these highly interactive, workshop-based services in three main categories:

- **Infrastructure Strategy Services:** Create an infrastructure strategy that turns your business vision into reality.
- **Infrastructure Architecture Services:** Create a baseline architecture aligned with your business and IT strategies. This architecture then guides your organization's efforts.
- **Infrastructure Execution Services:** Translate your strategy and architecture to an actionable plan. We deliver high-level decision criteria surrounding your future actions and investments.

Infrastructure Strategy Services

Infrastructure Advisory Services are a set of flexible consulting services that can help you make the right decisions. These services have clear deliverables that will deliver value every day.

Highlights:

- Map your business vision to the IT infrastructure you need to bring that vision to life.
- Establish management parameters and success measurements.
- Leverage our innovative strategic, collaborative approach—3D Visible Enterprise—to implement infrastructure change without risk, define accountability, and gain traceability.
- Predict the direct correlation between decisions and results.

Infrastructure Architecture Services

Our Infrastructure Architecture Services create a baseline architecture aligned with your business and IT strategies. This architecture then guides your organization's efforts.

Unisys has extensive experience in the following areas of Infrastructure Strategy and Planning:

- **Strategic Planning**
 - Asset Discovery
 - Current State Mapping
 - Gap Analysis
 - Future State Modeling
 - Infrastructure Roadmap
- **Performance Analysis**
 - Legacy Systems
 - Microsoft Windows

- Open Source
- Database Optimization—SQL and Oracle
- IT Consolidation
 - Server
 - Database
 - Exchange
- ITIL-based Operations Management and Virtualization
 - Microsoft Virtual Server
 - VMware
- Disaster Recovery/Business Continuance
 - DR/BC & SafeGuard 30m
 - High Availability Services
 - Clustering, Mirroring, Load Balancing
- Migrations and upgrades
 - Migrations to Windows 2003
 - UNIX—Windows
 - SQL
 - Oracle—SQL
 - Exchange, Windows, and Active Directory
 - Thin Client Environments

We use the SystemFlow methodology for all Technology Advisory Services. Unisys Technology Consulting Services (TCS) developed this methodology to assist in the design, development, testing, and implementation of technologies in a corporate environment. It was developed from experience gained in developing and delivering successful solutions for many corporate clients across a variety of business sectors.

The SystemFlow methodology covers all phases of a project, from defining its scope to its evaluation on completion for feedback into the methodology to further refine the process. This methodology forms part of the Unisys Quality Management System, which monitors all projects to confirm that they are delivered to consistently high standards.

The most important aspect of SystemFlow is its pervasive use. The Unisys Technology Consulting Practice now uses it on all engagements, and it forms an integral part of a consultant's time recording system and of our ISO 9000 quality processes.

SystemFlow is not a 15-volume, fill-up-the-shelves, dust-covered set of manuals. It is a live intranet site that guides our consultants through an engagement.

For every step of an engagement, a consultant is presented with a set of prerequisites—information that the consultant *must* have before he or she can continue with the project. The consultant is also instructed on which deliverables must be present once the task is complete.

The SystemFlow methodology does not tell consultants how to undertake the task—they have many years of experience and training for that. By focusing only on the prerequisites and deliverables, the SystemFlow methodology is kept short, easy to use, and popular with consultants (who do not need to be told how to do their job).

The SystemFlow methodology addresses one of your biggest challenges—confirming that suppliers meet expectations in a complex, multivendor project environment.

The SystemFlow methodology confirms that, whether we are tackling a security audit, a domain design, or a data migration exercise, the client always knows exactly what work will be undertaken and what the deliverables will be at the end. Equally, a Unisys consultant can never undertake a task without all the required data in place to foster success. Everyone understands exactly what everyone else is expecting and what they will deliver.

Texas Department of Public Safety

Customer's Name	Texas Department of Public Safety (DPS)
Customer's Address	P.O. Box 4087 Austin, TX 78773
Contact Name	Mike Lesko
Contact Telephone Number	(512) 424-2524
E-mail Address	mike.lesko@txdps.state.tx.us
Project Description	<p>Texas Path to NIEM (National Information Exchange Model) Standards was an IT assessment and planning task that included strategic planning, modeling of information exchanges, and documentation of information data.</p> <p>Unisys delivered a comprehensive approach to review the current strategic plan and to conduct a gap analysis of the current state and desired state to achieve compliance with NIEM standards. Our recommendations provided DPS with workable strategies to achieve the desired goal of statewide adoption and utilization of important information exchange standards and ultimately achieving NIEM compliance.</p> <p>This was a business architecture study and assessment of as-is and to-be business components. Tools used to facilitate this study were the SEARCH Organization's Justice Information Exchange Modeling tool (JIEM) and the U.S. Department of Justice's XML data definition tool, Information Exchange Packet Documentation (IEPD).</p> <p>Project management responsibilities and activities included project definition, planning, execution, and monitoring; regularly scheduled client meetings and standardized reporting; team management, progress monitoring; and product quality control.</p> <p>Unisys Technology Advisory Services to DPS led to the implementation of the following standards:</p> <ul style="list-style-type: none"> ▪ Justice Information Exchange Model—JIEM ▪ Global Justice XML Data Model—GJXDM ▪ National Information Exchange Model—NIEM
General Value of Project	\$380,000
Length of Project	May 2007–February 2008
Types of Employees or Subcontractors Used	<p>Many Unisys employees were engaged during this project, including:</p> <ul style="list-style-type: none"> ▪ Project Managers ▪ Senior Criminal Justice Subject Matter Expert (SME) ▪ National Information Exchange Model (NIEM) XML Developer ▪ Justice Information Exchange Model (JIEM) Business Analyst ▪ Technical Developers ▪ Business Analysts ▪ Testers.

New York State Office for Technology

Customer's Name	New York State Office for Technology
Customer's Address	15 MetroTech Center Brooklyn, NY 11201
Contact Name	Garret Hughes, Manager of Information Technology
Contact Telephone Number	(718) 510-8569
E-mail Address	Garret.Hughes@oft.state.ny.us
Project Description	<p>Unisys provides comprehensive project management and technology advisory services to support the mission-critical application and computing environment relied on by the Office of Temporary and Disability Assistance (OTDA). The Welfare Management System (WMS), Child Support Management System (CMS), Benefit Issuance Control System (BICS), and related applications are maintained by OTDA together with the Office for Technology (OFT).</p> <p>The application systems are hosted on Unisys and third-party hardware and system software platforms. The WMS application resides mainly on the Unisys ClearPath mainframe, and the user interface (inquiry and data entry screens) is hosted on open systems hardware (referred to as "the cluster controller" or "cluster") that runs UNIX operating system software. The UNIX systems handle mainframe connectivity and terminal emulation functions. These applications use a dialect of COBOL referred to as UTS COBOL. They handle screen presentation and editing.</p> <p>Communication with the mainframe is accomplished by sending and receiving communication messages between the cluster and a transaction on the Unisys mainframe.</p> <p>The Unisys Project Manager oversees a technical staff of about 20 consultants who provide critical support and advisory services for OTDA's deployment of the WMS and related applications for New York City's five boroughs.</p>
General Value of Project	\$5 million
Length of Project	November 2005—ongoing
Types of Employees or Subcontractors Used	<p>Unisys service providers for this engagement include:</p> <ul style="list-style-type: none"> ▪ Project Lead Architect ▪ COBOL programming subcontractors.

Pennsylvania Department of Public Welfare

Customer's Name	Pennsylvania Department of Public Welfare
Customer's Address	Willow Oak Building Harrisburg, PA
Contact Name	Jim Weaver
Contact Telephone Number	(717) 772-7120
E-mail Address	jamweaver@state.pa.us
Project Description	<p>The Pennsylvania Department of Welfare (DPW) Staffing Project delivers a wide range of consulting services to DPW from on-site staff. These services include consultation on best practices for operations, performance management, strategic discussions on application rollouts, design and advice for architecture and infrastructure, and support for Oracle and Microsoft SQL databases.</p> <p>Unisys services include:</p> <ul style="list-style-type: none"> ▪ Day to day support and integration of operating systems and environmental software ▪ Project management for DPW implementations and rollouts ▪ Problem management for single-vendor and multivendor issues that takes a holistic view of the environment ▪ Database support, including maintaining and reorganizing databases as well as monitoring and tuning database performance ▪ Monitoring and recommendations for system performance. <p>Unisys has provided these services to DPW's satisfaction.</p>
General Value of Project	\$9 million
Length of Project	At least 10 years; ongoing
Types of Employees or Subcontractors Used	<p>Unisys service providers include:</p> <ul style="list-style-type: none"> ▪ Project Managers ▪ Subject Matter Expert ▪ IT Specialists.

Attachment 9—Major Project Implementation (including Project Management)

This specialty area addresses the skills and disciplines required for major IT project implementations using modern and emerging technologies. Vendors in this group will need to demonstrate substantial knowledge and experience in major IT project implementations. Major projects are typically large-scale, significant investment endeavors. In addition, they offer technical, business, and political complexities. They must be completed successfully (on time, within budget, and with the expected results and benefits) in order to avoid public embarrassment, shortcomings in the performance of business responsibilities or program operations, or detrimental deficiencies in the delivery of services. Also, they normally involve multiple users, modern technology, and diverse technical environments which are geographically dispersed. Major projects may present unusual or high risks. These risks can be technical, business, or organizational in nature.

Specialty matter experts for major IT project implementations must have the following capabilities:

- 1. Experience and expertise in Systems Development Life Cycle methodology for IT projects*
- 2. Knowledge and experience with using modern and emerging technologies.*
- 3. Ability to develop and use project testing tools and standards on multiple platforms and operating systems.*
- 4. Ability to provide achievable project estimates and deliverables.*
- 5. Ability to formulate budget and deadlines for IT projects.*
- 6. Ability to provide project reporting for all projects.*
- 7. Available policies, procedures, and tools (and experience in their use) for the effective management of the following project aspects: budget, deadlines, deliverables, staffing, training, risk management, change management, project reporting, and responsibility and accountability.*
- 8. Ability to provide personnel that have necessary skills to perform major projects successfully.*
- 9. Ability to accept full responsibility for major project implementations.*

Prospective Vendor Eligibility Submission Requirements

To demonstrate the required level of expertise and experience, specialty area experts must provide the following information:

The vendor must provide descriptions of three projects in which the vendor had primary responsibility for project management and deliverables and overall responsibility and accountability for performance. Each project must have resulted in revenues of over \$300,000 to the vendor and each must have been performed in the past three years. The description for each project should be no longer than one page. Each description must address the following areas:

- 1) total development/implementation cost; 2) scope, size and/or complexity; 3) tools used; 4) management approach; 5) technology employed; 6) vendor responsibilities; 7) results of project; 8) vendor performance; 9) estimating methodology/approach employed; 10) project management; 11)*

methodology/approach employed; 12) quality assurance approach/process employed; and 13) reference (client's name, telephone number and e-mail).

