ATTACHMENT B
SPECIFICATIONS RESPONSE MATRIX

Item	Requirement	Acknowledged Yes or No	Comments	Exception - If Yes provide Comments
SECTION 1: Statement of Understanding				
1.1.	The use of the term "Contractor" in this RFP shall mean the Contractor that has been selected to provide the services requested in this RFP using the MSOS evaluation process through the execution of a contract.			
1.2.	MSOS may choose to award some or all the components listed in the specifications. The areas of support must be priced out as separate components in the Cost Summary Section.			
1.3.	All time listed in these specifications are based on Central Standard Time or Central Daylight Savings Time.			

1.4.	The term "Election Day" is defined as beginning at 6:00 A.M. and ending at 12:00 midnight or until county voting results processing is complete for the night.			
1.5.	The term "Election Week" is defined as beginning the Monday before Election Day beginning at 7:00 A.M. and ending the Friday following Election Day at 5:00 P.M.			
1.6	The term "Election Ballot Prep Period is defined as 60 days to 30 days before Election Day, during regular business hours.			
1.7.	The term "Peak Election Period" is defined as the two (2) consecutive calendar weeks prior to a specified Election Week period and ten (10) business days following the election. Hours for this period are Monday-Friday 7:00 A.M. to 7:00 P.M. and Saturday 8:00 A.M. to 2:00 P.M.			

1.8.	The term "Off Peak Period" is defined as response times during all periods other than Election Ballot Prep Period, Peak Election, Election Week and Election Day Periods. Hours for this period are Monday-Friday 8:00 A.M. to 5:00 P.M.			
1.9.	The Contractor is requested to provide details on the features, functions, or other considerations exclusive of the specified requirements either his company or the proposed services affords the customer that may provide a distinct value to MSOS. In the event that such features, functions, or other considerations do provide a distinct benefit, MSOS reserves the right to give the Contractor additional consideration.			
1.10.	When on-site visits are required, all laptops, internet access, telephones, etc. will be provided by the Contractor for the visiting staff.			

| 1.11. | The key management roles for the Contractor will be the positions of overseeing support services that will include project management and functional analyst functions; lead developer for software maintenance/development services, database support and management services, and Help Desk services. MSOS will require the resumes, and may require interviews, before approving the persons filling these positions initially, and for any subsequent replacements of these personnel. The Contractor expertise required for these key management roles is given in Section 4 below. | | | |
| 1.12. | Any proposed change in personnel must be presented in writing to MSOS prior to the change and will require resumes, interviews, and approval before replacing the previous personnel. Billable rate for the position is a maximum amount and shall be re-negotiated if MSOS cannot verify the proposed personnel meets the same level of expertise. | | | |

1.13.	The Contractor's personnel must demonstrate a capability to work effectively with MSOS Staff and contractors, to ensure successful release management, running of data scripts, database tuning, security testing and other information technology functions required for the support of SEMS. Contractors must coordinate with MSOS to ensure that application and database support activities (e.g., install new releases, re-index database) are completed on schedule without disrupting user processing activities.			
1.14.	The term "Local Partner" is defined as a Mississippi based team that is headquartered within 30 miles of the ITS Datacenter located at 3771 Eastwood Drive, Jackson, MS, 39211 and will support the SEMS equipment located at that facility as well as at the Site 2 datacenter located in Oxford, Mississippi. The Local Partner Team should have at least 5 personnel capable of supporting the physical support needs of the Contractor. The Local Partner Team is directed by the Contractor.			

1.15.	The team "Help Desk" will refer to the resources that the Contractor has supplied in reference to the services provided in Section 2.9			
1.16.	The term "Ticketing System" is defined as any centralized system capable of tracking hardware and software issues for the SEMS and MSOS teams. Examples of ticketing systems include JIRA, Track-IT, ServiceDesk Plus, Remedy, or CA ServiceDesk. Occasionally, the term "Help Desk" will be used interchangeably and will directly correspond to the term "Ticketing System".			
SECTION 2: SEMS Support Requirements				

2.1.	SEMS Software Maintenance. The Contractor shall provide MSOS with continuous SEMS software maintenance including:			
2.1.1	Retaining a Local Partner for on-site service at the Jackson, MS and Oxford, MS facilities when the Contractor is headquartered within 30 miles of the Site 1 SEMS equipment located at 3771 Eastwood Drive, Jackson, MS 39211.			
2.1.2.	Keeping the system operating properly according to federal or Mississippi election law, regulations, or procedures;			
2.1.3.	Identifying and repairing reported malfunctions, defects, or operational problems;			
2.1.4.	Supporting already existing interfaces or data exchange processes; Interfaces include the Department of Public Safety, Department of Health, Administrative Office of the Courts, Global Election Management System (GEMS) Results (for Voting Machine System), On-line Voter Registration Update website, National Change of Address (NCOA), and Military/Overseas Voters (MOVE Act) and SafeVoteMS for ballots.			
2.1.5.	Supporting new software in the information technology industry that offers greater operating efficiency and requires changes to the SEMS application to implement it including upgrades to Windows 11 for Printer and Scanner applications.			

2.1.6.	The Contractor shall provide a weekly report listing each SEMS hardware and software component in use at each SEMS location, as well as the hardware firmware levels and software versions.			
2.1.7.	The Contractor shall have experience using the following mandatory development tools to maintain the SEMS application:			
	- Microsoft Visual Studio.NET			
	- ORACLE			
	- Active Reports			
	- TWAIN integration			
	- Microsoft SQL			
2.2.	SEMS Database Maintenance. The Contractor shall maintain the SEMS database, to support the SEMS application efficiently and securely, including the implementation of new releases, fixes, upgrades, authorized enhancements, and database tuning for efficiency in data and report processing. This includes the running of scripts to repair database conditions or errors due to software development, user problems and database problems.			
2.2.1.	Database repair hours are not to be counted or invoiced as development or extra hours but **are part of database maintenance and support.**			

2.2.2.	The Contractor shall monitor the database activity, database security and data storage components of SEMS and ensure that MSOS is notified in advance of the need for upgrades in storage, security, or software.			
2.2.3.	The Contractor is required to actively maintain the SEMS production software and databases residing at both data centers. The Contractor will also maintain non-production versions of the SEMS software and associated data at fully secure, Contractor-operated location(s) in the continental United States. Non-production software versions and data are not permitted on SEMS production servers. Non-production systems the Contractor will maintain include:			
2.2.3.1.	Development and Testing (D&T) – this system will be provided by the Contractor for their use in the development process.			

