

# Oakland County Department of Information Technology Project Scope and Approach

**Project Name: HR Retirement 1099-R Processing**

**Project ID: DA2155RP**

<b>Leadership Group: Finance / Administration</b>			
<b>Department: Human Resources</b>		<b>Division: Benefits Administration / Retirement</b>	
<b>Project Sponsor: Chaunda Nash</b>	<b>Date Requested: 2/17/2022</b>	<b>PM Customer No. 155</b>	
<b>Request Type: <i>New Development</i></b>			
<b>IT Team Name: Finance / Admin</b>		<b>IT Team No: A</b>	
<b>Project Manager/Leader: Janet Brinker</b>			
<b>Account Number:</b> 44044	<b>Account Description:</b> Human Resources System	<b>Customer Name:</b>	Human Resources
<b>Grant Funded?</b>	<b><u>No</u></b>	<b>Mandate?</b>	<b><u>Yes</u></b>
		<b>Mandate Source: IRS Tax Reporting</b>	

## **Project Goal**

To implement a solution that will create, print and e-file IRS Form 1099-R so that efficiencies can be gained by integrating with the current HRIS system and eFiling with the IRS.

## **Business Objective**

Improve the year end process by implementing an administration application that can manage all employees required to receive a 1099-R form. This will replace the current manual/ workaround process and have improved reporting and IRS guideline mandates.

### **Major Deliverables**

- Create and execute an RFP
- Detailed Project Plan
- Application and/or System Requirements
- Technical Architecture Diagram
- User Acceptance Test Plan
- Implementation Plan
- Training/User Manual(s)
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

### **Approach**

- Write the RFP
- Review RFP responses
- Request and attend demonstrations
- Select a vendor/implementor
- Perform contract negotiations
- Develop Detailed Project Plan
- Review current business process and conduct needs assessment with customer

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- Document system requirements
- Determine and document system architecture and diagram
- Conduct Tech Review
- Develop Implementation Plan
- Configure new system
- Develop User Acceptance Test Plan
- Test new system
- Acquire User Acceptance Sign off
- Conduct Change Control
- Develop User Documentation, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Train users on new system
- Release new system into production

## **Research & Analysis**

**Gartner Research Recommendation**

## **Benefits**

*See Return on Investment (ROI) Analysis Document*

## **Impact**

**Number of Users** 2500+ employees

**Divisions** Human Resources / Retirement

**Leadership Groups** Human Resources and Finance

## **Risk**

**Business Environment** Medium - Project will require some changes to existing business processes.

**Technical Environment** Medium - Previously implemented technologies with new aspects and/or new requirements.

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**Assumptions**

**Staffing** IT Staffing: resources will be available for the hours indicated per the attached project plan.

Other Staffing: additional staffing will be available as follows:

<b><u>Role:</u></b>	<b><u>Name</u></b>	<b><u>Hours per Day</u></b>
Project Sponsor:	Chaunda Nash	As Needed
Project Stakeholders: Supervisor – Retirement	Carly Webster	As Needed
Payroll Analyst	Kelly Pena	As Needed

**Facilities**

- None

**Technical**

- None

**Funding**

- Information Technology

**Other**

- None

**Priority**

**Constraints**

- Must integrate with the current HRIS system and the IRS e-Filing system

**Exclusions**

- None at this time.

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**PROJECT PHASE AUTHORIZATION**

<b>Phase(s):</b> ALL	
<b>Total Estimated Application Services</b>	<b>Hours:</b> 666
<b>Total Estimated Technical Systems</b>	<b>Hours:</b> 15
<b>Total Estimated CLEMIS</b>	<b>Hours:</b>
<b>Total Estimated Internal Services</b>	<b>Hours:</b>
<b>IT Application Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Technical Systems Division Manager Approval:</b>	<b>Date:</b>
<b>IT CLEMIS Division Manager Approval:</b>	<b>Date:</b>
<b>IT Internal Services Division Manager Approval:</b>	<b>Date:</b>
<b>IT Management Approval:</b>	
Approved: <span style="margin-left: 100px;">Yes</span> <span style="margin-left: 100px;">No</span>	<b>Date:</b>
Reason:	
<b>Project Sponsor Approval:</b>	
Title:	<b>Date:</b>

**PROJECT SUMMARY**

<b>Authorized Development (see above)</b>	<b>Hours:</b> 681	
<b>Previously Authorized Development</b>	<b>Hours:</b>	
<b>Preliminary Estimated Development for Future Phases</b>	<b>Hours:</b>	
<b>Grand Total Estimated Development</b>	<b>Hours:</b> 681	<b>Cost:</b> 112,365