Unisys Response:

Unisys is responding to Attachment 9—Major Project Implementation (including Project Management). Please see our overview and project references on the following pages.

Major Project Implementation Overview

For decades, Unisys has developed, integrated, and managed major technology project implementations in complex, mission-critical environments for clients in the government, financial services, communications, transportation, and commercial markets. We developed methodologies to successfully provide services and total solutions that help our clients serve their customers more efficiently and cost-effectively.

Throughout our history, Unisys complex government solutions and implementations have delivered core and supporting applications to unemployment compensation agencies, helped justice agencies protect more than half the U.S. population, and provided systems that process 250 million income-tax returns worldwide. We process more than 248 million U.S. state government Medicaid health claims a year. In fact, we have provided more than 1,500 public agencies worldwide with solutions, including services to the U.S. federal government, 45 of 50 U.S. state governments, and more than 900 local governments.

Project Management Approach

The purpose of project management is to apply knowledge, skills, and tools to project activities to meet or exceed project objectives on time and on budget, and with high quality. Business solutions are developed and implemented using people and resources organized into projects. The project manager helps develop and then monitors plans that use these resources to foster a successful completion of the project's objectives.

Unisys integrated our best management practices that were tested and proven by our experience into a standard project management methodology, or Unisys Solutions Delivery Framework, that promotes the effective utilization of time, money, and resources to achieve the defined objectives and solutions on time and within budget.

Effectively and efficiently delivering complex implementations requires visibility into every layer of your organization's operations. We use our innovative 3D Blueprinting approach to help you gain that visibility.

Unisys 3D Blueprinting is the Business Process Modeling component of the Unisys Solutions Delivery Framework, which provides high-level guidance and overall visibility into an organization. 3D Blueprinting overlaps our implementation of the Rational Unified Process (RUP). Unisys delivers on the critical mandatory requirement of implementing sound methodology in a well documented, thorough way.

The combination of 3D Blueprinting and RUP allows your organization to see the impact of changes in organization vision and strategy, and how these changes affect your processes, applications, and IT infrastructure, as well as the security of your operations. And by identifying the patterns in your business processes, we can help your organization become more effective and more secure by exposing the linkages that can increase your organization's agility and flexibility.

The use of the Rational tool suite and RUP are Unisys internal standards. In this area, we provide a wide spectrum of professionals with in-depth knowledge of the overall suite and many years of experience. Unisys methodology, which incorporates the Rational tool suite, includes an integrated approach to tracking and tracing requirements from inception to implementation, enabling all mutually agreed requirements to be met in the defined solution. Using Unisys 3D Blueprinting approach requirements at any level, (high level, functional, system, usability, and so forth) can be traced throughout the design and construction of the proposed solution.

Through the Unisys experience of major project implementations, we assist clients in strategically prioritizing and delivering modernization initiatives that make their business operations more agile, secure, and efficient while lowering overall costs. Our approach leverages prebuilt application and process models and is grounded in our 30 years of experience and leadership in mission-critical technology. This gives us the capability to move our clients from their existing environment to an appropriate modernized state that takes advantage of a wide range of technologies in the context of your needs and situation. With this as a backdrop, we can deliver solutions more quickly, less expensively, and with the lowest risk of disruption to our clients.

Unisys key project management processes include:

- Project Control Process
- Requirements Management Process
- Work Breakdown Structure Process
- Risk Management Process
- Configuration Management Process
- Quality Management Process.

Our strong information technology heritage, paired with our enabling change expertise and proven project management methodologies, minimizes risks, promotes high-quality solutions, and warrants customer satisfaction.

Commonwealth of Pennsylvania, Department of Revenue

Customer's Name	Commonwealth of Pennsylvania, Department of Revenue
Customer's Address	203 Walnut Street Harrisburg, PA
Contact Name	Jeanne Dressler (PA DOR Project Manager)
Contact Telephone Number	(717) 783-3335
E-mail Address	jdressler@state.pa.us
Project Description	<p>Enterprise Communication System</p> <p>The Pennsylvania Department of Revenue (DOR) has several call centers that take calls from citizens, corporations, and other taxpayers, and make calls to citizens for enforcement and collections. Aging telephony equipment and infrastructure, including proprietary interactive voice response (IVR) applications, supported these call centers. The nonintegrated nature of the telephony infrastructure (which included three distinct PBX and ACD systems) and the lack of functionality in these systems made scaling and upgrades very difficult and time consuming, thereby denying DOE of the flexibility required to support its changing business and future expansion. The Enterprise Communication System (ECS) Project replaced this aging and inflexible infrastructure. Unisys competitively bid and subsequently won the project.</p> <p>Results of the Unisys implementation include:</p> <ul style="list-style-type: none"> ▪ A robust, fault-tolerant solution that can handle 5 million calls a year and serve as the single integrated platform for future growth, both in capacity (increased call volume) and functionality (such as VoIP support) ▪ A single integrated ACD platform to act as the hub for receiving calls, distributing calls, and routing between the solutions' other components ▪ An enhanced IVR system ▪ Integration with DOR legacy and Tax applications ▪ Integration of the soft phone on agent desktops, which allows agents to operate a telephone from their computer screen ▪ Integration of the IVR and CTI (Computer Telephony Integration) functionality ▪ Call Back capability—Scheduled callbacks in which a citizen can opt for a call back or outbound dialing capability, and in which DOR employees can dial out to citizens or businesses ▪ Full integrated functionality of reporting and metrics that use state-of-the-art tools that provide real-time operational metrics as well as summary and trend reporting for all components of the telephony solution and the calls received on all of the channels—e-mail, telephone, IVR, and so forth.
General Value of Project	Approximately \$12 million
Length of Project	January 2008 – June 2009
Types of Employees or Subcontractors Used	Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including Project Managers, Subject Matter Experts, IT Specialists, Systems Analysts, and Systems Architects.

State of California Employment Development Department

Customer's Name	State of California Employment Development Department (EDD)
Customer's Address	9815 Goethe Road, Suite A Sacramento, CA 95827
Contact Name	Bernadette Fizer
Contact Telephone Number	(916) 653-3623
E-mail Address	bernadette.fizer@edd.ca.gov
Project Description	<p>Document Management Refresh and Consolidation (DMRC)</p> <p>In 2006, California EDD awarded Unisys a 6-year, \$34 million contract to upgrade and expand the tax engineering and modernization system that Unisys originally implemented in 2000. The system, called Document Management Refresh and Consolidation (DMRC), is central to California's ability to calculate and collect employment taxes. DMRC is California's enterprise document management and remittance solution that processes employment-related tax payments from businesses operating in California.</p> <p>Unisys provided a range of consulting, management, engineering and other services for the DMRC Project—upgrading and replacing critical business applications and equipment, including the existing network infrastructure, server, and workstation equipment; consolidating applications; and establishing a Microsoft.NET architecture strategy. The DMRC Project was implemented in phases, comprising seven implementations in four overall phases. Unisys and EDD jointly planned the project phases to achieve business benefit early in the schedule and to mitigate overall risks to EDD. Each year, DMRC processes 32 million documents.</p> <p>Unisys was the prime contractor for this DMRC Project and performed the following services:</p> <ul style="list-style-type: none"> ▪ Project Management (including Project Manager, Deputy Project Manager, and Project Management Office) ▪ Configuration Planning, Procurement, and Installation of Hardware ▪ Database Development Workflow Management ▪ Conversion and Migration of Data ▪ Software Integration ▪ Development of Application Software ▪ Development of an Application Based on EDD-specific Business Rules ▪ Development of a Web-enabled Browser-based Application ▪ End User and Technical Training. <p>Unisys now provides 5 years of ongoing maintenance and support for the system.</p>
General Value of Project	\$34 million
Length of Project	1/1/2006 through 12/30/2008
Types of Employees or Subcontractors Used	Unisys service providers contributing to this engagement had a broad range of skills and responsibilities and included Project Managers, Subject Matter Experts, IT Specialists, IT Technicians, Systems Analysts, Systems Architects, Developers, Programmers, and Web Designers.

Pennsylvania State Police

Customer's Name	Pennsylvania State Police
Customer's Address	1800 Elmerton Avenue Harrisburg, PA 17110
Contact Name	Captain Brian Acken, Director, Project Management Office
Contact Telephone Number	(717) 783-9772
E-mail Address	backen@state.pa.us
Project Description	<p>The Computerized Criminal History Record Information (CCHRI) System is the central repository for the collection, compilation, maintenance, and dissemination of criminal history. Pennsylvania uses the CCHRI System to get accurate and up-to-date criminal history information on an individual. The CCHRI Redesign Project's goal was to implement a system that would be easy to maintain and to streamline processes where necessary for ease of entry and more accurate up-to-date criminal history data. Through interviews and meetings with Pennsylvania State Police (PSP) staff and the agencies, Unisys documented the requirements and design as well as the needs and desires for the new redesigned CCHRI System to meet these goals.</p> <p>The CCHRI System interfaces to many agencies, including the Automated Fingerprint Identification System (AFIS), Commonwealth Law Enforcement Assistance Network (CLEAN), Administrative Office of the Pennsylvania Courts (AOPC), Juvenile Process (JCJC), Department of Corrections (DOC) and Probation and Parole (PBPP), as well as the National Crime Information Center (NCIC) and National Law Enforcement Telecommunications System (Nlets). All transactions are received in real time (except for Probation and Parole) to provide accurate and up-to-date information. The AFIS system provides criminal information when a person is arrested, which is then updated in the CCHRI System with no delay. The Adult and Juvenile Courts provide disposition information, DOC provides incarceration information, and PBPP provides probation and parole information. This implementation provides Pennsylvania with more accurate, complete, and up-to-date criminal history information than the legacy CCHRI System had. The CCHRI System also interfaces to the Infolmage Image System and the Pennsylvania Access to Criminal History (PATCH) systems.</p>
General Value of Project	\$20.9 million (including \$3.6 million in change requests)
Length of Project	6 years (for Phase 2 implementation) – 2003-2009
Types of Employees or Subcontractors Used	Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including Project Managers, Subject Matter Experts, IT Specialists, IT Technicians, Programmers, and Web Designers.

