

WIN-202 System Letter of Agreement

[Client State:_____]

Subject: WIN-202 Processing System On-Site Installation

Purpose: To define specific responsibilities for States that wish to have the WIN-202 System installed through an on-site visit by the Maine WIN-202 Team. Additionally, this letter defines the Maine WIN-202 Team's responsibilities. Failure to perform any of these responsibilities may be deemed a breach of this agreement resulting in termination of the WIN-202 System installation and support.

Maine WIN-202 Team Agreement:

- 1) Provide on-site installation of the WIN-202 system on server and client machines.
- 2) Host a demonstration visit for the client State covering all aspects of the WIN-202 System. These visits will be coordinated through the BLS regional office.
- 3) Provide to the client State all information necessary to write the State specific extract program. The instructions will include file layouts, and a guide on logic flow as it relates to address type and location, overlay of estimated with real data, and other data processing decisions that may differ from State to State due to UI file characteristics.
- 4) Supply and maintain documentation for the WIN-202 System. The documentation will be updated and redistributed periodically to reflect system changes.
- 5) Supply phone support for the client State subsequent to system installations.
- 6) Supply program updates and system changes to the Client State as BLS program requirements evolve.
- 7) Following system installation, the WIN-202 team will provide user training on system. In addition, they will provide training on system overview and maintenance issues for the Client State's LAN support staff.

Client State Agreement:

- 1) Attend a Maine hosted demonstration of the WIN-202 system. A person familiar with ES-202 processing and the person that will provide the support for the Client State's Windows NT Server LAN should attend.
- 2) Obtain and install all the necessary computer and LAN equipment that will be needed to run the WIN-202 System. These items include:
 - PC server and PC clients along with LAN hardware;
 - Tape Backup for the server;
 - 9-Track or cartridge Tape drive for submittal of deliverables to BLS;
 - Modem (56kb baud is recommended).
- 3) Be responsible for the installation and maintenance of a Windows NT Server and Windows NT or Windows 98 Clients.
- 4) Be responsible for the installation and maintenance of a Progress Version 8 Enterprise Server for Windows NT Server and Progress Version 8 Client Networking or Query/Report Software.
- 5) Schedule with the Maine WIN-202 Team and the BLS Regional Office one week for system installation.

- 6) Provide two people to assist the Maine WIN-202 Team with the installation of the WIN-202 system. One person will be an ES- 202 staff member; the other will be the person who will be responsible for LAN administration. Both of the people who will work with the WIN-202 Installation Team must have attended the demonstration of the system in Maine.
- 7) Develop, debug, and test the State specific extract program as described in the WIN-202 System Manual prior to the installation of the system by the WIN-202 Installation Team. Clean extract files and initial build files will be mailed to the Maine WIN-202 Team prior to the installation of the system.
- 8) Establish Windows NT logins and complete ES-202 access to the LAN for the WIN-202 Installation team prior to the installation. This includes access via modem after installation.
- 9) Abide by the following: All WIN-202 programs provided to the client State will be in encrypted form. The client state may write Progress programs that will read the WIN-202 database, but cannot write programs that will write to the database. If the client State has purchased Progress ProVision (developer), the State will not develop new or maintain existing WIN-202 data files outside the WIN-202 System. The files maintained within the system will be the sole depository of WIN-202 information. This restriction is to maintain the WIN-202 Team's ability to provide maintenance on the source code and database structure.
- 10) Complete testing to include tests of all system functions. All modules are expected to be installed and used after the test.
- 11) Use the latest version of the WIN-202 System as developed and enhanced by the Maine WIN-202 Team. All new version releases and updates are to be installed within 14 days of receipt.
- 12) Be responsible for all system backups on the server and the workstations.
- 13) Develop state specific printing programs to produce reports and forms, using the WIN-202 print files as input.

System Acceptance:

The WIN-202 System installation is considered successful and complete when the client State has finished an entire ES-202 cycle using the WIN-202 System, and has submitted an acceptable ES-202 tape and EQUI tape to the BLS National Office.

_____ Date: / / Client State

_____ Date: / / Maine

_____ Date: / / Regional Office

_____ Date: / / National Office