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## PROJECT COMPLETION AUTHORIZATION

<b>Customer Acceptance of Product:</b>	
Title:	Date:
<b>Project Office Review:</b>	Date:

HR Retirement 1099-R Processing - Size Estimate (+/- 10% to 50%) <span style="float: right;">✕</span>				
Type	ID	Task Name	Estimated Hours	
1	Phase	000000	▣ PROJECT MANAGEMENT	204
2	Phase	100000	▣ DEVELOP RFP & SELECT VENDOR	117
3	Phase	200000	▣ DEFINE BUSINESS REQUIREMENTS	39
4	Phase	300000	▣ DESIGN SYSTEM ARCHITECTURE	43
5	Phase	400000	▣ IMPLEMENT VENDOR APPLICATION	200
6	Phase	500000	▣ IMPLEMENTATION PHASE	48
7	Phase	600000	▣ POST IMPLEMENTATION SUPPORT	30

**Oakland County -- HR Retirement 1099-R Processing**

Return on Investment Analysis

Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Benefits/Savings:</b>							
Tangible Benefits Subtotal:	1,957	1,957	1,957	1,957	1,957	1,957	11,740
Cost Avoidance Subtotal:	428	428	428	428	428	428	2,565
<b>Costs:</b>							
Development Services Subtotal:	112,365	5,862	5,950	6,039	6,129	6,221	142,566
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	4,528	4,596	4,665	4,735	4,806	4,878	28,207
Infrastructure Subtotal:	0	0	0	0	0	0	0
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
<b>Annual Statistics:</b>							
Annual Total Savings	2,384	2,384	2,384	2,384	2,384	2,384	14,306
Annual Total Costs	116,893	10,458	10,614	10,774	10,935	11,099	170,773
Annual Return on Investment	(114,509)	(8,073)	(8,230)	(8,389)	(8,551)	(8,715)	(156,467)
Annual Costs/Savings Ratio	4902.62%	438.60%	445.18%	451.86%	458.64%	465.51%	
<b>Project Cumulative Statistics:</b>							
Cumulative Total Savings	2,384	4,769	7,153	9,537	11,921	14,306	14,306
Cumulative Total Costs	116,893	127,351	137,965	148,739	159,674	170,773	170,773
Cumulative Return on Investment	(114,509)	(122,582)	(130,812)	(139,201)	(147,752)	(156,467)	(156,467)
Cumulative Cost/Savings Ratio	4902.62%	2670.61%	1928.80%	1559.56%	1339.38%	1193.73%	1193.73%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
<b>Signatures:</b>							
Benefits Reviewed By Project Sponsor	_____			Date:	_____		
Costs (including IT Resources) Reviewed By Information Technology Project Manager	_____			Date:	_____		

**Oakland County -- HR Retirement 1099-R Processing**

Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
HR Staff time saved printing documents	Cost Avoidance		HR	4	45	181	1.000
Treasurer Staff time saved folding documents	Cost Avoidance		HR	8	30.83	247	1.000
Saving printing costs - Postage	Tangible Benefit	1050515	ANN	2,042	0.58	1,184	1.000
Purchase of 1099R forms	Tangible Benefit	1050515	ANN	4,000	0.19	772	1.000
Eliminate potential 'Penalty for failure to comply with IRS Section 6721 for failure to furnish a correct information return on time. (\$50 per covered individual; up to \$250/maximum penalty of \$3,000,000) Penalty increases monthly'	Cost Avoidance						
Eliminate potential 'Penalty for failure to comply with IRS Section 6722 for failure to provide correct payee statements. (\$50 per covered individual; up to \$250/maximum penalty of \$3,000,000) Penalty increases monthly'	Cost Avoidance					0	
Current system not meeting automated needs for printing to retirees and reporting to the IRS as manual process is cumbersome.	Intangible Benefit					0	
Eliminate manual operation for retirement staff	Intangible Benefit					0	
Limited resource knowledge of current system to address break/fix issues	Intangible Benefit					0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	
						0	

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Return on Investment Analysis