Attachment 10—Enterprise Application Integration

This specialty area addresses the skills and disciplines required for supporting the major software products that provide the integration of enterprise applications for state government, including the interfaces of state applications with other entities outside of state government.

Microsoft BizTalk is being used as the centralized service broker. Vendors seeking to qualify for this attachment should have substantial skills and experiences with BizTalk. These skills include project management, knowledge of the products, and experience with the products.

Prospective Vendor Eligibility Submission Requirements:

Prospective vendors for this service category must provide the following information to demonstrate the knowledge, skills and experiences to support the state's service broker and interface adaptors. Each prospective vendor must provide a concise explanation of why it can provide the skills to maintain the involved products.

The vendor must provide three current (last 24 months) references (including client contact, current phone number and email address) which demonstrate the knowledge, capabilities and experiences to installed and configure the involved products in an operational environment.

Unisys Response:

Unisys is not responding to Attachment 10—Enterprise Application Integration.

Attachment 11—Migration of Legacy Systems

This specialty area addresses the skills and disciplines required for migrating applications from legacy environments to modern platforms and environments. Prospective vendors in this group must demonstrate knowledge and experience in the migration and conversion issues of legacy systems. Vendors must demonstrate a capability to understand modern development environments and platforms; shall possess appropriate multi-tier application design skills, familiarity with middleware solutions, and project management skills.

Vendors wanting to qualify for legacy migration projects must demonstrate they meet the following requirements:

- 1. Experience with standards based design.*
- 2. Use automated tools to parse, mine and transform legacy code.*
- 3. Experience with legacy systems and languages.*
- 4. Experience with database middleware and integration issues.*
- 5. Experience with modern development environments such as Application Servers*
- 6. Experience with languages such as C++, and Java.*
- 7. Demonstrated Project Management skills*
- 8. Experience with N-tier application*

The vendor must have at least three references for projects demonstrating the above skills during the last three years.

Unisys Response:

Unisys is responding to Attachment 11—Migration of Legacy Systems. Please see our overview and project references on the following pages.

Migration of Legacy Systems Overview

Unisys has more than 800 consultants and project managers in the United States who can be used for client projects. We also can call on more than 2,000 of our internal engineering resources to apply their highly specialized knowledge to client projects. Finally, we partner with at least 25 subcontractors to provide specific skill sets for projects, and we work closely with other vendors such as Microsoft, EMC, SAP, Oracle, Intel, Dell, and IBM. We can tap expertise from any of these areas to meet our clients' requirements. We have more than 170 consultants in the United States in application development/migration roles. We also have project managers, legacy consultants, and platform-specific (Windows and Open Source) skills. More than 350 Unisys employees are deployed to migration projects.

The Unisys Platform Migration Solution converts legacy applications or environments to an open systems environment. Whether the conversion is to a Windows- or Linux-based COBOL environment, or to a COBOL and Java or .NET environment, or is a total conversion to a Java or .NET language (C#, Visual Basic, and so forth), Unisys has a solution to meet a client's business drivers and goals. This solution offers an answer to clients who desire to improve their organization's competitiveness through implementing ideas and visions more quickly than they can do today. Our clients have enhanced their flexibility to meet new business environments and competitive challenges while reducing cost and infrastructure complexity.

The Platform Migration Solution is for CXOs who are interested in increasing agility in their company while dramatically reducing costs. This solution is for companies that are challenged by:

- The need to reduce costs and increase efficiency
- Reducing risk, complexity, skill requirements, and downtime
- Strategies to standardize on fewer operating systems
- Platforms that are no longer or soon will not be supported by the vendor
- Minimizing staff training, maintaining specialized skills to support different platforms, or doing both
- A need to exploit the cost savings associated with fewer operating systems
- The need to develop a strategy for infrastructure modernization.

Unisys understands the investment and value that exists in companies' current legacy applications that conflict with their need to take advantage of today's technology. Today, there are many ways that system integrators recommend moving to an open systems environment. From this world, we see the proposed solutions of reengineering, rewriting, emulating, or purchasing and customizing software packages. Unisys has found the best solution to be a true conversion with a native implementation of the code. The investment in the application is maintained while at the same time opening the doors to the broad spectrum of Windows or Linux

solutions. With a true conversion of the application, there is minimal impact on functional and technical resources and no retraining on use of the application. The converted application is a proven mature system and continues to be maintainable while providing the enterprise with the advantages of Windows or Linux technology as business requirements continue to evolve.

The Unisys Platform Migration Solution focuses on companies that are considering conversion of custom business applications from a computer platform such as IBM Mainframe, HP3000, Amdahl, Bull-Honeywell, Tandem, DEC VAX, or WANG VS to a Windows or Linux platform. We believe the combination of our knowledge, methodologies, and commitment to success will help complete the project on time and within budget, and ultimately provide the benefits expected.

Whether challenged by legacy mainframe applications built in Assembler, COBOL, FORTRAN, PLI, and so forth or UNIX applications and platforms, Unisys has a solution. Our Platform Migration Solution has the experience and knowledge for converting a broad range of legacy environments such as CA/DB-DATACOM, Ababas/Natural, IDMS, IMS DB & DC, IDEAL, and FOCUS.

At the end of the day, the Unisys Platform Migration Solution is a true conversion with no:

- Emulation
- Adapters
- Proprietary middleware
- Proprietary file handlers
- Proprietary screen drivers
- Black box inclusions.

**UNISYS RESPONSE TO STATE OF WEST VIRGINIA
STATEWIDE CONTRACT FOR TECHNICAL SERVICES
REQUEST FOR QUOTE ITECH10**

Michigan Supreme Court, State Court Administrative Office

Customer's Name	Michigan Supreme Court, State Court Administrative Office (SCAO)
Customer's Address	Judicial Information Systems Division (JIS) 925 West Ottawa Lansing, MI 48915
Contact Name	Mark Dobek, Director JIS
Contact Telephone Number	(517) 373-8777
E-mail Address	DobekM@courts.mi.gov
Project Description	<p>Next Generation Judicial Information System (NGJIS)</p> <p>This project is based on a statewide development of an integrated court case management system that will enable the SCAO to develop, deploy, and maintain applications efficiently on a common platform.</p> <p>Michigan has a nonunified courts system, but many of its courts have leveraged the multiple case management applications developed by the Judicial Information System (JIS) division of the State Court Administrator's Office. As a result, the JIS division has acted as the main technology provider and support team to more than 230 local courts (Circuit, District, Juvenile, and Probate) across Michigan. The SCAO determined that maintaining, growing, and supporting aging mainframe systems was affecting it negatively. Supporting multiple applications on multiple platforms would not allow the SCAO to take advantage of newer technologies to grow its system efficiently and effectively.</p> <p>The Unisys solution accommodates the unique and common features of case management associated with the Circuit, District, Juvenile, and Probate Courts. Our framework approach, based on our successful development and deployment of a .NET multijurisdictional system for Western Australia, enables the SCAO to benefit from the reuse of business processes in object-oriented software development. Abstraction, inheritance, and encapsulation manage complexity. The project is broken down into phases: Requirements and Analysis, Civil Courts, Criminal Courts, Juvenile Courts, and Probate Courts.</p> <p>A collaborative approach uses a blended team of Unisys and SCAO resources. This collaborative team optimally positions the SCAO to take full responsibility for the evolution and maintenance of new applications in the future.</p>
General Value of Project	The project's cost is client confidential. Approximate effort is 75,000 to 90,000 hours.
Length of Project	The initial contract was awarded to Unisys in early 2007. We are completing the project in phases over the next several years.
Types of Employees or Subcontractors Used	The project is staffed with Unisys employees who have a broad range of skills and responsibilities, including Business Analysts, Technical Designers, Developers, Testers, Data Migration Specialists, Technical Architects, and Project Managers.

Pennsylvania State Police

Customer's Name	Pennsylvania State Police
Customer's Address	1800 Elmerton Avenue Harrisburg, PA 17110
Contact Name	Captain Brian Acken, Director of the Project Management Office
Contact Telephone Number	(717) 783-9772
E-mail Address	backen@state.pa.us
Project Description	<p>The Computerized Criminal History Record Information (CCHRI) System is the central repository for the collection, compilation, maintenance, and dissemination of criminal history. Pennsylvania uses the CCHRI System to get accurate and up-to-date criminal history information on an individual. Pennsylvania's legacy system was very labor intensive, which made it difficult to keep up with Commonwealth and federal mandates. The CCHRI Redesign Project's goal was to implement a system that would be easy to maintain and to streamline processes where necessary for f both ease of entry and more accurate, up-to-date criminal history data.</p> <p>The CCHRI Redesign Project consisted of three related components:</p> <ul style="list-style-type: none"> ▪ The redesign of the CCHRI System, which involved replacing the current application on the legacy mainframe system with a Web-based solution. This solution provides additional functionality and data capabilities well beyond the legacy system in the open systems environment. ▪ The design and implementation of a new Infolmage Imaging System that enables scanning and storage of paper documents associated with criminal histories. The imaging system stores fingerprints in NIST format from Pennsylvania's AFIS connection. Other criminal history documentation for the individual can be scanned into the imaging system manually. Pennsylvania State Police staff who maintain the CCRHI System have direct access to the Imaging System from their desktop. ▪ The redesign of the Pennsylvania Access To Criminal History (PATCH) System, which enables the public and other organizations to submit requests to obtain criminal history information over the Internet for a fee. <p>The CCHRI System interfaces to many agencies, including the Automated Fingerprint Identification System (AFIS), Commonwealth Law Enforcement Assistance Network (CLEAN), Administrative Office of the Pennsylvania Courts (AOPC), Juvenile Process (JCJC), Department of Corrections (DOC) and Probation and Parole (PBPP), as well as the National Crime Information Center (NCIC) and National Law Enforcement Telecommunications System (Nlets).</p> <p>This implementation provides Pennsylvania with more accurate, complete, and up-to-date criminal history information than the legacy CCHRI system had. The CCHRI System also interfaces to the Infolmage Image System and the Pennsylvania Access to Criminal History (PATCH) systems.</p>
General Value of Project	\$20.9 million (including \$3.6 million in change requests)
Length of Project	6 years (for Phase 2 implementation) – 2003-2009
Types of Employees or Subcontractors Used	Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including Subject Matter Experts, IT Specialists, IT Technicians, Programmers, and Web Designers.

