A.1   Scope of Work

This document describes the Scope of Work (SOW) necessary to replace the currently operating version of PC-SURS in Louisiana with the CS-SURS/J-SURS suite of products and to provide ongoing use and support of the system for the years 2005-2010 and five possible one-year extensions. These include:

- A Windows 2000 (2003) based server, the J-SURS Relational Claims Data Base (JRDB) Server, for use in storing claims data bases to support the drill down associated with viewing reports and the OLAP functionality.
- A Windows 2000 (2003) based server, the J-SURS Reports Data Base and OLAP Applications/Results Data Base (OLAP) Server for use in storing SURS reports and OLAP results. It is also used for the OLAP processing.
- Conversion of the Application Services to the Windows OS. This includes upgrading to new Java batch programs. This eliminates OS2 on the application servers.
- Upgrade of the Novell network to Version.
- Implementation of the J-Scheduler. This allows users to submit multiple runs from a single Workstation. The Workstations would remain on OS/2 for the near term, but will be converted, under the contract, to Windows in the future. Workstations will be the only component using the OS/2 operating system.
- The hardware configuration specified in this proposal will be able to accommodate the JRDB and OLAP data.

1.0   Annual License and Maintenance Coverage:

1.1   Licensing of up to seven (7) workstations and seven (7) application servers running the latest version of CS-SURS including user and technical support and full maintenance of the Software.

1.2   Forty (40) hours in one trip of annual onsite training and associated expenses.

1.3   Thirty-two (32) hours in one trip, if needed, of onsite tech support annually.

1.4   Up to 100 hours of technical assistance to accommodate PDB table changes and claims detail changes for any data element changes and enhancements in the extract/J-SURS history record.

1.5   Up to thirty-seven (37) seat licenses (30 for Unisys and 7 for the state) for the Windows based J-Viewer Software for viewing/printing and exporting of SURS reports. There is no viewing of reports from the Workstations. The J-Viewer Software allows users to view SURS reports from their desktop Windows PCs. The 37-seat license does not limit the number of IDs that can use the licenses. The Install Software is on the server from which Unisys staff can burn a CD to load to the desktop systems. PCs hosting the J-Viewer/OLAP software must run a minimum of Windows 2000 or XP and have sufficient memory (556mb) and available disk space (36gb) to support the J-Viewer/OLAP software.

2.0 Configuration/Upgrade of the Hardware to Support CS-SURS/J-SURS Applications

UPI will provide technical and professional services to configure hardware in our California offices including:

2.1 Configuration and testing of up to seven (7) new Windows Application Servers to replace the current systems. This will increase the number application servers to seven and allow up to seven runs to process simultaneously. This also includes the replacement of all current batch programs running on the Application Servers with Java Programs.

2.2 Configuration and testing of up to seven (7) OS/2 Workstations (WS) to replace the current systems. The new J-Scheduler being implemented allows multiple runs to be submitted and queued from a single workstation. Unisys may wish to upgrade the WS machines but decrease (rather than increase) the number of workstations if those who actually build runs and generate claims detail reports is limited to just a few users. Alternatively, Unisys may wish to offer more capability to the state to create and generate runs. Since there are J-Viewer and OLAP licenses allocated for the state, Workstations at the state are desirable. UPI will configure up to 7 under the license.

2.3 Configuration and testing of a Novell data server running Version 6.0 to replace the current data server. UPI will configure for Windows network software if preferable to Unisys. Unisys will need to supply at least one full history file for UPI to test with.

2.4 Configuration and testing of a Windows 2000 or 2003 JRDB Server that will accommodate the claims databases needed to support new functionality available with the J-Viewer and OLAP applications. The configuration includes development of the databases.

2.5 Configuration and testing of a Windows J-SURS OLAP Server. This server will accommodate all SURS reports and OLAP results. The OLAP will process on this server. The configuration includes development of starter cubes and metrics for the OLAP.

2.6 The configuration and testing will occur in California and the hardware will be shipped to Louisiana.

2.7 Once shipped to Louisiana, UPI will provide 40 hours of onsite technical configuration services to assist Unisys in installing and integrating into the local environment.

2.8 At the time of the installation, UPI will provide 32 hours of professional support to configure and test the JRDB on the J-SURS network and to test access from the user PCs.

2.9 UPI will respond to support calls that require connection to Louisiana when the offsite support staff is next scheduled in the UPI offices. UPI

will make its best effort to bring the key maintenance/support staff into UPI within three (3) business days of the reported problem. Unisys acknowledges and agrees that this has the potential to delay response time to system problems.

2.10 UPI workstations and PCs connected to the Unisys frame-relay wide-area network will not also be connected to the internet.