Savings Detail

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
HR Staff time saved printing documents	Cost Avoidance	X	X	X	X	X	X	180.94	180.94	180.94	180.94	180.94	181
Treasurer Staff time saved folding documents	Cost Avoidance	x	x	x	x	x	x	246.64	246.64	246.64	246.64	246.64	247
Saving printing costs - Postage	Tangible Benefit	X	X	X	X	X	X	1,184.36	1,184.36	1,184.36	1,184.36	1,184.36	1,184
Purchase of 1099R forms	Tangible Benefit	X	X	X	X	X	X	772.36	772.36	772.36	772.36	772.36	772
Eliminate potential 'Penalty for failure to comply with IRS Section 6721 for failure to furnish a correct information return on time. (\$50 per covered individual; up to \$250/maximum penalty of \$3,000,000) Penalty increases monthly'	Cost Avoidance												
Eliminate potential 'Penalty for failure to comply with IRS Section 6722 for failure to provide correct payee statements. (\$50 per covered individual; up to \$250/maximum penalty of \$3,000,000) Penalty increases monthly'	Cost Avoidance												
Current system not meeting automated needs for printing to retirees and reporting to the IRS as manual process is cumbersome.	Intangible Benefit												
Eliminate manual operation for retirement staff	Intangible Benefit												
Limited resource knowledge of current system to address break/fix issues	Intangible Benefit												



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Return on Investment Analysis

Savings Summary

Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Tangible Benefit:</b>							
Saving printing costs - Postage	1,184	1,184	1,184	1,184	1,184	1,184	7,106
Purchase of 1099R forms	772	772	772	772	772	772	4,634
<b>Tangible Benefits Subtotal:</b>	<b>1,957</b>	<b>1,957</b>	<b>1,957</b>	<b>1,957</b>	<b>1,957</b>	<b>1,957</b>	<b>11,740</b>
<b>Cost Avoidance:</b>							
HR Staff time saved printing documents	181	181	181	181	181	181	1,086
Treasurer Staff time saved folding documents	247	247	247	247	247	247	1,480
Eliminate potential 'Penalty for failure to comply with IRS Section 6721 for failure to furnish a correct information return on time. (\$50 per covered individual; up to \$250/maximum penalty of \$3,000,000) Penalty increases monthly'							
Eliminate potential 'Penalty for failure to comply with IRS Section 6722 for failure to provide correct payee statements. (\$50 per covered individual; up to \$250/maximum penalty of \$3,000,000) Penalty increases monthly'							
<b>Cost Avoidance Subtotal:</b>	<b>428</b>	<b>428</b>	<b>428</b>	<b>428</b>	<b>428</b>	<b>428</b>	<b>2,565</b>
<b>Intangible Benefit:</b>							
Current system not meeting automated needs for printing to retirees and reporting to the IRS as manual process is cumbersome.							
Eliminate manual operation for retirement staff							
Limited resource knowledge of current system to address break/fix issues							
<b>Savings Total:</b>	<b>2,384</b>	<b>2,384</b>	<b>2,384</b>	<b>2,384</b>	<b>2,384</b>	<b>2,384</b>	<b>14,306</b>

**Oakland County -- HR Retirement 1099-R Processing**

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier	Affects Project ROI?						
								Y1	Y2	Y3	Y4	Y5	Y6	
IT Hours - New Development	Development Svcs		HR	681	165	112,365		x						
IT Hours - System Maintenance	Development Svcs		HR	10	165	1,650	1.015		x	x	x	x	x	x
IT Hours - Customer Support	Development Svcs		HR	25	165	4,125	1.015		x	x	x	x	x	x
IT Hours - Planned Maintenance	Development Svcs				165	0								
User Hours - New Development	Development Svcs					0								
User Hours - PTNE/OT	Development Svcs					0								
Contractor Professional Services	Development Svcs					0								
PC System - Acquisition	Hardware				639	0								
PC System - Maintenance	Hardware				3,352	0								
Laptop - Acquisition	Hardware				922	0								
Laptop - Maintenance	Hardware				3,352	0								
Tablet Notebook - Acquisition	Hardware				1,069	0								
Tablet Notebook - Maintenance	Hardware				3,352	0								
File Space (100GB)	Hardware		ANN		23	0								
Package Software - Acquisition	Software			4,528	1	4,528		x						
Package Software - Maintenance	Software			4,528	1	4,528	1.015		x	x	x	x	x	x
Business Objects Access	Software					0								
Term Emulation SFTW-Acquisition	Software					0								
Term Emulation SFTW-Maintenance	Software					0								
Server - Acquisition/Upgrade	Infrastructure				8,000	0								
Server - Maintenance	Infrastructure				360	0								
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0								
Server Sftwre - Maintenance	Infrastructure					0								
Server Rack Mount	Infrastructure				400	0								
Oracle Enterprise Software Purchase - Per Processor (4 Cores) - Requires Annual Support Below	Infrastructure				42,280	0								
Oracle Enterprise Software Support - Per Processor (4 Cores)	Infrastructure				9,293	0	1.030							
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure				16,985	0								

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Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier	Affects Project ROI?						
								Y1	Y2	Y3	Y4	Y5	Y6	
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure				12,724	0								
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure				8,463	0								
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure				4,261	0								
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure				4,429	0								
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure				3,317	0								
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure				2,205	0								
SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure				1,112	0								
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0								
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0								
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				13,180	0								