State of West Virginia, Department of Health and Human Resources

Customer's Name	The West Virginia Department of Health and Human Resources, Bureau for Medical Services (BMS)
Customer's Address	350 Capitol Street Charleston, WV 25301
Contact Name	Patricia Miller
Contact Telephone Number	304-558-1722
E-mail Address	pat.i.miller@wv.gov
Project Description	<p>In response to Medicaid reform challenges, The State of West Virginia Medicaid program moved away from costly legacy systems to more cost-effective, flexible information technology solutions that better serve their stakeholders. The solution handles electronic and Web-based transactions integrated with multiple agencies, and quickly handles changes and reduces costs.</p> <p>Working with Unisys, West Virginia migrated Mainframe Systems onto a Microsoft Windows and .Net platform and migrated legacy data into SQL Server Databases for use in their new MMIS System.</p> <p>Unisys provided the technical expertise and experience to migrate legacy systems and develop new multi-tiered environments and platforms. Unisys provided project management, application design skills, middleware solutions, and other expertise to complete the project.</p>
General Value of Project	\$97.1 million
Length of Project	This project has been ongoing for over seven years. Current contract renewal option is in effect till March of 2010.
Types of Employees or Subcontractors Used	<p>Unisys service providers contributing to this engagement have a broad range of skills and responsibilities, including:</p> <ul style="list-style-type: none"> ▪ Project Manager ▪ Business Analysts ▪ Subject Matter Experts ▪ IT Specialists ▪ IT Technicians ▪ Security Specialists ▪ Disaster Recovery Specialists ▪ Systems Architects ▪ Systems Analysts ▪ Programmers ▪ Web Designers

Attachment 12—Project Quality Assurance Review and Associated Services

This specialty area addresses the skills and disciplines for conducting third party, independent quality assurance reviews of information technology projects.

The primary objectives of project quality assurance reviews are to:

- *Supplement the progress reporting activities by offering an additional level of review and reporting outside of the agency.*
- *Provide independent verification and validation of project status to determine if the project is being conducted successfully (i.e., expected benefits will be achieved and the project will be completed on time and within budget).*
- *Compliment internal agency quality assurance processes.*
- *Identify improvement opportunities in the management and conduct of the project and its deliverables.*

Project quality assurance reviews are conducted for projects with one or more of the following characteristics: Projects with large budget; Strategic projects (e.g., high visibility, important to the conduct of the state's business, large impact on citizen services, etc.); and High risk projects

Typical quality assurance reviews address both management process and product quality. Management process includes the areas of management approach (project plan and organization, schedule status, risk management, documentation, etc.), technical approach (compliance with the statewide standards, soundness of application design, etc.) and financial status (actual versus budget). Product quality involves the assessment of the operational and technical capabilities, readiness, and quality of major selected deliverables, such as software, testing or operational technical configurations, etc.

Successful vendors for this attachment must demonstrate skills, experience and capabilities in the four areas listed below, and must provide references (names, phone and email contact, description, cost, scope of work, and results) for at least three (3) clients where quality assurance engagements have been performed in the last three years.

1. *Experience and expertise in the conduct of quality assurance engagements for IT projects.*
2. *Experience and expertise in System Development Life Cycles (SDLCs).*
3. *Experience and expertise in project management methodologies (PMMs).*
4. *Broad-based experience and expertise in modern computing and communications technologies used in the development and implementation of current technical infrastructures and applications.*

Unisys Response:

Unisys is not responding to Attachment 12—Project Quality Assurance Review and Associated Services.

Attachment 13—ERP Implementation Services

ERP (Enterprise Resource Planning) implementation can be defined as the installation of a software package that integrates all data and processes of an organization into a unified system. The software is cross functional and enterprise-wide system and can handle HR management, accounts receivable, accounts payable, general ledger, purchasing, and many other centralized functions. The customization process can be defined as the process of extending or changing the working pattern of the individual systems currently in operation.

This Project-based Service could be used to perform factions of the implementation that are not to be performed by the Primary Vendor and to assist in on-going support of the system. Services would require ERP solution leadership for multiple projects working with multiple business teams in developing and driving business and system solutions; proactively work with business teams to support business and technical issues and drive closure on all support items, including business process, policies and technical solutions; drive process standardization across the business to streamline and provide efficiencies both operationally and technically; and provide business domain expertise and knowledge and apply product functional and technical specifications for solution execution.

Successful vendors for this attachment must demonstrate skills, experience and capabilities in the four areas listed below, and must provide references (names, phone and email contact, description, cost, scope of work, and results) for at least three (3) clients where ERP implementation services have been performed in the last three years.

- 1. Minimum 2 full cycle ERP implementations completed.*
- 2. Proven experience in designing and implementing business solutions on an ERP platform across various functional modules (inventory, financials, etc.)*
- 3. Minimum of 3 years of experience implementing an ERP system component(s)*
- 4. Experience with one of the following ERP systems (SAP, Peoplesoft, Microsoft)*

Unisys Response:

Unisys is not responding to Attachment 13—ERP Implementation Services.

Attachment 14—VoIP implementation Services

The State is implementing Voice over Internet Protocol (VoIP), a general term for a family of transmission technologies for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. The State's plan is to implement Internet telephony—voice, facsimile, and/or voice-messaging applications—that are transported via the Internet, rather than the public switched telephone network (PSTN).

Successful vendors for this attachment must demonstrate skills, experience and capabilities in the three areas listed below, and must provide references (names, phone and email contact, description, cost, scope of work, and results) for at least three (3) clients where VoIP implementation services have been performed in the last three years.

- 1. At least 5 years of experience in the analysis of network configurations and assisting in the conduct of site surveys, transition plan development and other actions required.*
- 2. Preparing reports, briefings and other documentation needed to network operations/maintenance and management personnel for situational awareness.*
- 3. Good ability to analyze and solve complex problems using analytical and creative problem solving skills for design, creating and testing of networks.*

Unisys Response:

Unisys is not responding to Attachment 14—VoIP implementation Services.

Attachment 15—Advanced Internet Technology and Applications

There are multiple issues related to enhancing productivity in the enterprise workplace, including the need to access data from various databases, and enhance the user interface and related back-office elements for easier personalization and collaboration. Web 2.0 is the popular term for advanced Internet technology and applications including blogs, wikis, RSS, and social networking.

According to Wikipedia, the term "Web 2.0" is commonly associated with web applications which facilitate interactive information sharing, interoperability, user-centered design⁽¹⁾ and collaboration on the World Wide Web. Examples of Web 2.0 include web-based communities, hosted services, web applications, social-networking sites, video-sharing sites, wikis, blogs, mashups and folksonomies. A Web 2.0 site allows its users to interact with other users or to change website content, in contrast to non-interactive websites where users are limited to the passive viewing of information that is provided to them.

Projects in this category will require the vendor to develop rich conceptual models to improve usability, design next generation applications to leverage web services, design rich, interactive navigation styles, solve complex UI navigation issues, design fast, efficient transactional applications, create complex UI design patterns, and leverage data warehouses with new data visualization techniques.

Successful vendors for this attachment must demonstrate skills, experience and capabilities in GUI web design, and must provide references (names, phone and e-mail contact, description, cost, scope of work and results) for at least three (3) clients where they have developed blogs and/or podcasts used in a business environment.

Unisys Response:

Unisys is not responding to Attachment 15—Advanced Internet Technology and Applications.

Attachment 16—Microsoft Specialists

The world of government work is changing. To meet the growing expectations of their constituents, governments need to consider new processes, technologies, and systems to improve service and communication. Due to the highly dispersed nature of state government offices, the State has adopted Microsoft as a standard for communications unifying State offices with a single technology backbone that makes them more manageable. The main support behind the state's unified communications is the Active Directory@ service, which is making possible a more effective e-mail system, as well as presence information and instant messaging. We have partnered with Microsoft to design cost-effective and innovative solutions that allow government agencies to leverage existing infrastructure and application investments and accommodate for future demands.

As the State's infrastructure continues to grow, we will have a need for Microsoft Partners with Microsoft Certified professionals. Projects under this category will require Microsoft Certified Professionals, Microsoft Certified Developers, and individuals achieving the Microsoft Advanced certifications.

Successful vendors for this attachment must be a Microsoft Partner and must demonstrate skills, experience and capabilities in the three areas listed below, and must provide references (names, phone and email contact, description, cost, scope of work, and results) for at least three (3) clients where Microsoft Certified individuals have worked on projects in the last three years.

Unisys Response:

Unisys is responding to Attachment 16—Microsoft Specialists. Please see our overview and project references on the following pages.

Microsoft Specialists Overview

Unisys and Microsoft share an award-winning alliance with thousands of enterprise customers on the Microsoft® platform worldwide. Our proven, Microsoft-based solutions are driven by customer demand and address high-priority, high-return IT business, data center transformation, and end-to-end managed service needs.

In 2009, Unisys was selected as one of 22 authorized vendors to provide IT consulting services for Microsoft's Preferred Services Partner (PSP) Program. The PSP Program is part of Microsoft's larger services organization and is designed to help its customers evaluate technology and deploy solutions. Microsoft relies on partners such as Unisys to help fulfill client engagements for this program.

