Contract Number *(VA-210625-CAI)*

Contents

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| **STATEMENT OF REQUIREMENTS (SOR)****SOR # *Authorized User-yymmdd-01-*CAI** ***(Service or Project Name)* Operations and Maintenance Support Services** |

**Note:** Instructions for using this template are included throughout the document and are noted in red. To complete the Statement of Requirements (SOR) template, replace all italicized text *(italicized text)* with the requested information, complete information tables as requested, and, for questions with a check box, double-click the appropriate check box, and click on “Checked” to insert an “X” next to the selection that reflects Authorized User’s requirement. Delete all of the instructions after completing each section.

**Title Block Above:**

**SOR #:** Replace the “*Authorized User-yymmdd-01”* portion of the SOR# where:

* *“Authorized User”* is the Agency’s or Organization’s abbreviation (e.g., VITA).
* *“yymmdd”* is the date the SOR is completed and should match the date in item #1 below.
* *“01”* is a counter; in order to keep the SOR # unique, increment the counter **only** if you complete more than one SOR on the same day (e.g., the second SOR submitted on the same day would be “02”).

**Note**: “- CAI” will remain constant in the SOR #; please do not change this portion of the SOR #.

The SOR # will also be used as the SOW # for the corresponding SOW, which will link the two documents to each other.

**Service or Project Name:**

Replace “*(Service or Project Name)”* with the type of service or the project name for this engagement.

1. **Date:** (*Month Day, 201X*)
2. **Authorized User**: (*Agency or Organization Name*)
3. **Authorized User Contact Information:**

*(Authorized User Point of Contact, Title)*

*(Street Address)*

*(City, State, Zip)*

Phone: (*Telephone Number*)

E-mail: *(E-mail address)*

PLEASE NOTE: ALL questions related to this SOR should be directed to the CAI Account Manager. Suppliers may NOT contact the Authorized User.

1. **Solicitation Schedule:**

*Enter the dates for each solicitation event below. For small to medium sized projects, allow a minimum of 2 weeks response time after the Authorized User responds to Supplier questions. For large or complex projects, provide 3-4 weeks response time after the Authorized User responds to questions. Estimated project start date should be 10 to 14 business days after award decision to ensure adequate time to execute contracts, complete required background checks, and get a Purchase Order in place.*

|  |  |
| --- | --- |
| **Event** | **Date** |
| Release SOR | (*mm/dd/yyyy*) |
| Supplier Questions Due to CAI | *(mm/dd/yyyy)* |
| Authorized User Responds to Questions | *(mm/dd/yyyy)* |
| Supplier Response Due | (*mm/dd/yyyy)* |
| Award Decision | (*mm/dd/yyyy*) |
| Estimated Project Start Date | (*mm/dd/yyyy*) |

1. **Proposal Evaluation**

Supplier’s Response must be submitted in the specified Statement of Work (SOW) format and will be evaluated for format compliance.

Supplier’s Response will be evaluated for technical merit based on its appropriateness to the performance of Authorized User’s requirements, its applicability to the environment, and its effective utilization of Supplier and Authorized User resources.

*Include any additional evaluation criteria that will be used.*

1. **Project/Service: *(Service or Project Name*) Operations and Maintenance Support Services**
2. **Specialty Area: (Check)**

[ ]  Application Development [ ]  IT Infrastructure

1. **Contract Type:**

[x]  Hybrid Model: Base Fixed Monthly Fee with Optional T&M (Hourly) Component

1. **Introduction:**

**Support Overview**

*Define the applications, systems or infrastructure that will be supported under this contract. Provide both functional and technical details. System diagrams or other documentation which will help the Suppliers understand the scope should be provided as additional attachments to the SOR.*

**Current State**

*Describe how O&M is currently handled. Include current staffing levels, current processes for issue identification and prioritization, current tools used for issue tracking, etc.*

**Business Need**

*Describe the business problem, the project objectives and expectations.*

**Project Management and Organizational Structure**

*Describe the project’s management and oversight structure. Include detail on agency’s role in project oversight.*

1. **Scope of Work:**

This SOR defines the services required by Authorized User in support of the Project/Service.

**Scope Part A: Base Level Operations and Maintenance Support**

The Supplier will perform recurring support activities as outlined in the chart below. These activities will define the base level operations and maintenance support which will be provided by the Supplier for a fixed monthly fee over the entire period of performance.

