

ATTACHMENT 8

NYSIF Data Exit Strategy for CONTRACTOR System

Awarded Contractor (CONTRACTOR) shall be responsible for conducting a Data Exit Strategy and Execution throughout the duration of the contract. NYSIF reserves the right to modify the tasks required for executing the Data Exit Strategy during the term of the Contract with written notice to CONTRACTOR. Tasks will include:

1. Data Inventory & Data Mapping & Data Catalog Documentation and Walkthrough

- CONTRACTOR will provide NYSIF with the complete list of all data assets stored in the CONTRACTOR platform, including but not limited to below: structured data (tables, triggers, views, audit tables, etc.), unstructured data, metadata, documents in various types applicable (pdf, text, image, etc.), emails, correspondence, logs, and audits.
- CONTRACTOR will provide NYSIF with the data catalog document for outlining the metadata and data description for each data asset/item.
- CONTRACTOR will provide NYSIF with a data mapping document to describe the relationship between the data tables, files, images, and documents.
- CONTRACTOR will schedule, within 8 months' CONTRACTOR system go-live, workshop sessions to provide walk-through to NYSIF resources for Data Inventory, Data Catalog, and Data Mapping documentation using real cases in CONTRACTOR hosted systems as examples.

2. Data Extraction Plan

Both parties meet and agree upon data extraction plan, including but not limited to below:

- ⊖ Identify the Data Extraction Sources in the CONTRACTOR platform: All environments applicable
- Select appropriate Data Extraction Formats for each type of data identified in the data inventory (e.g., JSON, CSV, database (tables, audit tables, triggers, views, etc.), Images, PDFs, emails, etc.).
- Select Data Extraction method – manual or automated.
- Select Data Extraction order – identify the critical data sets which need to extract first to ensure the dependency is addressed correctly.
- CONTRACTOR will outline mechanisms in place to perform Data Extraction Validation and Verification. The outline will include but is not limited to:
 - A description of the quality assurance checks that will be implemented to validate data quality before, during, and after extraction.
 - The reconciliation methods that will be used to ensure that the data extracted is complete and accurate, and relationship and dependency between data points are intact.

- The version controls that will be implemented to ensure the data extraction are current and match what was last updated in the platform.

3. Data Transfer Plan

Both parties meet and agree upon data transfer plan, including but not limited to below:

- Use Secure File Transfer Protocol (SFTP) to securely transfer data from CONTRACTOR to NYSIF with an appropriate acknowledgement process.
- NYSIF will store transferred data on predefined on-prem data storage.
- NYSIF will establish backup/archive of the extracted data to avoid any potential data loss in the transfer.

4. Data Migration to new On-Premise Solution

Both parties meet and agree upon data migration plan, including but not limited to below:

- Data transformation and Cleansing: Perform necessary data preparation steps including cleansing, transformation, or normalization so the data can be migrated to new data platform.
- Test Data Migration in lower environments: Conduct comprehensive test migration to ensure that data is migrated into the new data platform completely and accurately; NYSIF business users will perform User Acceptance Testing to provide sign-off for full data migration.
- Full Data Migration in Pre-Production environments: Perform the full data migration once the business sign-off is received.

5. Detailed Implementation Plan

Both parties meet and agree upon the detailed implementation plan, including but not limited to below:

- ⊖ 1st Iteration - Proof-of-Concept Implementation using data in non-production environment (development or user test) -
 - 1) CONTRACTOR will provide sample data records for 30 cases (main entities, such as claims, policies, etc.) from non-production environment (development or user test) – these data samples should be representative of different case types, data variations, attachments, etc.
 - 2) CONTRACTOR will transfer the data records for this iteration via SFTP to NYSIF.
 - 3) NYSIF will ingest the data records for this iteration, perform data transformation and cleansing, load them into new data platform in NYSIF.
 - 4) Both parties will work collaboratively to resolve any issues uncovered, and any lessons learned will be incorporated into revisions of the plans including Data extraction, transfer, migration, and implementation plans.
 - 5) NYSIF business users will perform User Acceptance Testing and provide approval to CONTRACTOR to proceed with the next iteration.
- 2nd Iteration –
 - ⊖ CONTRACTOR will provide data records for 100 cases non-production environment (development or user test).