2.2.3.2.	SEMS Test – for SEMS Users and UAT Testing. Full images of production code and data with code changes migrated from the Production SEMS. (NOTE – to save storage, the scanned images of voter registration applications are not included in the SEMS test environment.) This server must be updated during the third weekend of each month with Production Data. This server will be updated from the Contractor's D&T server for UAT Testing. Additional updates may be requested to complete Mock Election Testing as necessary.			
2.2.3.3.	SEMS Training – User training environment to be maintained as needed for MSOS training and education efforts to election officials.			
2.2.3.4.	MSOS UAT - MSOS has the option of setting up a server for verification of new release code. This server will be updated with release code from the Contractor's D&T server after approval to release to UAT.			

2.2.4.	The Contractor shall ensure that all application and database software components maintain full compatibility with all interfacing systems, security systems and infrastructure. The Contractor shall ensure that no support compromises SEMS system level or component level compatibility. The Contractor shall ensure that the SEMS application will remain current to the core-operating environment (operating system and database) in which it is utilized and delivered at no additional cost to MSOS.			
2.2.5.	The Contractor shall continuously support and maintain the MSOS-accepted operating environment and version of SEMS. If the Contractor intends to install any upgrade to the SEMS operating system, storage, security or database, or an upgrade to any other third-party software on which SEMS is dependent, the upgrade shall operate within the current operating environment and infrastructure of SEMS. The Contractor must conduct tests of the proposed upgrade in a test environment with a copy of the production SEMS software and provide documentation that the full capabilities of the SEMS application are retained. The Contractor may not install the upgrade until MSOS signifies in writing its readiness to accept the upgrade.			

2.3.	Software Development. The Contractor must have standardized, integrated, and documented software development procedures for both management and engineering activities. The Contractor shall employ these procedures for developing and maintaining the SEMS software. The documented process shall be submitted to and approved by the MSOS Team before use. All software changes, upgrades, and enhancements shall be functionally analyzed; documented in functional specifications approved by MSOS; and fully tested (Unit and Integration Testing, Business Process Testing and Quality Assurance) before being sent to MSOS for UAT.			
2.3.1.	Functional Analysis and Specification. Accurate, inclusive, clearly communicated functional requirements are key to success in application maintenance. The Contractor shall conduct functional analyses and deliver functional specifications for MSOS approval prior to development of code modifications in SEMS. The Contractor shall:			
2.3.1.1.	Work with MSOS and users to define the problems, analyze, and develop plans and requirements to meet the needs for SEMS.			

2.3.1.2.	Coordinate and manage the functional analysis of complex voter registration issues identified by the MSOS or counties through design sessions or Help Desk reporting.			
2.3.1.3.	Lead software application design sessions (JADs) attended by MSOS Team and SEMS Focus Group and prepare accurate written reports of the design decisions made at the sessions.			
2.3.1.4.	Prepare the Functional Specification Documents and obtain signoff from MSOS Team. Approval must be obtained before any development begins.			
2.3.1.5.	Work with the Vendor's software developers, to ensure MSOS's requirements for new development, or corrections to existing code, are clearly understood before the code is written.			
2.3.1.6.	Perform testing of the software changes made by the developers to ensure the product fulfills the functional specifications before sending the code or release to MSOS for testing.			
2.3.1.7.	Provide Release Notes on the changes contained in new releases and update on-line help documentation.			

2.3.2.	The timing of software releases will vary according to election year. The schedule will be flexible due to election dates and because SEMS software is generally frozen during the election cycle. The timing of releases per year will be based on the Annual Plan and the Joint Application Design (JAD) sessions conducted by the Contractor and held at MSOS each year.			
2.3.3.	MSOS is contracting for up to 1,000 developer hours per release as an estimate. Payments will be based on billable time performed during the release. There will be a maximum of 4,000 developer hours per year but no guarantees as to a minimum. Each release is a deliverable. In the Cost Summary Section, Contractor shall specify an average hourly rate for development hours.			
2.3.4.	The Contractor will be required to warrant all software developed by the Contractor for MSOS will perform as specified and will not result in disruption or loss of functionality that existed prior to introduction of the Contractor's new application software.			
2.3.5.	The Contractor shall cover the costs of returning the functionality to SEMS. The Contractor will be required to report warranty hours used for statistical purposes.			

2.3.6.	Prior to acceptance by MSOS, SEMS application software deliverables must undergo rigorous testing by the Contractor; migration to the SEMS Test server, and successful UAT by MSOS and the SEMS Focus Group prior to being moved to SEMS production.			
2.3.6.1.	The Contractor may not present any software to MSOS for user acceptance testing until the Contractor has completed rigorous unit, system integration, regression, and end-to-end testing (i.e., for adverse effects on front-end systems or functions, or back-end system or functions) on that software.			
2.3.6.2.	The Contractor shall provide the test plan--including test scenarios-- used for Contractor testing of software changes or new releases prior to their being migrated to the UAT server for MSOS testing.			
2.3.6.3.	Prior to being presented to MSOS, whether for UAT or migration to the production environment, the senior member of the group responsible for software development; testing; QA; and code migration to production shall certify in writing, that all code delivered for testing or production has successfully completed development, testing, quality assurance and configuration control.			

2.3.6.4.	When a new release is installed in the SEMS Test environment, the following are required to be delivered to MSOS: - Certificate of Testing - List of Ticketing System issues in release - Final specifications document for the issues - Updates to SEMS Online Help - Release notes of the new release features.			
2.3.6.5.	The Contractor shall provide a review of all items to MSOS. MSOS will provide written UAT Stage 1 approval to move forward in the release process.			
2.3.6.6.	Upon UAT Stage 1 approval, the Contractor will provide a review of all items to the SEMS Focus Group. The Focus Group will agree to UAT Stage 2 approval.			
2.3.6.7.	Once a software release has passed UAT in SEMS Test, MSOS will approve UAT Stage 3 and schedule with the Contractor and users for the release to be applied to the SEMS Production server.			
2.3.7.	Acceptance of Software Releases			
2.3.7.1.	When a new release is installed in the SEMS production environment, the following are required to be delivered to MSOS:			

	- List of Ticketing System issues closed as a result of the new release (or, updated in JIRA if not closed) - Results of UAT Testing - Documentation of any required patches - Copies of compiled and un-compiled source code including new release.			
2.3.7.2.	Failure of a release to pass the UAT or Mock Election testing will require the Contractor to correct the code and MSOS acceptance test/tests to be repeated to the satisfaction of the MSOS.			
2.3.7.3.	After the release has performed without error in the production environment for 30 days, MSOS will formally accept the software. The Contractor shall not invoice for the new release until MSOS has formally accepted the software.			
2.4.	Meeting Requirements			
2.4.1.	Transition Phase Meetings. During the transition phase of the contract, the Contractor will conduct weekly status meetings to update MSOS on the progress made and upcoming events on the proposed System Support Transition Plan (SSTP) as required in the Deliverables section below.			