The Unisys partnership with Microsoft is proven and world-class. Unisys successes as a teaming partner with Microsoft include:

- An extensive history of joint development
 - Collaboration on Windows Datacenter Edition
 - Large system scalability testing on Windows Server, SQL Server, and Exchange Server
 - Unisys enterprise servers deployed in Microsoft labs for Windows Core, Hyper-V, .NET CLR, and Windows Terminal Services
 - Platform Partner for Project REAL (SQL Server 2005 large-scale POC)
 - TAP program support for Windows Server 2008
 - Key contributor to Microsoft Mission Critical and High Availability programs
- Award-winning Microsoft Gold Certified Partner with global credentials
 - Microsoft Gold Certified Partner in 60 global locations
 - Microsoft Partner award—High Performance Computing (2006)
 - Microsoft Winning Customers Award for High-Performance Computing (2005)
 - Microsoft Top Regional Partner Award in Customer Satisfaction (2005)
 - Microsoft Federal Partner of the Year for Homeland Security and Intelligence Sector (2006)
 - Winner: Best .NET Platform Consolidation Award
Client: Chinatrust Commercial Bank and Hsin, Taiwan (2006)
 - Winner: Enterprise Insight Award, Microsoft Business Intelligence
Client: Clalit Health Services (2007)

Microsoft Selects Unisys for 2007 Free Trial Services

In April 2007, Microsoft announced a free trial service for enterprise customers to experience Microsoft Exchange Server 2007, the industry's leading platform for e-mail, calendaring, and unified messaging. Unisys implemented and managed this trial service. Microsoft selected us to manage this trial service because of our deep expertise in developing solutions based on the Microsoft platform and our ability to manage reliable enterprise-class applications. The Unisys ES7000 server's comprehensive vertical and virtual scalability attributes provide the foundation for the Microsoft Exchange Server 2007 platform so enterprises can communicate and collaborate more securely and efficiently. Reliability is essential to the successful deployment of mission-critical solutions; the Unisys ES7000 is one of the most reliable enterprise servers on the market. Customers had the opportunity to evaluate the many new features of Exchange Server 2007, including anywhere access at a PC, over the Web, or on a mobile phone. Office Communication Server 2007 and Office Live Meeting were also included.

In November 2009, Unisys and Microsoft announced that Unisys will be hosting the same type of trial system for Microsoft Exchange Server 2010 and Microsoft Windows Server 2008.

Together, Unisys and Microsoft deliver the following solutions:

Managed Services: Unisys manages IT functions such as help-desk and desktop management services for Windows 7 as well as managed desktop virtualization so that your people are free to focus their attention on reaching your business goals.

Virtualization: Unisys and Microsoft deliver robust, cost-effective solutions based on Microsoft Windows Server 2008 R2 virtualization technology for enterprise desktop, Microsoft Exchange Server 2010, application server, and SQL Server environments.

High-Performance SQL Server: Unisys and Microsoft solutions deliver large-scale, high-performance database platforms as part of a business information infrastructure that lead people to deeper, faster insights.

Unified Communications: Unisys and Microsoft solutions provide integrated communications that help individuals and teams collaborate more efficiently and securely.

Core Infrastructure Optimization: Unisys and Microsoft solutions optimize infrastructure in order to help people and enterprises respond faster to changing business environments.

Scalable Server Technology: Unisys ES7000 Model 7600R Servers offer unsurpassed scalability and availability—providing the optimal deployment environment for enterprise-class Microsoft solutions.

Managed Services Optimizing Features and Functions of Microsoft Solutions: These solutions support end user productivity, desktop management, virtualized desktops, and hosted e-mail and communication applications by subscription and application virtualization.

Together, Unisys and Microsoft provide our customers with proven industry solutions, the visibility to align business and technology, and dedicated expertise for delivery assurance.

The collaborative relationship between Unisys and Microsoft offers important advantages to our clients and their people:

- **Commitment to the Microsoft Platform**—The Unisys engineering focus on the Microsoft platform earned high-performance Transaction Processing Performance Council (TPC) benchmarks, translating to improved price performance for our clients.
- **Commitment to customer satisfaction**—Our collaborative relationship helps promote best-of-breed support quality and enables our clients to deliver improved products and customer service.
- **Timely access to innovation**—The Unisys and Microsoft Solutions Alliance Technology Center in Bellevue, Washington and 15 joint Unisys and Microsoft development labs worldwide provide our clients and their people with rapid proof-of-concept services on Microsoft technologies. Through these facilities, we bring to life solutions that give our clients the means to make better business decisions.

Key Vertical Industries

Unisys takes a focused approach to implementing Microsoft solutions in key industries, including:

- Financial services: Unisys manages 40 percent of global payment processing
- Public sector: Unisys has managed benefit solutions for federal, state, and local agencies for more than 20 years
- Global commerce: Unisys manages the largest RFID network for global supply chain management.

Proven Market Leadership

Unisys has extensive industry-specific experience in delivering Microsoft platform solutions at enterprise scale.

- Unisys is the market share leader with nearly 30 percent of the market in the scalable enterprise-class servers on the Microsoft platform¹
- Unisys delivers documented 99.995 percent availability on Microsoft Windows Server and Microsoft SQL Server systems²
- Unisys manages more than 1.2 million Windows-based desktops
- Unisys ES7000 Model 7600R enterprise server performance benchmarks span a wide range of Microsoft technologies and include:
 - The highest performing SQL Server 2008 platform for OLTP running on Windows Server 2008 Datacenter Edition

- Highest published 8-socket server TPC-E performance³
- 46 percent better price/performance in enterprise class than the nearest overall competitor
- 67 percent better price/performance than the nearest Itanium competitor
- Highest performing SQL Server 2008 platform for OLAP running on Windows Server 2008 Datacenter Edition
 - Highest published TPC-H performance⁴
 - #1 overall price/performance; #1 performance on Microsoft SQL Server
 - 26 percent better performance than other Itanium-based systems
- Record-setting benchmark for SQL Server 2008 Integration Services load times—1 TB of data in under 30 minutes
- Subsecond response times with Microsoft CRM 4.0 and ES7000/one under a simulated load of 24,000 concurrent users and 169,000 transactions per hour

Unisys and Microsoft Working Together

Our customers leverage the best practices of two established companies working together to deliver proven solutions, optimized total cost of ownership, industry-leading methodologies and standards, and a future-proof service and technology roadmap.

- Unisys and Microsoft work closely to provide customers with deep technical and operational knowledge across the Microsoft enterprise stack. Together, we help you chart a smarter course to maximize the full value of your Microsoft solutions.
- We support your vision with a dedicated Microsoft practice of more than 2,000 professionals worldwide.
- Our Solutions Alliance Technology Center in Redmond, Washington develops prototypes and proof-of-concept solutions for customer-generated scenarios.

Sources:

1. I Source: IDC Quarterly Server Tracker, December 2008 for Windows Servers >\$100K–\$1M
2. Based on automatic retrieval of Server Sentinel Health Advisor (HA) data for 229 systems (392 servers), January 2009
3. For 4-socket or higher systems as of 1/7/09. TPC is a trademark of the Transaction Processing Performance Council. See www.tpc.org for more details.
4. As of 2/18/09. See www.tpc.org for more details.

Microsoft

Customer's Name	Microsoft
Customer's Address	One Microsoft Way Redmond, WA 98052
Contact Name	Rafael Reyes
Contact Telephone Number	(425) 722-0417
Contact E-mail Address	Rafael.Reyes@microsoft.com
Project Description	<p>Unified Communications Virtual Experience Project</p> <p>Microsoft selected Unisys to build and manage the Microsoft Unified Communications Virtual Experience for Exchange Server 2010 and Office Communications Server 2007 R2. This cloud-based trial service enables enterprise users to try the latest Microsoft UC technology free of charge.</p> <p>The service gives organizations worldwide the opportunity to test key new features of the Microsoft offerings, such as multiparty instant messaging, voice, and videoconferencing, and evaluate the potential benefits of Microsoft Unified Communications for their business. It also helps them assess how they can help employees collaborate more productively with the devices and technologies that best suit their work styles—whether PCs, Web browsers, or mobile phones.</p> <p>The implementation has met Microsoft's expectations and all performance criteria since the initial implementation.</p>
General Value of Project	\$2 million
Length of Project	3 years to date. Initial project—Exchange Server 2007 was awarded in 2006; 3 subsequent contract renewals and upgrades were completed for Office Communications Server 2007, Office Communications Server R2, and Exchange Server 2010 in 2007, 2008, and 2009.
Types of Employees or Subcontractors Used	Unified Communications and Exchange Architects, Security Architects for firewall design/development, Web Developers, Project Management and Infrastructure Monitoring and Management resources support the installation continuously.

Commonwealth of Pennsylvania, Office of Administration

Customer's Name	Commonwealth of Pennsylvania, Office of Administration
Customer's Address	1 Technology Center Harrisburg, PA 17110
Contact Name	Steve Dunn
Contact Telephone Number	(717) 787-0773
E-mail Address	sdunn@state.pa.us
Project Description	<p>Unisys manages the Commonwealth of Pennsylvania's Web Application Data Center and centralized E-mail and Active Directory infrastructure.</p> <p>Our implementation includes the following tasks:</p> <ul style="list-style-type: none"> ▪ Design, configure, and support Windows 2003 Active Directory structure and servers ▪ Design, configure, and support Exchange 2007 and Exchange 2000 on the Exchange servers ▪ Maintain Windows 2003 and Windows 2000 servers ▪ Maintain Microsoft IIS 6.0 and 5.0 Web servers ▪ Perform Database Administration for SQL/Oracle ▪ Design, configure, and support switches, routers, and firewalls ▪ Maintain and manage the EMC and IBM SANs ▪ Proactively monitor the performance and availability of systems ▪ Periodically review, test, and apply software and hardware patches and upgrades ▪ Periodically back up all data and systems ▪ Provide Tier 2 support 24 hours a day, 7 days a week <p>This engagement led to:</p> <ul style="list-style-type: none"> ▪ Good system performance and availability ▪ High client satisfaction
General Value of Project	Approximately \$5 million a year
Length of Project	This engagement began in 1999. Unisys operation and support services will continue until December 2014.
Types of Employees or Subcontractors Used	Unisys service providers include an Exchange Manager, Exchange Team Lead, Subject Matter Experts and Consultants, IT Specialists, and IT Technicians.