3.0 Implementation Training

3.1 One time, forty (40) hours onsite training for the new J-Viewer including training materials. The timing and numbers of staff to be trained, to be determined by Unisys and UPI. This can occur across two contiguous weeks to allow for scheduling multiple users at Unisys and the state.

3.2 One time, thirty-two (32) hours onsite training for the OLAP including training materials. This would be for 4 power users who are familiar with the CS-SURS. The timing and numbers of staff to be trained, to be determined by Unisys and UPI.

3.3 Eight (8) hours of training for PDB users on new GUI functionality, e.g., J-Scheduler. This would be scheduled to occur during the same two weeks as Item 3.1 occurs.

4.0 Functionality included with the new implementation

4.2 **Replacement of the current PC-SURS Cobol batch programs and implementation of the new J-SURS Java based Programs.** (This functionality is currently fully operational.) The new J-SURS Java based batch programs provide all the current Louisiana functionality plus the following new functionality:

    4.2.1 Accommodation of billion dollars values within reports.

    4.2.2 Ability to import codes/IDs from external files, e.g., list of NDC codes, into data element groups for use in class grouping and summary item definition.

    4.2.3 Ability to submit multiple runs from the same workstation (J-Scheduler). Runs will be queued until a server is available and then be submitted automatically. Status of runs can be queried from the Workstation.

    4.2.4 J-SURS FasTrac functionality provides for access at database speeds to claims for faster processing of runs when key data elements are used for selection, i.e., IDs, Claims detail runs where IDs are used are approximately 70% faster. New updates programs will be supplied to Unisys to accommodate new indexes associated with this feature. Note: This will require Unisys to run a one time update to index the files. There may also need to be a restructuring of the IDs for this feature, i.e., the

provider type must be appended as the first positions of all provider IDs. This means Unisys would need to update the extract and would need to history to alter the IDs.

4.2.5   Redesigned reference file load process to enhance performance, especially for claims detail. The new process will load reference files one time instead of with every run. They will be reloaded when they are refreshed on the SURS Data Server. This significantly reduces the overhead on runs, especially claims detail.

4.3   **J-SURS OLAP Software (This functionality is currently fully operational).**

The Windows-based OLAP application interfaces directly with CS-SURS/J-SURS using the existing SURS history files and robust class grouping functions in SURS to select data for export to the OLAP databases. Functionality provided with the OLAP:

4.3.1   Use of the SURS class grouping functionality against the SURS history to select claims for OLAP Data Views on an ad hoc basis. This includes Episode of Care class groups.

4.3.2   Maintenance of the OLAP Data Views on the Windows Server in relational data bases (OCDB).

4.3.3   Ability, on demand, to create "all claims" Data View from most current SURS history file as well as data views made up of selected records, e.g., only Oxycontin claims. One database of the full history is maintained at all times. It is replaced each month with the latest version of history.

4.3.4   Ability to create multi-dimensional "cubes" from Data Views. Pivot fields are selectable from full range of data elements available on the claim. These can be saved, copied/modified and published.

4.3.5   Ability to create and export all results in report, chart and graph formats.

4.3.6   Ability to "drill down" to detail claims levels within the cubes.

4.3.7   Ability to "publish" cube results for viewing by other OLAP users.

4.3.8   Ability to geo-map results based on county or zip code. Mapped representation of results can be exported.

4.3.9   Library of predefined metrics. These can be added to and/or modified as users learn to use the tool.

4.3.10 English Description of codes and values on screens and in reports.

5.0 Additional Responsibilities of UPI Contractor

5.1 Contractor shall install, configure, test and implement the CS-SURS/J-SURS application that comprises the CS-SURS/J-SURS Conversion Project, as depicted in the SFP Response, Section 2.7.6.2.3.

5.2 Contractor will assist Unisys with the testing of the application. The various tests include:

- Unit Tests of individual application modules;
- System Tests of the entire application;
- Integration Tests with existing applications, if any; and
- User Acceptance Tests

5.3 Contractor will assist Unisys with the implementation of the CS-SURS/J-SURS application. Implementation will include:

- Migration of application from contractor environment to Unisys test environment;
- Migration of application from Unisys test environment to Unisys production environment

5.4 Contractor-Project Manager, shall report to the designated Unisys project lead.

5.5 Contractor Project Manager shall submit a weekly project status report to the Unisys Project Lead each Friday by close of business throughout the duration of the project. In the case that Friday is a holiday, the status report will be submitted by close of business on the last workday prior to the Friday holiday.

5.6 Contractor may be asked to attend a weekly project meeting with the customer. Attendance at the meetings may be conducted via teleconference.