2.4.2.	Monthly Status Meetings. The Contractor Lead Support Manager, Database Support Manager, Lead Developer, and other Contractor team members will meet via conference call to provide a monthly update on the status of all components of the SEMS Support effort.			
2.4.3.	JAD Meetings. The Contractor Lead Support Manager, Lead Developer and Functional Analyst responsible for new SEMS software releases will meet quarterly with MSOS. These meetings will be held to discuss application issues and to conduct joint application design (JAD) sessions attended by MSOS for the upcoming release.			
2.4.4.	Weekly Development Meetings. The Contractor will schedule and conduct weekly review meetings with MSOS and the Development Team, of the release development effort and other critical items.			
2.4.5.	Other meetings may be called by MSOS as needs are determined.			
2.5.	Deliverable Plans			
2.5.1.	System Support Transitions Plan			

	A Draft SSTP shall be submitted with this proposal. The Contractor shall submit a Final SSTP to MSOS within 15 days of contract signing that details the Contractor's ability to control and deliver a timely transition while implementing the support requirements as outlined in this RFP, including:			
2.5.1.1.	Description of the Contractor's overall transition plan and project management approach and its ability to control and deliver the requirements of the RFP.			
2.5.1.2.	The resume of the Contractor's Lead Support Services Manager that demonstrates the individual's ability and experience in managing large scale projects.			
2.5.1.3.	An organization chart showing the Contractor's SEMS support organization, including, for each position: the person's name, position title, and annual hours assigned to the support project, for all areas of responsibility, during transition.			
2.5.1.4.	The specific plan steps the Contractor will use to support the SEMS application; the milestones to be met; the due dates for each milestone; any deliverables (test report); and the names of the individuals responsible for each task.			
2.5.1.5.	A detailed written description of any work to be subcontracted, with the name and address of the proposed subcontractor(s).			

2.5.1.6.	A Risk Management Plan that identifies project risk and mitigation strategies during the transition.			
2.5.2.	System Support Management Plan (SSMP) A Draft SSMP shall be submitted with this proposal. The Contractor and MSOS will work together to develop a Final SSMP within 45 days of contract signing that:			
2.5.2.1.	Describes the Contractor's overall project management approach and its ability to control and deliver the requirements of the RFP.			
2.5.2.2.	Includes an organization chart showing the Contractor's SEMS support organization, including, for each position: the person's name, position title, and annual hours assigned to the support project, for all areas of responsibility, including: - Voter registration project management and functional analysis - Software development and maintenance (up to 4,000 hours per year) - Testing - Quality assurance - Database support and administration - Documentation - Help Desk			

2.5.2.3.	A specific plan that outlines the steps the Contractor will use to support the SEMS application; the milestones to be met; the due dates for each milestone; any deliverables (test report); and the names of the individuals responsible for each task.			
2.5.2.4.	A detailed written description of any work to be subcontracted, with the name and address of the proposed subcontractor(s).			
2.5.2.5.	A Risk Management Plan that identifies project risks and mitigation strategies that will be maintained and updated throughout the life of the project by the Contractor.			
2.5.2.6.	A schedule to meet with MSOS on site to create the FY 2023 System Support Plan. This meeting will be scheduled following the contract signing. Contractor should plan for two to three days for this event.			
2.5.2.7.	For each year under the Support Contract, the Contractor and MSOS Team will meet at a mutually agreeable time to formulate the upcoming year's System Support Management Plan.			

2.5.3.	Change Control Plan. Throughout the contract period, the Contractor shall maintain a rigorous, documented program for software change control and configuration management. The Contractor shall provide a unified Change Management Plan and Communications Plan which will detail the steps the Contractor will follow to: identify needed software changes and SEMS system configuration table changes; obtain required approvals for changes from MSOS and Contractor decision makers; and communicate implementation of the changes to MSOS personnel, following testing and acceptance of the change by MSOS. The Contractor shall record and retain the changes made to SEMS in the SEMS Software Change Log. This program shall include the Contractor's methodology for:			
2.5.3.1.	identifying changes needed;			
2.5.3.2.	unit, integration, and business process testing;			
2.5.3.3.	quality assurance review; and			
2.5.3.4.	migration control			
2.5.3.5.	Functional Specifications Document to identify, document and show status of development efforts.			
2.6.	System Documentation			

2.6.1.	The Contractor must maintain updated system documentation and provide one paper and one electronic copy in MSWord to MSOS. All documentation must address only the Mississippi system. Specifically, only SEMS functionality or processing requirements can be included in the technical specifications, or in any correspondence or documentation related to software releases or application fixes. System documentation, including Hardware and Software changes should be sent to MSOS every release.			
2.6.2.	Documentation should include Flow Diagrams to graphically represent the software modifications or new component and how it fits into the existing application processes.			
2.6.3.	Documentation should include Detailed Platform information to identify any changes to infrastructure requirements of the modification or new component (e.g., hardware, software, communications architecture, user interfaces, administrative interfaces, other interfaces, backup and recovery components and methods, security, etc.)			
2.6.4.	Documentation should include design and architecture documentation for the source code, object code, and all data files delivered to MSOS, with a data dictionary.			

2.6.5.	Documentation of all updates to the SEMS Online Help function.			
2.6.6.	Creation and updates to the Database Administrator's Manual.			
2.6.7.	Creation and updates the System Operations and Maintenance Manual.			
2.7.	Reporting Requirements The Contractor will be required to provide monthly reports on the 10th business day following month end. All aspects of the SEMS Support effort during the Monthly Status Meeting including:			
2.7.1.	The Lead Support Services Manager will send a Project Management (PM) Status Report to MSOS. This PM Status Report shall attach all detailed SLA and Status Reports required from the Contractor under this contract, as well as a covering Summary Report on activities of the past month and planned in the future. The Report format and content to be proposed by Contractor and approved by MSOS.			