*In the chart below, select the services that will be required under the Base Level Operations and Maintenance Support. Revise the bulleted list of tasks in each service area as necessary to meet the specific needs of the Authorized User. Other required support activities that are not already listed should be added.*

|  |  |
| --- | --- |
| Select Services Requested | Services Description |
| [ ]  | Level 1 Application Help Desk Support* End User Call Support
* Application Level Security Administration (Add/Disable access for system users)
* End User Help and Training
* End User guidance on frequently used resolutions or work arounds
 |
| [ ]  | Level 2 Application Help Desk Support* Request type identification, classification, and prioritization
* Problem identification
* Problem resolution coordination
 |
| [ ]  | System Level:* Periodic Database backups
* Period log file clean up
* Database reorganization/re-indexing
* Review and manage system memory
* Disaster Recovery restoration
* Backups
* Monitoring of system performance
* Minor system upgrades due to fixes or end of life (EOL) issues
* Process and system documentation
* Review, analyze system health
* Schedule needed system updates (upgrades, patches, etc.)
 |
| [ ]  | Incident Management (Break/Fix)* Root Cause Analysis (RCA)
* Defect resolution
* Service Failure Resolution
 |
| [ ]  | Minor Enhancements (see definition following chart)* Fix or improved functionality
* Continual Service Improvement
 |
| [ ]  | Release Management  |
| [ ]  | Data Maintenance* Update data to correct data issues caused by application defects/failures and/or user error
 |
| [ ]  | Operational and Management Reporting |
| [ ]  | Other: *Define other base support activities* |

**Base Level Support: Monthly Cap on Hours**

*Define the number of support hours required on a monthly basis. The Supplier will assume this number of hours in calculating the base monthly fee.*

**Base Level Support: Definition of Minor Enhancements**

*If applicable, provide agency definition for “minor” enhancements to be performed under the base level support. .*

**Base Level Support: Core and Off-Hours Support**

*Define the core hours for the base level support. If off-hours support is required, provide details.*

**Base Level Support: Agency Processes and Standards**

*Define any agency support processes or standards that the Supplier must follow in delivering the base level support. How will tasks be assigned and communicated to the Supplier? What tools are used to track support activities?*

**Base Level Support: Deliverables**

*List deliverables that will be required for the base level support. Include definition and acceptance criteria. Include all regular reporting requirements.*

|  |  |
| --- | --- |
| **Deliverable Name** | **Definition and Acceptance Criteria** |
|  |  |
|  |  |
|  |  |

**Base Level Support Service Level Agreements (SLAs)**

*Define Service Level Agreements, resolution times, or other acceptance criteria for the base level support.*

**Scope Part B: Optional Time and Materials Support Services (Check One):**

[ ]  No additional T&M services outside of the base level support will be needed

[ ]  Authorized User requires additional T&M support services as defined below.

Application support activities that fall outside of the scope of the pre-defined base level support will be delivered on a Time and Materials (T&M), or hourly basis. The Supplier will bill for actual hours worked at a single blended rate for all resources. The Supplier will propose the blended rate in their response.

**Scope of T&M Services:**

*Define additional support services that will be required under T&M.* *Include details on the**business need, the scope of work, and the expected outcomes and or deliverables.**The following list of example activities is provided for reference only:*

* *Minor and Major enhancements ( that fall outside of the scope of the base level support)*
* *Data Cleanup*
* *System needs analysis*
* *System architecture review*
* *System discovery*
* *Emergency deployments*
* *Training*
* *Turnover/transition planning*

**Documentation Requirements for T&M Services**

*Describe any specific documentation that will be required as part of the T&M services.*

1. **Period of Performance:**

The period of performance for application operations and maintenance services shall be *(XX months or years).* The Authorized User may elect to extend the services for additional *(XX months or years)* periods, but the total maximum term for a SOW and any extensions thereto may not exceed three years.  The price of the fixed monthly fee for the base level services for the renewal period shall not increase by more than five percent (5%) over the base price of the original SOW.

1. **Place of Performance** (Check one)**:**

[ ]  Authorized User’s Location ­­­­­­­­­­

[ ]  Supplier’s Location

[ ]  Authorized User’s and/or

 Supplier’s Location (see below explanation)

*Define whether the work can be delivered remotely or whether the Authorized User will require onsite work. If a hybrid model is selected, provide specific details on when Supplier will be required to be onsite and/or what activities will required to be performed at the Authorized User versus Supplier locations.*

1. **Project Staffing**
2. **Supplier Personnel** (Check One)**:**

[ ]  The roles listed in the table below represent the minimum Supplier personnel requirements for this engagement. The Supplier shall provide resumes for all proposed personnel.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Technical****Skills Required** | **Years of Experience** | **Certifications****Required**  | **References Required****(Y/N)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

[ ]  Supplier shall propose the roles and skillsets of the resources needed to deliver the scope of work for both the base level support and T&M services as defined in this SOR. Supplier shall provide resumes for all proposed personnel.

PLEASE NOTE: The use of offshore resources for any SOW is prohibited.

1. **Authorized User Staff**

The roles listed in the table below represent Authorized User’s staff and the estimated time each will be available to work on the project.

|  |  |  |
| --- | --- | --- |
|  | **Description** | **% Project Availability** |
|  |  |  |
|  |  |  |
|  |  |  |

1. **Milestones and Deliverables:**

The minimum required milestones and deliverables, and the estimated completion date for each deliverable, are listed in the following table.