U.S. Department of Health and Human Services

Customer's Name	U.S. Department of Health & Human Services
Customer's Address	Office of the Secretary 200 Independence Avenue Washington, DC 20201
Contact Name	Timothy Mitchell, COTR
Contact Telephone Number	(202) 690-8355
E-mail Address	timothy.mitchell@hhs.gov
Project Description	<p>Department of Health & Human Services E-mail System</p> <p>HHS Mail is a large, secure, and highly available enterprise e-mail and calendaring solution that meets the requirements of each Operating Division (OPDIV). HHS Email serves 70,000 users at more than 300 HHS OS and OPDIV division locations, including the Food and Drug Administration (FDA), Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS), Indian Health Service (IHS), and Program Support Center (PSC). Unisys manages HHS Mail's infrastructure and archive infrastructure with appropriate redundancy and data protection technologies that allow for consistent service and support. We provide centralized tier 3 help desk and engineering support services for HHS Mail. We also manage 19.5 TB of primary exchange storage and 46 TB of archival space.</p> <p>Unisys provided design, implementation, management, and outsourcing services for HHS Mail. We manage more than 70,000 Microsoft Exchange e-mail boxes and 12,000 BlackBerry server accounts that support many OPDIVs across the department. We also manage the system life cycle and configuration management (CM) operations according to Federal Information Security Management Act (FISMA) guidelines and supported a B+ FISMA rating.</p> <p>On-site Unisys engineers delivered and configured all hardware required to support HHS Mail. Unisys installed the cluster servers, Storage Area Networks (SANs), and storage units; configured data backups; performed data migration; and supported systems cutover. The Enterprise Computing Center (ECC) provides hosting and operational support 24 hours a day, 7 days a week, 365 days a year and is responsible for application support and database administration, including storage administration; exchange administration; network services; server administration and monitoring; directory synchronization with the Global Address List; implementation of antivirus and antispamming policy; backup and restore; and BlackBerry administration.</p>
General Value of Project	\$72 million
Length of Project	January 2004 through June 2009
Types of Employees or Subcontractors Used	Unisys was the prime contractor for this engagement. A wide range of Unisys employees were assigned to this project. We provided project managers, network engineers, a variety of Microsoft Certified Engineers, security personnel, and help desk personnel. Partners included Microsoft, Cisco, EMC, and Dell.

City of Indianapolis

The following is a brochure commissioned by Microsoft for work performed by Unisys at the City of Indianapolis. Due to the date restrictions of the RFQ we are unable to use this engagement as a reference at this time. However, we have provided the case study which you might find of interest.

- 10.3 a) The ideas, concepts, know-how or techniques developed during the course of this Agreement by Unisys personnel or jointly by Unisys and the Customer can be used by either party in any way it may deem appropriate.
- b) Each invention, discovery or improvement; and specifically, new software programs as well as modification, improvements and enhancements to existing software; which includes ideas, concepts, enhancements, know-how or techniques developed in the course of this Agreement shall be treated in accordance with the following general principles:
- i) if a modification, improvement or enhancement to Software generally licensed by Unisys to end-users, then such modification, improvements and enhancements shall be the property of Unisys and Unisys hereby grants to the Customer a non-transferable, non-exclusive, irrevocable and royalty-free license to use with a Unisys software processing unit.
 - ii) if a modification, improvement or enhancement to application software which has not been licensed to the Customer by Unisys, then such modification improvements and enhancements shall be the property of the Customer.
 - iii) if a modification, improvement or enhancement to application software which has been licensed to the Customer by Unisys, then such modifications, improvements and enhancements shall be jointly owned, without right of accounting.
 - iv) if a new application program for the Customer which has been entirely funded by the Customer, then such new application software program shall be the property of the Customer.
 - v) if a new application software program for the Customer with development costs partially funded by Unisys or derived from existing application software which is the property of Unisys, then such application software program shall be jointly owned, without right of accounting.
- c) The Customer acknowledges that the provision of Unisys Services under this Agreement does not create a license for a Customer to use any software generally licensed by Unisys to end-users and if any such software is to be used in connection with the provision of Services hereunder, a separate license is necessary. Ownership of software modification, improvements and enhancements does not create any interest in or right to use underlying software, absent ownership of the underlying software or an express conveyance of rights or grant of license from the party owning the underlying software.
- d) The above provisions shall not preclude Unisys from developing materials, including software, which are similar to that furnished the Customer in the course of providing Services under this Agreement.

- 10.4 Customer acknowledges, that unless Unisys expressly makes title to support materials available for purchase by customers, that all support materials, including without limitation, diagnostic software, are the property of and include Proprietary Information of Unisys. Customer assures that such materials will be used only by Unisys maintenance personnel, and that Unisys has the right to remove such materials from Customer's facility at any time. This provision applies even though such materials may be listed in the Unisys price lists, catalogs, invoices or contracts.
- 10.5 Customer will inform its employees of their obligations under this Section 10, and instruct them so as to ensure such obligations are met.
- 10.6 This Section 10 will survive termination or cancellation of this Agreement.

11. LICENSE

- 11.1 Unisys grants to Customer a personal, non-exclusive and non-transferable license to use Software and related documentation according to the terms and conditions of this Agreement solely for Customer's internal data processing requirements on the Unisys SPU in the United States on which the Software is initially installed. Customer's use of Software will also be governed by any additional conditions which Unisys may provide on or prior to delivery of Software and is agreed to by Customer in writing. Customer agrees that Unisys may periodically inspect the computer site in order to audit the Unisys software installed at Customer's site at mutually agreed upon times.
- 11.2 Customer may develop application programs, may modify any Unisys application Software and may combine such with other programs or materials to form an updated work, provided that upon discontinuance or termination of the license, the Unisys application Software will be removed from the updated work and returned to Unisys.
- 11.3 Customer will not decompile or disassemble any software provided under this Agreement or modify Software which bears a copyright notice of any third party. Customer will make and maintain no more than one archival copy (for backup purposes) of each item of Software, and each copy will contain all legends and notices and will be subject to the same conditions and restrictions as the original.
- 11.4 If the SPU on which any item of Software is licensed becomes temporarily unavailable, use of such Software may be temporarily transferred to an alternative SPU.
- 11.5 No license is granted to Customer to use any Unisys proprietary operating system Software to (a) assess, test or develop any hardware products either for others or where they are to be marketed by Customer for compensation, or (b) develop any software program other than an application program. This license restriction does not apply to MS/DOS, UNIX and CTOS/BTOS operating systems. Application programs means programs for performing specific automatic data processing tasks such as payroll, inventory control, information retrieval or repetitive arithmetic operations, but excludes programs such as environmental programs, handlers, operating systems and data base management programs.

11.6 If Customer desires to use Software in a service bureau mode, at another location or as described in Section 11.5, Customer shall request prior permission in writing from Unisys. Unisys will then advise Customer whether, and under what terms and conditions, Unisys will license the Software as requested. All restrictions applicable to Customer will also apply to any permitted service bureau users.

12. WARRANTIES AND DISCLAIMERS

12.1 EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE. UNISYS DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AS TO BOTH UNISYS AND NON-UNISYS PRODUCTS. UNISYS WARRANTIES EXTEND SOLELY TO CUSTOMER.

12.2 Equipment:

- (a) Unisys warrants that equipment will be free from defects in material and workmanship and will substantially conform to relevant Unisys published specifications, or to the specifications of Customer as identified in the Order and accepted by Unisys, for a period of twelve (12) months from its Installation Date. Equipment (i) may be newly manufactured, (ii) may be assembled from new or serviceable used parts that are equivalent to new parts in performance, or (iii) may have been previously installed. During this twelve month warranty period, Unisys will repair or replace any defective equipment promptly reported or sent to Unisys by Customer which Unisys determines was defective due to faulty material or workmanship. Customer will pay transportation and insurance costs to ship equipment if an off-site repair location is designated by Unisys; Unisys will pay the return costs if the equipment was defective.
- (b) Because equipment requires on-going maintenance, the preceding warranty is not a substitute for SURETY Support Services, which are available to Customer for a charge.
- (c) As to non-Unisys Products, Unisys will specify in writing to Customer at the time of submission of a bid or proposal, the type of non-Unisys products being utilized in the offer. In the event Unisys does not provide maintenance and other services for the specific non-Unisys Product(s), Customer will determine what steps it must take to ensure maintenance and other services will be provided for the non-Unisys products and may withhold award of any purchase order or contract to Unisys in order to obtain non-Unisys Product or related services. Notwithstanding any provision in this Agreement to the contrary, in the event Unisys fails to specify in writing the type of non-Unisys Products at the time of submission of bid or proposal, Unisys will provide the non-Unisys Products and any related services such as maintenance and warranty as if each were a Unisys Product. If Customer accepts non-Unisys Products from Unisys, then Unisys will warrant and provide service for the Products to the extent such warranty or service is provided or made available to Unisys.

12.3 Software:

- (a) Each item of Software with the designation "W" is, in its unaltered form, is warranted for ninety (90) days from its Installation Date to conform substantially to the then current published functional specifications, provided such Software is used in a manner consistent with any applicable Unisys minimum equipment and software configuration specifications. Unisys will make reasonable efforts to correct such errors reflecting significant deviations from the functional specifications as are reported by Customer to Unisys during such warranty period. Significant deviations are defined as those that prevent the operational use of the software.
- (b) Because not all errors in Software can or need to be corrected, Unisys does not warrant that all Software defects will be corrected. Similarly, Unisys does not warrant that the functions contained in the Software will meet Customer's requirements, or that the Software will operate in combinations selected for use by Customer unless Customer's specifications are identified in the Order and accepted by Unisys.
- (c) As to non-Unisys Products, Unisys will specify in writing to Customer at the time of submission of a bid or proposal, the type of non-Unisys Products being utilized in the offer. In the event Unisys does not provide maintenance and other services for the specific non-Unisys Product(s) Customer will determine what steps it must take to ensure maintenance and other services will be provided for the non-Unisys Products and may withhold award of any purchase order or contract to Unisys in order to obtain non-Unisys Product and related services. Notwithstanding any provision in this Agreement to the contrary, in the event Unisys fails to specify in writing the type of non-Unisys Products at the time of submission of the bid or proposal, Unisys will provide the non-Unisys Products and any related services such as maintenance and warranty as if each were a Unisys Product. If Customer accepts non-Unisys Products from Unisys, then Unisys will warrant and provide service for the Products to the extent such warranty or service is provided or made available to Unisys.