2.7.2.	The Contractor will be required to provide a report of the routine and exceptional database activities that have occurred in the past month. The report format and content are to be proposed by Contractor and approved by MSOS Management staff but will include at a minimum indexing; scheduled and unscheduled downtimes; scripts run; record growth; storage available; storage needed; and the actual backup performance statistics.			
2.7.3.	The Contractor will be required to provide a monthly report of all new Help Desk tickets to MSOS in an electronic format approved by MSOS. At a minimum, the Monthly Report will include a dashboard view of Ticketing System issues that were opened that month; were closed that month; remain open; or are work in progress. The Monthly Report should additionally include details of open calls both those already assigned to a release date and those that need to be scheduled.			
2.7.4.	The Contractor must keep MSOS informed on SEMS issues weekly and will send to MSOS the Ticketing System Issue reports by county and module, in an electronic format approved by MSOS as outlined in the Help Desk Services section of this RFP.			

2.7.5.	The Contractor must account for development (new release) by providing a Monthly Development Hours Used Report. This report will be used as a flexible management tool by the Contractor and MSOS to allocate hours for the new releases and minor coding changes requested by MSOS during the year. The Contractor shall report to the MSOS, by the new release version number, the hours used each month for software development; the development time remaining for the year—in hours and as a percentage of the total development hours budgeted. The report is due monthly in conjunction with the Monthly Status Meetings and is not tied to a billable event.			
2.7.6.	The Contractor will provide a Monthly Warranty Repair Hours Used Report to account for hours spent repairing software bugs for the prior month and a cumulative total for the year. The report is due monthly in conjunction with the Monthly Status Meetings and is provided at the cost of the Contractor under the software warranty terms.			

2.7.7.	Performance Reporting—Performance statistics and trend analysis on the SEMS application, system hardware and network. Some key indicators to be measured and reported include: application, hardware, and network uptime; total system uptime; traffic monitoring; notification of routing problems; individual transaction response times; CPU usage; and network bottlenecks.			
2.8.	Contractor Personnel Work Locations during transition. The Contractor will commit to the following work locations for key positions during transition:			
2.8.1.	The Lead Support Manager and Database Support Manager will spend at least one week in the Jackson, Mississippi area during transition.			
2.8.2.	All other positions can be located remotely at the discretion of the Contractor.			
2.9.	User Help Desk Services			
2.9.1.	The Contractor can provide costs for Help Desk user support services that are seamlessly integrated with the Contractor's SEMS application development and testing services.			
2.9.2.	The Contractor must provide information and pricing for a minimum of two (2) first tier responders			

| 2.9.3. | The Contractor must provide toll-free telephone hotline technical support, as well as internet access to a help desk that is available Monday thru Friday, 8:00 A.M. to 5:00 P.M. (CST) in Off Election Periods, 7:00 A.M. to 7:00 P.M. in Peak Election Periods and 6:00 A.M. to 12:00 midnight on Election Day, or as outlined in Section 3 and agreed upon by the MSOS Team. Specifically, the Contractor's Help Desk will be expected to align with MSOS availability during election cycles. | | | |
| 2.9.4. | The Contractor's Help Desk must serve as the single point of contact for receiving, recording, and tracking the problems reported by SEMS users. For this reason, the Help Desk staff will attempt to determine the cause of the problem being called in, by asking the user if their problem relates to: (1) SEMS software; (2) SEMS system hardware; (3) desktop hardware; or (4) the network. If the call requires on-site service at the county level, the user will be advised to contact their local technical support. | | | |

2.9.5.	The Contractor must respond to SEMS users who will notify the Help Desk of problems by telephone, e-mail, facsimile, or in writing, in accordance with the SLA Issue Tracking Standards. The caller shall be given a Help Desk issue number for tracking and an expectation of the next step towards resolution.			
2.9.6.	The Contractor's support team and / or Local Partner, within five (5) minutes of any reported software failure, must notify by telephone and email the person(s) specified by MSOS.			
2.9.7.	If the user identifies the problem as being with the system hardware or statewide network, the Help Desk—within 5 minutes of completing entry of the trouble ticket—shall notify by telephone the Hardware Maintenance Contractor, Network Support staff and Contractor, and the person(s) specified by MSOS. The call should include the Help Desk tracking number. In addition, an email will be sent giving the entire ticket write up and user contact information. Email subject lines will read: "Hardware Problem (trouble ticket number)," or "Network Problem (trouble ticket number)" as appropriate.			

2.9.8.	Prior to the planned Fiscal Year 2023 start of the new support contract, the Contractor shall assume ownership of all current SEMS Help Desk items. Currently in use is the Atlassian JIRA product. The Contractor shall move all current and past Ticketing System tickets to the Contractor's current Ticketing System. If the same JIRA number cannot be maintained in the new system, the Contractor shall provide to MSOS an electronic Trouble Ticket Cross Reference Listing.			
2.9.9.	The Contractor shall identify in its proposal the industry-standard Ticketing System (Remedy, JIRA, other) that it will provide for SEMS exclusive use.			
2.9.10.	The Contractor shall keep MSOS informed on SEMS issues weekly and will send to MSOS the Ticketing System issue reports by county and module, in an electronic format approved by MSOS. This weekly report will be due to MSOS on Friday. MSOS will work to prioritize the items on this list and will add them to the pending software release schedules. Monthly reports are also required as specified in the SLA Section.			

2.9.11.	The Contractor will track on the monthly report the Help Desk performance including the counts of hardware and network ticket. These items will be tracked separately from software and support tickets. The closing rates on hardware and network tickets will not be used to evaluate Contractor's performance on this SLA.			
2.9.12.	MSOS shall have read and write access to Help Desk system tickets and reports. The Help Desk will close tickets according to the SLA Issue Tracking Standards provided by MSOS.			
2.9.13.	MSOS may requests changes in Help Desk operating practices or reporting content, in order to improve the timeliness of issue resolution or the value of the reports to management.			
2.9.14.	The Contractor must comply with all requirements set forth in the attached SLA Issue Tracking Standards document. Failure to comply will result in a reduction of monthly payments for Help Desk support on a percent-by-percent basis.			