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Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier	Affects Project ROI?							
								Y1	Y2	Y3	Y4	Y5	Y6		
WebSphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0									
SSL Certificate	Infrastructure				845	0									
Internet Access	Infrastructure				180	0									
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure		ANN		500	0									
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure		ANN		415	0									
Dedicated Virtual Server	Infrastructure		ANN		4,150	0									
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = \$2,735	Infrastructure		ANN			0									
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$3,057	Infrastructure		ANN			0									
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$8,715	Infrastructure		ANN			0									
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,758	Infrastructure		ANN			0									
Extra Large - 40 Core 192GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$24,137	Infrastructure		ANN			0									

**Oakland County -- HR Retirement 1099-R Processing**

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	112,365.00					
IT Hours - System Maintenance	Development Svcs		1,674.75	1,699.87	1,725.37	1,751.25	1,777.52
IT Hours - Customer Support	Development Svcs		4,186.88	4,249.68	4,313.42	4,378.12	4,443.80
IT Hours - Planned Maintenance	Development Svcs						
User Hours - New Development	Development Svcs						
User Hours - PTNE/OT	Development Svcs						
Contractor Professional Services	Development Svcs						
PC System - Acquisition	Hardware						
PC System - Maintenance	Hardware						
Laptop - Acquisition	Hardware						
Laptop - Maintenance	Hardware						
Tablet Notebook - Acquisition	Hardware						
Tablet Notebook - Maintenance	Hardware						
File Space (100GB)	Hardware						
Package Software - Acquisition	Software	4,528.00					
Package Software - Maintenance	Software		4,595.92	4,664.86	4,734.83	4,805.85	4,877.94
Business Objects Access	Software						
Term Emulation SFTW-Acquisition	Software						
Term Emulation SFTW-Maintenance	Software						
Server - Acquisition/Upgrade	Infrastructure						
Server - Maintenance	Infrastructure						
Server Sftwre - Acquisition/Upgrade	Infrastructure						
Server Sftwre - Maintenance	Infrastructure						
Server Rack Mount	Infrastructure						
Oracle Enterprise Software Purchase - Per Processor (4 Cores) - Requires Annual Support Below	Infrastructure						
Oracle Enterprise Software Support - Per Processor (4 Cores)	Infrastructure						
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure						

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise Software							
Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise Software							
Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure						
SQL Server Standard Software							
Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Standard Software							
Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Standard Software							
Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure						
SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						

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Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
WebSphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure						
SSL Certificate	Infrastructure						
Internet Access	Infrastructure						
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure						
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure						
Dedicated Virtual Server	Infrastructure						
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$601 On Premise Physical Server = \$2,735	Infrastructure						
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$951 On Premise Physical Server = \$3,057	Infrastructure						
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$1,702 On Premise Physical Server = \$8,715	Infrastructure						
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$3,167 On Premise Physical Server = \$10,758	Infrastructure						
Extra Large - 40 Core 192GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = \$7,564 On Premise Physical Server = \$24,137	Infrastructure						

**Oakland County -- HR Retirement 1099-R Processing**

Return on Investment Analysis

Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
<b>Development Services:</b>							
IT Hours - New Development	112,365						112,365
IT Hours - System Maintenance		1,675	1,700	1,725	1,751	1,778	8,629
IT Hours - Customer Support		4,187	4,250	4,313	4,378	4,444	21,572
IT Hours - Planned Maintenance							
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
<i>Development Services Subtotal:</i>	<b>112,365</b>	<b>5,862</b>	<b>5,950</b>	<b>6,039</b>	<b>6,129</b>	<b>6,221</b>	<b>142,566</b>
<b>Hardware:</b>							
<i>Hardware Subtotal:</i>							
<b>Software:</b>							
Package Software - Acquisition	4,528						4,528
Package Software - Maintenance		4,596	4,665	4,735	4,806	4,878	23,679
<i>Software Subtotal:</i>	<b>4,528</b>	<b>4,596</b>	<b>4,665</b>	<b>4,735</b>	<b>4,806</b>	<b>4,878</b>	<b>28,207</b>
<b>Infrastructure:</b>							
<i>Infrastructure Subtotal</i>							
<b>Training:</b>							
<i>Training Subtotal:</i>							
<b>Other:</b>							
<i>Other Subtotal:</i>							
<b>Costs Total:</b>	<b>116,893</b>	<b>10,458</b>	<b>10,614</b>	<b>10,774</b>	<b>10,935</b>	<b>11,099</b>	<b>170,773</b>