- Repeat steps (2) through (5) outlined under 1st iteration.
- 3rd Iteration –
 - CONTRACTOR will provide data records for half of NYSIF case volume from production environment.
 - Repeat steps (2) through (5) outlined under 1st iteration (NYSIF to perform all steps in Pre-prod environment).
- 4th Iteration –
 - CONTRACTOR to provide data records for all NYSIF case volume from production environment.
 - Repeat steps (2) through (5) outlined under 1st iteration (NYSIF to perform all steps in Pre-prod environment).
 - NYSIF business users to test and confirm all data migration is available in NYSIF owned new systems and function as expected.
 - NYSIF business users to provide final sign-off the Data migration.
- Regular scheduled data transfer run -
 - At NYSIF's discretion, regular additional runs of the 4th Iteration will be requested at quarterly or bi-annual basis after the 4th iteration and prior to the CONTRACTOR system shutdown.

6. Secure Data Deletion and CONTRACTOR Confirmation

- At NYSIF's discretion or upon contract expiration, NYSIF will formally request CONTRACTOR to securely delete and destroy all NYSIF data stored in CONTRACTOR platform.
- All information assets, both digital and physical, including but not limited to data, reports, records, and other documents associated with NYSIF, including any material furnished by NYSIF, must be securely destroyed at the request of NYSIF.
- CONTRACTOR will provide confirmation that all NYSIF data has been deleted and destroyed.
- Once NYSIF receives written confirmation that all NYSIF data has been destroyed, NYSIF will request that the CONTRACTOR's solution in all applicable environments (Development, User Test, Training, pre-production, production) be completely shut down.
- CONTRACTOR will provide confirmation that their Solution has been successfully and completely shut down.

7. Documentation

- Both Parties to ensure to keep detailed records of all steps taken during the data extraction and migration processes.
- CONTRACTOR will turn over all documentations produced in this process to NYSIF at the end of this engagement.

8. Deliverables

1. Data inventory, data catalog, and data mapping walkthrough documentation.
2. Detailed Extraction Plan (includes database and documents).
3. Detailed Transfer Plan (includes database and documents).

4. Data Migration Plan (includes database and documents).
5. Successful Proof-of-Concept Implementation -
 - a. Data transfer; Data ingestion.
 - b. Document transfer; Document ingestion.
6. Successful Subsequent Iterations.
7. Final Implementation (full production extract, transfer and migration of data and documents).
8. Scheduled regular data transfer runs.
9. Data Deletion and Document Destruction (training and production environments).

9. Project Schedule

Both parties will meet and agree upon a project schedule. All services and deliverables will be completed pursuant to the project schedule.

10. Acceptance Criteria

The following acceptance process for deliverables will be followed:

- All CONTRACTOR deliverables will be required to go through a NYSIF review for conformity to objectives and acceptance criteria.
- The NYSIF review will be conducted over the course of 5 business days from receipt of deliverable.
- NYSIF will have final say on conformity of deliverable to objective/acceptance criteria.
- NYSIF will provide in writing, either acceptance of the deliverable, or notice of non-conformity which will include details surrounding the nature of non-conformity.
- Upon receipt of non-conformity, CONTRACTOR will make changes required to correct the non-conformity described in the notice within a NYSIF agreed upon timeline, at no additional cost to NYSIF.
- If after three (3) reviews of corrected deliverables, the non-conformity still exists, unless all parties agree in writing otherwise, NYSIF reserves the right, at its discretion, to either:
 - a. Reduce any unpaid fees by the amount due for the non-conforming deliverable; and/or
 - b. Request CONTRACTOR to return fees paid for the non-conforming deliverable and the use of the deliverable will terminate; and/or
 - c. Terminate the agreement for cause in accordance with the terms of the Contract.

11. Services and Charges

CONTRACTOR shall perform the services for NYSIF as described in this Attachment, at the rates set forth in Appendix Z.