2.9.15.	The Contractor must identify in the proposal submitted any standard Help Desk services that are not included in the proposed support agreement.			
2.9.16.	The Contractor must provide training on the Help Desk Tracking project to MSOS.			
2.9.17.	The Contractor must implement an escalation process for the Help Desk Staff in order to alert all Team Members when an emergency issue arises.			
2.10.	Other Service Requirements			
2.10.1.	The Contractor must provide MSOS with the source code of all software developed to maintain the SEMS application. This requirement includes all software patches, upgrades, or external software scripts developed by the Contractor to keep the application working properly. MSOS retains all sole proprietary rights to all software patches, upgrades, and scripts.			
2.10.2.	MSOS owns the source code for SEMS. The production version compiled source code will be made available to the awarded Contractor. SEMS software is solely for use by persons authorized by MSOS; the Contractor is not allowed to copy or distribute SEMS software to other users or States.			

2.10.3.	The Contractor must deliver a copy of the SEMS Source code to MSOS within 14 days after the acceptance of each quarterly software release.			
2.10.4.	Upon the filing of a voluntary or involuntary bankruptcy petition or any other insolvency proceeding relating to the Contractor, or upon Contractor dissolution, Contractor merger with or acquisition by another company, or Contractor discontinuance of support of any software or system provided under the Contract, the Contractor shall convey to MSOS all right, title, and interest in all software that comprises any part of the SEMS not yet delivered to MSOS together with all licenses, uncompiled and compiled source code, and associated Software Source Code Documentation. These rights include but are not limited to the right to use, and cause others to use on behalf of the State, said software, licenses, source codes, and Software Source Code Documentation.			
2.10.5.	The Contractor will maintain different versions of SEMS software, to provide for control of application development, testing, quality assurance and production operations.			

2.10.6.	The Contractor will warrant the SEMS software received from MSOS and any software developed for SEMS for the life of this contract, including all renewal periods. MSOS pays only for accepted software working in production for 30 continuous days.			
2.10.7.	All new SEMS application releases must be "backwards-compatible" and be tested for backwards-compatibility by the Contractor prior to release for MSOS user acceptance testing (UAT).			
2.10.8.	The Contractor will maintain the SEMS data edits and online help prompts that assist users in maintaining standardized voter registration records and processes.			
2.10.9.	The Contractor must monitor and ensure that full data replication will occur in near real-time between the two sites.			
2.10.10.	The Contractor must resolve any problem which has been formally documented and prioritized by MSOS, including any compatibility problems with third-party software or operating system software. Corrective action by the Contractor must follow the Contractor's proposed development process as by MSOS and included in the SSMP.			

2.10.11.	The Contractor shall implement a method for prioritizing repair of reported problems, to ensure optimal use of Contractor resources throughout the SLA term. The order of priority will be: (1) issues preventing operation of SEMS statewide; (2) issues denying critical functionality to several counties; (3) issues denying critical functionality to a single county; (4) issues denying functionality to a single user; (5) ideas to improve overall system efficiency; and (6) ideas to improve the efficiency of a group of users performing a particular task.			
2.10.12.	The Contractor will work with MSOS to develop a Statewide Reporting Module that will include the compilation of reports at the State level with SEMS data. The initial effort will be less than 10 reports. These reports will be designed in conjunction with the MSOS Team and may be updated as the need is established and approved. Currently these reports are being pulled using Crystal Reports and MS SQL. Contractor should quote an optional rate for development of these reports.			

2.10.13.	The SLA must address various areas of service expectations such as response time, quality, accuracy, and scalability. Contractor must provide details in the proposal submitted in response to this RFP of any areas not covered in the SLA.			
2.10.14.	At the sole determination of MSOS, the Contractor will be required to transition the functions covered by this RFP to another Contractor. The Contractor must provide transition support to ensure a high quality, efficient and timely transition of all functions to MSOS or the new MSOS Contractor. During the transition period, the Contractor will fulfill all responsibilities under this RFP. Also, the Contractor shall work with MSOS to develop a Transition Deliverables and Payment schedule for any tasks determined by MSOS to be outside the scope of this RFP.			
SECTION 3: Data Centers Monitoring and Support Requirements				

3.1.	Software. The Contractor must provide annual licenses and support for third-party systems and applications software and fully describe what this support includes (for example: product updates, telephone hotline technical support, remote diagnostic support, etc.). NOTE: The Contractor is responsible for the annual licensing fees on these products. These licensing fees are paid directly to the software provider and will be a pass-through cost. The current software products are listed in Appendix C			
3.2	Hardware. The Contractor must provide support for third party hardware relating to the SEMS equipment located at Site 1 and Site 2. Contractor can provide hardware as necessary to support SEMS. Contractor will request approval for any required hardware prior to purchase and will invoice with pass-through costs with no additional charge to MSOS. Hardware costs should additionally include any additional annual support costs. A list of the current hardware and software is found in Appendix C.			
3.2.1	Contractor must specify how regular updates and new releases of the software are distributed to the user. This detail must include detail on the availability of resources such as software update managers, etc.			

	Contractor's support service must include the following:			
3.2.1.1	On-line accessible software patches; and			
3.2.1.2	Access to a technical knowledgebase of calls that have been previously logged for support problems.			
3.2.3.	Contractor must be aware of any end-of-life third party products and be prepared to recommend and support replacement products with MSOS approval.			
3.2.3.1.	Additional Oracle Licenses, Software and Support. The Contractor should provide pricing information for an Oracle Database Enterprise Edition License for the Test server. The first year of Update Rights and Product Technical support should also be included in the pricing.			
3.2.4	At a minimum, the following shall be included in the database maintenance:			
3.2.4.1.	Server and Database Monitoring - Provide and maintain server for datacenter monitoring, monitoring server and storage health, uptime/downtime, bandwidth usage, application services, event logs, and more. Responding to the notifications on the monitoring system on an as needed basis, according to response times defined by MSOS. Reviewing the monitoring software, associated firewall logs, SAN management interface and any other critical servers or services on a weekly basis.			