12.4 SURETY Support Services:

- (a) Unisys warrants that equipment will be supported in accordance with the specific SURETY Service Plan selected. Unisys sole and exclusive obligations under this warranty will be to conform to the Service Descriptions. Equipment parts which are removed for replacement by Unisys become the property of Unisys.
- (b) To determine eligibility and prerequisites for SURETY Support Services, Unisys may require inspection, at Customer expense, of equipment which (a) has not been maintained continuously by Unisys from the date of purchase by Customer or (b) has been relocated.
- (c) All equipment, interconnected by signal and power cables, and non-applications Software, located at the same site and which are subject to SURETY Support Services are required to be supported at the same Service Level as the SPU. Local area networks, work stations and remote data communication Products are not required to be at the same Service Level as the SPU.

- (d) SURETY Support Services do not cover the parts and service required to repair damage attributable to (i) alterations, unless approved in advance by Unisys in writing, out-of-specification supplies, or defects in design, material or workmanship of non-Unisys products and services, (ii) accidents, misuse, negligence or failure of Customer to follow instructions for proper use and cleaning of equipment, (iii) external factors (e.g., failure or fluctuation of electrical power or air conditioning, fire, flood), or (iv) failure by Customer to comply with Unisys environmental specifications.
- (e) For all new or refurbished Unisys Products purchased by Customer under this Agreement, Unisys shall make available SURETY Support Services for a period not less than five (5) years from the date of this Agreement in accord with the then current Unisys maintenance charges.

If Unisys makes SURETY Support Service on non-Unisys Products available, Unisys agrees to provide such services to Customer for a period not less than the period made available to Unisys by the third party.

12.5 Professional Services

- (a) Unisys will endeavor to provide Professional Services on a timely basis subject to availability of qualified personnel and the difficulty and scope of the services to be provided.
- (b) Unisys may assign, reassign and substitute personnel at any time and may provide the same or similar services and materials to other Customers. In the event Unisys receives a complaint or request by Customer concerning personnel, Unisys agrees to use commercially reasonable efforts to rectify the problem or grant the Customer request.

13. ALTERATIONS AND ATTACHMENTS

- 13.1 If Unisys is providing SURETY Support Services, Customer will give Unisys prior written notice of any proposed alterations or attachments to equipment. Unisys has no obligation to provide SURETY Support Services for non-Unisys attachments or altered equipment or modified Software unless authorized in advance by Unisys in writing or provided by Unisys after Customer has notified Unisys in the form of technical specification or detailed intended use for such non-Unisys alteration, attachment or modification. Should Unisys agree to maintain, support or correct altered Products, Unisys may impose additional charges as specified in the Order and agreed to in writing by Customer.
- 13.2 Unisys is not responsible for any malfunction, nonperformance or degradation of performance of Products, supplies or maintenance support materials caused by or resulting directly from any alteration or attachment unless Unisys is maintaining the alteration or attachment that causes the malfunction or unless Unisys authorized the alteration or attachment in writing.
- 13.3 Unisys warranties will not apply if attachment of non-Unisys equipment or alteration of Products directly or indirectly results in any malfunction, nonperformance or degradation of performance of Unisys Products, unless the attachment or alteration is authorized by Unisys in writing; in addition, Customer will be solely responsible for resulting infringement, personal injury or damage to property and Products unless Unisys authorized the alteration or attachment in advance..

13.4 For purposes of this Agreement, "alterations" includes, but is not limited to, the incorporation of non-Unisys components, boards and subassemblies into equipment, as well as modifications to Software. "Attachments" includes, but is not limited to, any non-Unisys equipment, components or devices which are connected to Unisys Products.

14. LIMITATION OF LIABILITY

14.1 Upon purchase order by Customer under the terms and conditions of this Master Agreement between Unisys Corporation and the State of West Virginia, Unisys and the Customer may negotiate, in good faith, a mutually agreeable limitation of direct damages from causes relating to or arising out of this Agreement. In no event shall any mutually agreed upon limitation of direct damages apply to claims for personal injury, wrongful death or property damage. Any limitation of direct liability agreed upon by Unisys and the Customer at the time of purchase order shall be a binding term and/or condition of the Agreement between the Parties. This limitation of liability does not apply to claims covered by Section 15.

14.2 (a) Unisys shall indemnify and hold harmless Customer, its officers, agents, designated representatives and employees from any and all claims, suits, actions, liabilities and costs of any kind for personal injury and damage to property caused by the negligent or wrongful acts or omissions of Unisys, its agents, officers, employees or subcontractors.

(b) In no event shall either party be liable for lost profits or any indirect, incidental, special or consequential damages arising out of this Agreement. The provisions of this Section 14.1 do not apply to claims covered by Section 15.

The entire liability of Unisys and Customer's exclusive remedy for any defective non-Unisys Products provided under this Agreement is limited to their return to Unisys within ninety (90) days after shipment for refund of the amount paid to Unisys for such Products (not including any amounts paid for related Services).

14.4 Unisys may direct Customer to third parties having products or services which may be of interest to Customer for use in conjunction with the Products. Notwithstanding any Unisys recommendation, referral or introduction, Customer will independently investigate and test third-party products and services and will have sole responsibility for determining suitability for use of third-party products and services. Unisys has no liability with respect to claims relating to or arising from use of third-party products and services.

15. PATENT, COPYRIGHT AND TRADE SECRET INDEMNIFICATION

15.1 Unisys, at its own expense, will defend and indemnify Customer against claims that Products furnished under this Agreement infringe a United States patent or copyright or misappropriate trade secrets protected under United States law, provided customer (a) gives Unisys prompt written notice of such claims pursuant to Section 17, (b) permits Unisys to defend or settle the claims, and (c) provides all reasonable assistance to Unisys in defending or settling the claims.

- 15.2 As to any Product which is subject to a claim of infringement or misappropriation, Unisys may elect to (a) obtain the right of continued use of such Product for Customer, or (b) replace or modify such Product to avoid such claim. If neither alternative is available on commercially reasonable terms, then, in the case of equipment, at the request of Unisys, Customer will discontinue use and return such equipment and Unisys will grant a credit for the price paid to Unisys, less a reasonable offset for use and obsolescence; in the case of Software, the applicable license will be terminated and no further charges will accrue.
- 15.3 Unisys will not defend or indemnify Customer if any claim of infringement or misappropriation (a) is asserted by a parent, subsidiary or affiliate of Customer, (b) results from Customer's design or alteration of any Product unless authorized in advance by Unisys in writing, or (c) results from use of any Product in combination with any non-Unisys Product.
- 15.4 This Section 15 states the entire liability of Unisys and Customer's sole and exclusive remedies for patent or copyright infringement and trade secret misappropriation.

16. TERMINATION AND CANCELLATION

- 16.1 Unisys may suspend SURETY Support Services if any payment under this Agreement is past due more than thirty (30) days.
- 16.2 Unisys may terminate SURETY Support Services or change the levels of support available to an item of Software upon six (6) months written notice or at the expiration of the then current term for SURETY Support Services, whichever occurs earlier.
- 16.3 Any license for Software or any SURETY Support Services shall terminate upon expiration of the applicable term unless otherwise agreed to by the parties in writing. The licenses for any Software automatically terminate upon Customer's discontinuance of use of the SPU on which the Software was licensed, at which time Customer must either destroy or return the Software and documentation to Unisys. Upon termination or cancellation of SURETY Support Services, all diagnostics will be returned to Unisys. Customer may terminate any license or SURETY Support Services upon thirty (30) days written notice.
- 16.4 Without prejudice to other remedies, Unisys may cancel an order placed under this Agreement, for default and repossess Products (excluding only equipment for which the purchase price has been fully paid) if, upon written notice, Customer fails to (i) make any payment identified as delinquent (including payment of charges for Services) within thirty (30) days, or (ii) cure any default relating to Sections 10 or 11 within thirty (30) days.
- 16.5 Unisys may terminate SURETY Support Services on thirty (30) days prior written notice if Unisys determines that any alterations, attachments, or Customer Software modifications, not subject to prior written notice and approval of Unisys, or failure to install a maintenance release will interfere with the provision of such services.
- 16.6 Termination or cancellation of this Agreement will not affect any rights or duties arising under it with respect to Proprietary Information or security interest.

16.7 Services performed and products provided under this Agreement may be continued in succeeding fiscal years for the term of the Agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for the product or service. In the event funds are not appropriated or otherwise available for the product or service, the Agreement shall terminate without penalty on June 30. After that date, the Agreement becomes of no effect and is null and void. However, the Customer agrees to use its best efforts to have the amounts contemplated under the Agreement included in its budget. Customer will be responsible for any accumulated payments due prior to the effective date of the new fiscal year. Non-appropriation or non-funding shall not be considered an event of default.

17. NOTICES

- 17.1 All notices required by this Agreement to be given to Customer will be sent to its address on the cover page of this Agreement.
- 17.2 All notices required by Sections 15 and all requests for information under Section 8 will be sent by certified, registered or overnight mail and, when given to Unisys, addressed to:

Attn: Law Department
Unisys Corporation
Township Line & Union Meeting Roads
Blue Bell, PA 19424
cc: Regional Vice President

- 17.3 All other notices to Unisys will be sent to the Unisys office which has been servicing Customer.

18. OTHER PROVISIONS

- 18.1 All risk of loss or damage to Products will pass to Customer upon delivery to Customer's location.
- 18.2 Neither party will be liable for failure to fulfill its obligations when due to causes beyond its reasonable control.
- 18.3 Any failure or delay by either party in exercising any right or remedy will not constitute a waiver.
- 18.4 THIS AGREEMENT WILL BE GOVERNED BY THE LOCAL LAW OF THE STATE OF WEST VIRGINIA.
- 18.5 This Agreement (including the WV96 Addendum) constitutes the entire agreement between the parties with respect to the Products and Services provided hereunder, and supersedes all prior proposals and agreements, both written and oral, and all other written and oral communications between the parties. The terms and conditions of this Agreement will supersede all other terms and conditions submitted by Customer, including any preprinted terms on any Customer purchase orders or any terms and conditions submitted by Unisys on an order or any other form unless agreed to in writing by the Customer, Purchasing Division and the Attorney General.