*Enter the engagement’s monthly support milestones, associated deliverables, and completion dates. Deliverables should match what was outlined in Section 10. The red text included below is only an example and should be replaced. This chart should include ONLY the base level monthly support; additional T&M support will be tied to actual hours worked and not to deliverables.*

| **#** | **Milestone****Event(s)** | **Deliverable(s)** | **Estimated Completion Date**  |
| --- | --- | --- | --- |
| 1 | *January, 2022 O&M Support* | * *Status Report*
* *SLA Report*
* *Release Plan*
* *Testing Plan*
 | *January 31, 2022* |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

The Supplier should provide all deliverables in electronic form, using the following software standards (or lower convertible versions):

|  |  |
| --- | --- |
| **Deliverable Type** | **Format** |
|  |  |
|  |  |

1. **Travel Expenses**

[x]  Supplier travel expenses, if required, must be included in the total fixed price of the base level support

1. **Payment** (Check all that apply)**:**

[x]  Payment for fixed price monthly support services will be based on successful completion and acceptance of deliverables. Payment for additional T&M support services will be based on actual hours worked and approved by Authorized User.

1. **Acceptance Criteria:**

The Authorized User Project Manager will have *(XX)* business days from receipt of each deliverable to provide Supplier with the signed acceptance receipt.

Final acceptance of services provided under the SOW will be based upon acceptance of monthly deliverables for base level support and approval of hours worked on T&M basis.

1. **Project Roles and Responsibilities:**

*Use this chart to clearly define the Authorized User vs. Supplier responsibilities/tasks.*

| **Responsibility Matrix** | **Supplier** | **Authorized User** |
| --- | --- | --- |
| *(Responsibility 1)* |  |  |
| *(Responsibility 2)* |  |  |
| *(Responsibility 3)* |  |  |
|  |  |  |

1. **Criminal Background Checks and Other Security Requirements** (check all that are required):

*[x]* Standard CAI Required Background Check

*[ ]* Agency Specific Background Check

*Please provide details surrounding agency specific background check and/or other security requirements.*

1. **Reporting** (Check all that are required):

[ ]  **Weekly Status Update**

The weekly status report, to be submitted by Supplier to Authorized User, should include: accomplishments to date as compared to the project plan; any changes in tasks, resources or schedule with new target dates, if necessary; all open issues or questions regarding the project; action plan for addressing open issues or questions and potential impacts on the project; risk management reporting.

[ ]  **Other(s)** (Specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Federal Funds** (Check one):

[ ]  Project will be funded with federal grant money

[ ]  No federal funds will be used for this project

1. **Training and Knowledge Transfer**

*If not already defined in the Scope of Work (Section 10), outline any training or knowledge transfer that will be required from the Supplier as part of the base level monthly support (fixed price component). If additional training will be required under the T&M component, please explain.*

1. **Instructions Regarding Freedom of Information Act and Public Availability/Inspection of Records**

Authorized User reserves the right to use, copy, and reproduce all submitted documents, data, and other information in any manner Authorized User may deem appropriate in evaluating the fitness of the solution(s) proposed, and in complying with applicable law. All data, materials, and documentation originated and prepared for Authorized User shall be subject to public inspection in accordance with the *Virginia Freedom of Information Act*.

Consistent with the Code of Virginia, Authorized User will, as permitted by law, hold confidential trade secrets or proprietary information that is submitted by a Supplier in connection with the transaction contemplated by this SOR if the Supplier, to Authorized User’s satisfaction:

1. invokes the protections of the Code of Virginia in writing prior to or upon submission of the data or other materials,
2. identifies specifically the data or other materials to be protected, and
3. states the reasons why protection is necessary.

**FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO SUPPLIERS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.**

The Supplier will use this form to identify the information that they deem trade secrets or proprietary information. **The designation of an entire proposal or SOR as proprietary or trade secret is not acceptable, and pricing may not be designated as a trade secret or proprietary information.**

**Supplier Trade Secrets / Proprietary Information Designations Table**

| **SOR/Other Document** | **Section/Page** | **Trade Secret / Proprietary Information** | **Reason** |
| --- | --- | --- | --- |
|  |  |  |  |
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1. **Additional Terms and Conditions:**

The services to be provided are subject to the following additional provisions:

1. Effective July 1, 2020, the Code of Virginia requires contractors with the Commonwealth who spend significant time working with or in close proximity to state employees to complete sexual harassment training.  As a result of the new code, VITA and the Department of Human Resource Management (DHRM) are requiring that all contractors working through the CAI contract complete DHRM's "Preventing Sexual Harassment" training.  This training is available as either a short video or a written transcript on the DHRM website: <https://www.dhrm.virginia.gov/public-interest/contractor-sexual-harassment-training>. The selected Supplier must agree that any assigned resource will complete the training.
2. The selected Supplier must agree that any assigned resource will review and conform to the IT Contingent Labor Program (ITCL) Contractor Code of Conduct. The Code of Conduct can be reviewed on VITA’s website at the following link:

<https://www.vita.virginia.gov/media/vitavirginiagov/supply-chain/pdf/Contingent-Worker-Code-of-Conduct.pdf>

*List any additional terms and conditions specific to this engagement.*

1. **Scheduled Work Hours:**

*Specify any restriction on work hours and building access, if applicable*

1. **Facility and equipment to be provided by Authorized User:**

*Describe the facility and equipment Authorized User will provide to Supplier resources*