3.2.4.2.	Performance Management - Proactive monitoring – tracking up/down status for all devices, free disk space on server volumes, server CPU utilization. Antivirus signatures are configured to automatically update and are periodically verified.			
3.2.4.3.	Incident Management - Alerts from the proactive monitoring system are responded to as they occur. Reports and event logs are reviewed on a weekly basis. A summary of any issues or alerts are provided in a monthly report.			
3.2.4.4.	Load Balancing - between the two data center platforms. Database management will work to optimize load balancing between the two data center platforms to preclude performance degradation, especially during the peak operating periods which begin two weeks prior to primary and general elections and ten days after.			
3.2.4.5.	The Contractor must monitor and ensure that full data replication will occur in near real-time between the two data center sites.			
3.2.4.6.	Backup and recovery. System backups are checked daily.			
3.2.4.7.	Backup success – 99.99%. Tape backups and successful completion of backups of application software and all data sets on daily, weekly, and monthly schedule.			

3.2.4.8.	Backup validations – 100%. Validation that backups can be used to restore either individual data elements and or restore entire system. Tested quarterly.			
3.2.5.	The Contractor shall be proactive in scheduling downtime periods for maintenance and upgrading of the database, security, or storage components of SEMS. All downtime must be approved by the MSOS team and notification must be given to users prior to the downtime event.			
3.3.	Hardware. The Contractor must propose services to monitor and support the hardware and software listed in Attachment C. The Contractor is responsible for managing and billing MSOS for the annual support fees on these products. These support fees are paid directly to the hardware provider by the Contractor but will be a pass-through cost paid by MSOS.			
3.3.1.	At a minimum, the on-site hardware service must be provided by a local Mississippi services company, as defined by section 1.14, with experience supporting this type of hardware and configuration.			

3.3.2.	The Contractor must guarantee a functioning SEMS System of at least 99%, 24 hours a day by 7 days a week. Functioning is defined as the system being available to users and the ability to complete typical processing activities. Due to the end-of-lifecycle of the current equipment, individual component uptime will not be required at this level.			
3.3.3.	The Contractor must agree to a datacenter maintenance and support agreement that include the categories of onsite hardware and software support; Off-peak Period, Peak Election Period, Election Week Period and Election Day (see Item 4 for a definition of each period) with response time as follows:			
3.3.3.1.	Off-peak Period - The Contractor must respond by telephone within one (1) hour, Monday through Friday, 8:00 A.M. to 5:00 P.M. (Central Time), and must come on-site with the necessary support efforts (remote or on-site) within four hours from the point the call is made to service critical components and within eight (8) hours from the point the call is made to service all other peripherals.			

3.3.3.2.	Ballot Prep and Peak Election Period – The Contractor must respond by telephone within one (1) hour to requests, twelve (12) hours a day from 6:00 am to 6:00 p.m., six (6) days a week, and must provide necessary support efforts (remote or on-site) within two (2) hours from the point the call is made to service critical components and within four (4) hours from the point the call is made to service all other peripherals and related computer equipment.			
3.3.3.3.	Election Week Period – The Contractor must respond within thirty (30) minutes by phone and to agree to a maximum two (2) hours and a maximum four (4) hour turnaround from the point the call is made on all repairs not requiring parts ordering and a maximum one (1) working day on all other repairs.			
3.3.3.4.	Election Day Period – The contractor must respond with fifteen (15) minutes by phone and to agree to a maximum two (2) hour turnaround from the point the call is made to service critical components and within four (4) hours from the point the call is made to service all other peripherals and related computer equipment.			
3.3.4.	The Contractor must provide testing to certify full functionality of SEMS on Windows 10 and future Windows updates as they become available. Certification must include drivers for scanners and printers.			

3.3.5.	The Contractor must provide a list of tested printers and scanners which are compatible with the SEMS environment. Printers must include at least one duplex model for confirmation cards. Testing of Confirmation Cards and Registration Cards must be completed and approved before recommendations are released.			
3.4.	If unable to repair equipment, the Contractor must be willing to pay a third-party to restore the equipment or provide an interim loaner until equipment is functional.			
3.5.	The Contractor must provide support for SFTP sites to facilitate the exchange of data with state and federal agencies.			
3.6.	The Contractor must specify the type of call center tracking software that will be used and must provide a toll-free number for access to a centralized call center.			
3.7.	The Contractor must provide MSOS access to the call tracking software for status and management reporting. If software licensing is required for this feature, it should support at least 10 MSOS users.			

3.8.	The Contractor must discuss the manner and schedule under which preventive maintenance on hardware will be provided.			
3.9.	The Contractor must identify the location of the service center nearest to Jackson, Mississippi and Oxford, Mississippi.			
3.10.	The Contractor must provide details on how a call is initiated and all steps involved in getting the item repaired, including escalation procedures.			
3.11.	The Contractor must provide security plans for the system. Such plans include security audits, training of MSOS and county users to be secure users, independent 3rd party penetration testing of the SEMS application.			
3.11.1.	The Contractor must provide the ability to encrypt key elements such as driver license number, social security number and date of birth.			
3.11.2	The Contractor should include in the comments the number of hours of development and testing to move from .NET 4.0 to .NET 4.6 to accomplish this encryption.			

3.11.3.	The Contractor must be familiar with a SIEM as well as passive network traffic monitoring and alert systems and use these tools to provide security monitoring of the system.			
3.11.4.	The Contractor must provide a Security Audit every three years to cover both sites. Cost of this audit and remediation cost to fix any issues will be a pass-through cost to MSOS and is estimated at $110,000.00			
3.11.5	The Contractor shall work with MSOS to create various daily, weekly, and monthly cybersecurity reports and provide reporting of cybersecurity events directly to MSOS and/or the Department of Homeland Security, as directed. Additionally, the Contractor shall provide limited access to generate reports for validation as necessary.			
3.11.6	The Contractor shall implement and maintain cybersecurity tools that include Endpoint Detection and Response (EDR), Security Information and Event Management (SIEM), Intrusion Detection System (IDS). Additionally, MSOS can specify that the Contractor work with a Security Operations Center (SOC) for any integrations or investigative workloads.			
3.11.7.	The Contractor will be prepared to work with an Incident Response Team designated by MSOS in the event of any potential breach, actual breach, or investigation as determined by MSOS in response to the Department of Homeland Security, the Federal Bureau of Investigation, or other respective Agency with applicable jurisdiction.			