- 18.6 Upon prior written notice to Customer, Unisys may assign this Agreement, or its interest to any equipment, or assign the right to receive payments, to a successor in interest, subsidiary or affiliate. Any such assignment, however, will not change the obligations of Unisys to Customer. Customer may assign this Agreement upon thirty (30) days written notice to Unisys. It is understood that any such right applies only to assignments to successor or associated state agencies. Customer's assignee shall take any existing Software License Agreement subject to the terms and conditions of Customer's Agreement. In its written notice to Unisys of any transfer of Software License Agreement, Customer shall identify the SPU, by serial number and location, to which the applicable software has been transferred. Unisys may subcontract any services described in this Agreement to third parties selected by Unisys upon written notice to Customer.
- 18.7 All amendments, modifications, alterations or changes to the Agreement shall be in writing and require the express written approval of the Customer's Purchasing Division, Attorney General, and a Unisys Vice President, General Manager or Contracts Manager.
- 18.8 Each paragraph and provision of this Agreement is severable, and if one or more paragraphs or provisions are declared invalid, the remaining provisions of this Agreement will remain in full force and effect.

SCHEDULE B
SURETY SUPPORT SERVICES

A. Definitions

1. Principal Period of Maintenance ("PPM") means 8:00 a.m. to 5:00 p.m., Customer's local time, Monday through Friday, excluding Unisys designated holidays.
2. Off Hours means all other hours other than the PPM.
3. Customer Operational Hours ("COH") means all times when Customer uses the Products.

B. Service Descriptions

If not otherwise specified on the Schedule, the initial term of SURETY Support Services will be twelve (12) months commencing on the later of the Installation Date of the applicable Products or the date Unisys accepts the order for such services. At the end of the initial term, SURETY Support Services will continue on annual renewal basis at a rate not to exceed ten (10%) percent of the then prevailing charge until terminated or cancelled in accordance with the terms of this Agreement. The specific services provided with respect to each Service Level and Plan are identified on the page ____.

1. Centralized Support provides telephone information during the PPM on operating the Products, identifying Product errors or malfunctions and advising on known detours, reporting software problems via a User Communication Form (UCF), and determining the need for on-call remedial service. Centralized Support during Off Hours consists of expediting response to system emergencies.
2. SureNet Information Services provides 1-800 telephone access via a dial-up workstation to information on Unisys Products and services.
3. Software Trouble Reporting includes User Communication Form (UCF) Service for reporting suspected Product errors or malfunctions or suggested documentation changes. Unisys will make reasonable efforts to provide detours or corrections. Customer will install all error corrections.
4. Essential Engineering Changes are changes released by Unisys for safety purposes or changes Unisys determines are mandatory. Changes will be installed at a mutually acceptable time during the applicable hours of coverage.
5. Carry In/Ship In Service for Unisys designated Products only, includes repair of equipment carried in or shipped to a Central Service Center in accordance with Unisys instructions. For equipment carried in, Unisys will notify Customer upon repair, and Customer will promptly pick-up the repaired unit. For equipment shipped, Unisys will repair and return ship the equipment to Customer. Customer shall bear all cost of shipment and risk of loss in transit to the Central Service Center.

6. Equipment Maintenance Parts are parts required for repairs.
7. Equipment On-call Remedial Maintenance includes on site repair or replacement of equipment if a problem remains unresolved after Customer has utilized Centralized Support as prescribed.
8. Equipment Preventive Maintenance includes installation of non-essential engineering changes as determined by Unisys. This maintenance will be performed at Customer's location at a mutually acceptable time during the applicable hours of coverage.
9. Software Maintenance Release Service includes error corrections and maintenance releases for Software which have been developed or provided by Unisys. Such releases shall be licensed only for use on the designated computer system(s) under the applicable license agreement. Customer will install all error corrections and maintenance releases.
10. Remote Support Services, as available, permit Customer to receive Software fixes electronically or to transmit to Unisys system performance data via a Customer-supplied modem.
11. Installation of Equipment is provided at a mutually acceptable time during the initial system installation. This service does not apply to equipment added to the system at a later date.
12. System Operations Review provides that Unisys will meet with Customer personnel once annually, at mutually acceptable location and time, to conduct computer systems operation reviews with respect to the Products. Customer is responsible for scheduling the meeting.
13. SureNet Support Services provide technical information electronically via an on-line system. These services are available annually in hourly increments per month, with excess usage charged by the minute and accumulated surplus time not carried over beyond anniversary of service commitment.
14. Software On-Call Support includes on-site service if a Software problem remains unresolved after Customer has utilized Centralized Support as prescribed.
15. Centralized Support Guaranteed Response (available only during the Principal Period of Maintenance) provides that upon receipt of Customer's telephone call to the Unisys Customer Support Center, a Unisys customer support analyst will pick up the call promptly or will place a return call to Customer within twenty (20) minutes of receipt of Customer's call.

16. Equipment On-Call Remedial Maintenance Guaranteed Response means that a customer services representative will arrive at Customer's site within the time specified below. Response time is measured from the time Unisys determines the necessity to dispatch a customer services representative until his/her arrival at Customer's site. The time required for Customer Support Center analysis and diagnosis, to obtain parts, and to perform maintenance is not included in the response time measurement. The response times below are based on the distance from the applicable Unisys service point to Customer's site. In the event of a change in the location of the equipment site or the Unisys service point, the response time will be deemed amended accordingly.

<u>Miles to the Nearest Service Point</u>	<u>PPM Response Time</u>	<u>Off Hours Response Time</u>
0 - 60	2 hours	3 hours
Over 60	No Guarantee	No Guarantee

17. The following No-Additional Charge Maintenance Period ("NCM") services apply to equipment if designated:

- A. A ninety (90) day or one year NCM applies to equipment designated 1 or 2, respectively. During the NCM, any Monthly Unit Charge indicated shall not apply; however, any charges for optional, additional or upgrade services shall apply. Also, during the NCM, Unisys will provide Essential Engineering Changes (on a Carry In/Ship In basis only) and Carry In/Ship In Service at no charge during the PPM.
- B. A ninety (90) day or one year NCM applies to equipment designated 3 or 4, respectively. During the NCM, any Monthly Unit Charge indicated shall not apply; however, any charges for optional, additional or upgrade services shall apply. Also, during the NCM, Unisys will provide Essential Engineering Changes and Equipment On-Call Remedial Maintenance at no charge during the PPM.
- C. If Unisys SURETY Support Services cover equipment designated 1 or 3 for a period immediately following the NCM, Customer is, in addition, during the NCM or any remaining portion thereof, entitled to all the benefits of the Unisys SURETY Support Service Plan purchased.
- D. If Customer orders a Unisys SURETY Support Service Plan and pays the then current monthly maintenance rate upgrade charge (if applicable) for equipment designated 2 or 4, Customer will receive all the benefits of the SURETY Support Service Plan selected for such equipment during the remaining portion of the NCM. The upgrade charge will be indicated in the description column.

SCHEDULE C
SOFTWARE LICENSES

TERMS AND CONDITIONS

1. Licenses of Software for which Unisys charges either an Annual License Charge (ALC) or a Monthly License Charge (MLC) will have an initial term of twelve (12) months commencing on the Installation Date. The MLC license will continue on a month-to-month basis and the ALC may be renewed with the written consent of both parties.
2. For certain licenses, Unisys may charge an Initial License Charge which will include the first monthly or annual charge, payable in arrears.
3. One Time Charge (OTC): For certain Software, upon payment of a one-time charge (invoiced upon shipment of the Software), Unisys will license Customer to use the Software so long as Customer continues to use the Software on the SPU on which it was originally licensed for use.
4. Software that has no license charge listed on Schedule C will have a license term which is coterminous with Customer's possession and use of the equipment on which the Software is installed.

EXHIBIT A
AGREEMENT ADDENDUM

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- in event of conflict between this addendum and the agreement, this addendum shall control:
1. **ARBITRATION** - Any references to arbitration contained in the agreement are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
 2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
 3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
 4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
 5. **PREPAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
 6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
 7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
 8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
 9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessee, individual, or any other party are deleted.
 10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
 11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
 12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
 13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages or limiting the Vendor's liability under a warranty to a certain dollar amount or to the amount of the agreement is hereby deleted. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
 14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor.
 15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
 16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
 17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
 18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
 19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
 20. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:
STATE OF WEST VIRGINIA

Spending Unit: Carl Lohr

Signed: _____

Title: Cabinet Secretary

Date: 1/17/95

VENDOR

Company Name: UNISYS CORPORATION

Signed: RS Math

Title: Vice President

Date: 1/16/95

Appendix B – Unisys Limitation of Liability



Agreement for Limitation of Liability

West Virginia Purchase Requisition Number _____

Description of Services:

Total Cost to Client for Services: \$ _____

In accordance with Section 14.1 of the West Virginia Master Agreement #95010052, the parties agree to the following limitation of liability for direct damages for the products and/or services placed on the above referenced order:

The entire liability of Unisys and Customer's exclusive remedy for damages from any cause related to or arising out of this Agreement, regardless of form or action, will not exceed the greater of (a) \$100,000 or (b) the charges paid to Unisys during the 24 month period immediately prior to Customer's notice of intent to initiate action. Such limitation of liability shall not apply to claims for personal injury, wrongful death or tangible property damage or claims under Section 15 (Patent, Copyright and Trade Secret Indemnification).

Upon execution of this Agreement by both parties, Unisys will accept and process the order for products and/or services.

Agreed and Accepted:

UNISYS CORPORATION

West Virginia (*Agency Name*)

(Signature)

(Signature)

Print Name/Title

Print Name/Title

Date

Date

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

VENDOR OWING A DEBT TO THE STATE:

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code**. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code** and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the **West Virginia Code** may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (**West Virginia Code** §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: Unisys Corporation
 Authorized Signature: E. Kenneth Jones, Contract Manager Date: 1/7/2010