3.11.8.	The Contractor shall be responsible for responding to cybersecurity events as prescribed: (a) Critical Event – 10 minutes (b) Medium Event – 1 hour (c) Low Event – 24 hours A Critical Event is defined as potentially impacting operation of SEMS, possibility of breach, or repeated observable attack attempts occurring in a short time frame to disrupt the system. A Medium Event is defined as partially affecting the operation of SEMS or a repeated observable attempt to disrupt or gain information from SEMS. A Low Event is any other event that is not covered by above and does not pose an imminent threat to the operation of SEMS.			
3.12.	The Contractor will be responsible for upgrades of Oracle software to the latest tested version compatible with SEMS. The Contractor should include in the comments the number of support hours to complete this task.			
3.13	The Contractor should include in the comments the number of support hours to enhance the complexity of password generation for SEMS, as well as any additional password controls, such as forcing users to change passwords upon specific criteria.			

3.14.	The Contractor must state his policy for adding equipment to the maintenance contract. MSOS reserves the right to add or delete equipment to/from the list of equipment to be maintained. MSOS also reserves the right to access the production and test databases or any other network or application appliance.			
3.15.	The Contractor must specify whether the proposed services will be provided by his company's in-house staff. If not, Contractor must provide the name, address, telephone number and contact person of the subcontractor that is to provide the technical support. If a subcontractor is used, Contractor will remain the primary party responsible for the contract.			
SECTION 4: Contractor Qualifications				
4.1.	Company Information - Contractor must provide a description of the organization to include the following information:			
4.1.1.	Type of company ownership (public or private) and type of organization (limited partnership, non-profit, etc.) and corporate information to include parent corporation and any subsidiaries;			
4.1.2.	The date of establishment;			

4.1.3.	Location of Contractor's principal office and the number of executive and professional personnel employed at this office;			
4.1.4.	The location of the place of performance of this proposed contract;			
4.1.5.	Current products and services;			
4.1.6.	Number of years the company has been in business (minimum of two (2) years required); and			
4.1.7.	Disclosure of any company restructurings, mergers, and acquisitions in the past three (3) years that have impacted any products the Contractor sold, serviced, and supported.			
4.2.	Corporate Experience			
4.2.1.	The Contractor must provide information on professional accreditations/certification pertinent to the services provided by this RFP.			
4.2.2.	The Contractor must provide information on its background and experience with:			
4.2.3.	Supporting software/application development projects			

4.2.4.	Monitoring data center, preferably with Oracle and replication.			
4.2.5.	The Contractor must include in the proposal, a list of all current or recent application development support, or related projects for governmental agencies (federal, state, and local). The time frame to be covered should begin, at a minimum, in January 2016 through present date.			
4.2.6.	The Contractor must list any clients with whom it has ended its business relationship (customer or Contractor initiated) within the past three (3) years and provide an explanation. The Contractor should not include projects that were completed as agreed upon except those for which the customer, having an option to renew, chose not to renew the agreement. Contractor must include a full address, contact person, title, e-mail address, and telephone number for each client			
4.3.	Proposed Personnel Qualifications			

	The Contractor shall certify that key personnel assigned to produce the deliverables identified in this RFP meet the minimum qualifications below. The following minimum qualifications are mandatory. A resume will be submitted for each person proposed, detailing the person's experience and education that fulfills the minimum requirements. An interview of each candidate may be held at the discretion of MSOS.			
4.3.1.	Lead Developer The key person responsible for software development must be qualified to lead the maintenance of the SEMS application software in all areas of the system and skilled in using the development tools used to maintain an ELECTUS–based system: Required o Visual Studio o ORACLE o Active Reports o TWAIN integration o Cannon Scanner Management			

4.3.1.1.	The Lead Developer must be able to effectively interact with the key members of the SEMS support organization including: MSOS staff; Contractor testing, quality assurance, database, training, and Help Desk services; in order to keep production of the application software on schedule.			
4.3.1.2.	Shall demonstrate excellent listening, writing and oral communications skills in English.			
4.3.1.3.	Bachelor's degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business; or an Associate's Degree in Engineering, Computer Science, Information Systems, Business, or other related disciplines and four (4) years of directly related work experience.			
4.3.1.4.	At least five (5) years of software development experience utilizing the required products.			
4.3.1.5.	At least three (3) years of software development experience working on SEMS or ELECTUS system.			
4.3.2.	Lead Support Services Manager			

	The key person responsible for project management and functional analysis of voter registration business requirements, documentation of functional specifications, and project management of services must be qualified to manage the related tasks and possess the following capabilities, education, and experience:			
4.3.2.1.	Shall demonstrate excellent listening, writing and oral communications skills in English.			
4.3.2.2.	Bachelor's degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, or other related discipline; or an Associate's Degree in Computer Science, Information Systems or other related discipline and four (4) years of directly related work experience.			
4.3.2.3.	Must have five (5) years consulting, managerial, or software design experience working on large scale programs.			
4.3.2.4.	Must have three (3) years' experience working on SEMS or ELECTUS voter registration programs.			
4.3.3.	Database Support Manager			

	The key person responsible for database management must be qualified to provide database support and ad-hoc reporting. The DSM must be capable of providing highly technical expertise and support in the use of SEMS and possess the following capabilities, education, and experience:			
4.3.3.1.	Maintain the file organization, indexing methods and security procedures for the SEMS application;			
4.3.3.2.	Maintain database back-up and recovery procedures for the processing environments;			
4.3.3.3.	Ensure that data integrity, security, and recoverability are built into the SEMS applications;			
4.4.3.4.	Be able to evaluate and recommend available SEMS functions to support validated user requirements;			
4.3.3.5.	Demonstrate excellent writing and oral communications skills in English;			
4.3.3.6.	A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field;			

4.3.3.7.	Must have three (3) years' experience in ORACLE database systems analysis and programming.			
4.3.3.8.	Shall possess specific knowledge of the functions of ELECTUS application software and the underlying database structure. At least three (3) years of experience supporting the SEMS or ELECTUS system.			
4.3.4.	Experience narratives may be attached to the resumes describing specific experience with the type of service to be provided by this RFP. Resumes must include relevant education and training, including college degrees, dates of completion, and institution name and address; and professional credentials, including any degrees, licenses, and relevant continuing education.			
4.3.5.	Resumes must include at least three (3) references exclusive of the Contractor's corporate references required in Section IX that can be contacted to verify the individual's qualifications and experience (can provide a staff reference that is also a corporate reference).			
4.4.	For all other necessary personnel, the Contractor is required to build an IT technical staff organization that will meet the needs of this RFP.			

SECTION 5: Change Orders				
5.1.	Contractor must submit, in the attached, *Cost Information Summary*, Table 2 an hourly rate, or rate schedule for performing any Change Orders requested by MSOS.			
5.2.	Contractor must submit a fully loaded rate to include any travel or per diem costs, and a base rate that does not include travel or per diem costs. The fully loaded rate would be used only when travel is required. These rates shall remain in effect for the duration of the contract.			
5.3.	Contractor staff related travel expenses as required and approved by MSOS for a Change Order must be invoiced at the fully loaded rate (or less) since travel expenses will not be reimbursed. Change Order hours for any Contractor staff where travel is not required or approved by MSOS must be invoiced at the base rate (or less).			
SECTION 6: Cost Information				

6.1.	Contractor must specify all costs associated with this project in the attached, *Cost Information Summary* Form. Contractor must propose a fixed-price contract amount showing itemized cost for the maintenance, professional services, and any other costs associated with this proposal.			
6.2.	Contractor may include detailed cost information to support the Cost Summary being provided as an attachment.			
SECTION 7: Proposal Evaluation Methodology				
7.1.	An Evaluation Team composed of MSOS personnel will review and evaluate all proposals. All information provided by the Contractors, as well as any other information available to evaluation team, will be used to evaluate the proposals. The Evaluation Team will use categories to score all proposals based on the following:			

Categories	Maximum Value
SEMS Support Requirements	35 Points
Draft Transition and Support Workplans	5 Points

	Datacenter Monitoring Requirements	10 Points			
	Contractor Qualifications	10 Points			
	Value –Add	5 Points			
	Lifecycle Cost	40 Points			
	Total	**105 Points**			
7.1.1.	Each category included in the scoring mechanism is assigned a weight between one and 100.				
7.1.2.	The sum of all categories, other than Value-Add, equals 100 possible points.				
7.1.3.	Value-Add is defined as product(s) or service(s), exclusive of the stated functional and technical requirements and provided to MSOS at no additional charge, which, in the sole judgment of MSOS, provide both benefit and value to the State significant enough to distinguish the proposal and merit the award of additional points. A Value-Add rating between 0 and 5 may be assigned based on the assessment of the evaluation team. These points will be added to the total score.				
7.2.	The evaluation will be conducted in four stages as follows:				

7.2.1.	Stage 1 – Selection of Responsive/Valid Proposals – Each proposal will be reviewed to determine if it is sufficiently responsive to the RFP requirements to permit a complete evaluation. A responsive proposal must comply with the instructions stated in this RFP with regard to content, organization/format, experience, number of copies, bond requirement, and timely delivery. No evaluation points will be awarded in this stage. Failure to submit a complete proposal may result in rejection of the proposal.			
7.2.2.	Stage 2 – Technical Evaluation (all requirements excluding cost) Proposals meeting fewer than 80% of the requirements in the non-cost categories may be eliminated from further consideration.			
7.2.3.	Stage 3 – Cost Evaluation			
	Points will be assigned using the following formula: $$(1-((B-A)/A))*n$$ Where: A = Total lifecycle cost of lowest valid proposal B = Total lifecycle cost of proposal being scored n = Maximum number of points allocated to cost for this acquisition			
7.2.4.	Stage 4 – Selection of the successful Contractor			

7.2.4.1.	Optional Oral Presentation or proposal clarification - At MSOS's option, Contractors remaining in a competitive posture near the end of the evaluation may be requested to make proposal clarifications or an oral presentation. This presentation must be in person in Jackson, Mississippi at the Contractor's expense and conducted within seven (7) calendar days of notification. The presentation must be made by the Contractor's proposed project principal. The presentation is intended to give MSOS an opportunity to become acquainted with the Contractor's project principal, receive a first-hand understanding of the proposal and engage in a question and answer session.			
7.2.4.2.	Final Quantitative Evaluation - Following any optional requested presentations, the Evaluation Team will re-evaluate any technical (non-cost) scores as necessary. The technical and cost scores will then be combined to determine the Contractor's final score.			

ATTACHMENT C
SEMS Hardware and Software listing

Software

Spec #	SUPPORT ITEMS	Qty	Year 1 Support	Year 2 Support	Year 3 Support
	Oracle Database Enterprise Licenses Update Rights and Product Technical Support	16			
	Oracle Real Application Cluster Update rights and Product Technical Support.	6			
	TOAD for Oracle DBA Edition support	2			
	Oracle GoldenGate License Update rights and Product Technical Support	10			
	Oracle GoldenGate Foundation Suite License Update rights and Product Technical Support	10			
	Oracle Advanced Security Processor Licenses with perpetual term.	10			
	Red Hat Linux Enterprise Technical Support	8			
	Remote Access Licenses	500			
	Tape Library Software	1			
	Microsoft Windows Server per core	126			
	Microsoft SQL Server per core	48			
	Microsoft Remote Desktop Licenses	50			
	Anti-Malware – Threat Detection and Prevention Suite	51			
	Virtualization Platform Management Application	2			

	Virtualization Platform	6			

Hardware

Spec #	SUPPORT ITEMS	Qty	Year 1 Support	Year 2 Support	Year 3 Support
	HA Firewall PAIR (total of 4 firewalls) Hardware Support 4-hour response	2			
	URL Threat Filtering	2			
	Network traffic threat prevention	2			
	Associated Firewall Logging Service	2			
	Firewall management appliance	1			
	URL proactive malware detection prevention	2			
	Premium 4-hour Firewall Technical Support	4			
	Physical Server Hardware Support 4-hour response	34			
	Physical Server Advanced Management Interface Support	34			
	Storage Array Hardware Support 4-hour response	2			
	Tape Library Hardware Support 4-hour response	1			
	Fiber Storage Switch Hardware Support 4-hour response	2			
	DMZ Switch Hardware Support 4-hour response	2			
	Trusted Switch Hardware Support 4-hour response	2			

	Internet Switch Hardware Support 4-hour response	2			
	Physical Load Balancing Appliances Hardware Support 4-hour response	4			
	Console Switch Appliance Hardware Support 4-hour response	2			
	Miscellaneous cables required for SAN, server, and switch connectivity	As necessary			
	Associated hard drives and internal components for servers and appliances	As necessary			
	Associated host bus adapters, jumpers, and transceivers	As necessary			
	Associated power delivery units, racks, power supplies, and enclosures	As necessary			
	Replacement software and hardware as needed for SEMS operation	As necessary			