**Statement of Work under STC 920S - IT Services**

**(ITS-#######)**

# Agency and/or Division: Agency - Division

# IT Service Name: Choose an item.

# Issue Date: MM DD, YYYY

# Deadline for Questions: MM DD, YYYY 2:00 PM ET

# Due Date for SOW Response: MM DD YYYY 2:00 PM ET

# Contact Person: Kristen Burnette

# [Statewide\_IT\_Services\_SOW@nc.gov](mailto:Statewide_IT_Services_SOW@nc.gov)

919-754-6678

**Subject to and governed by the terms and conditions in ITS-400343-001.**

Upon issuance of this SOW, employees and representatives of the agency other than the point of contact identified in this section will not discuss the contents of this SOW with any Vendor, potential Vendor, or their representatives. **Failure of a Vendor and any of its representatives to observe this restriction may result in disqualification of any related response.** This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

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# Procurement Schedule of Events

**1.1 Procurement Schedule of Events**

|  |  |
| --- | --- |
| **Date** | **Activity** |
| Month Date, Year | Distribute SOW to prospective Vendors |
| Month Date, Year 2:00 PM, Eastern Time | Deadline for submitting questions |
| Month Date, Year | CSS response to questions |
| Month Date, Year 2:00 PM, Eastern Time | **Deadline for submitting responses to SOW** |
| Month Date, Year | Anticipated award |
| Month Date, Year | Estimated project start date |

**1.2 Question and Answers:**

Vendors must submit all questions regarding this SOW by email to the contact person noted above. Questions regarding this SOW will be accepted by the date and time specified in the table above. Please insert “Questions ITS-XXXXXX” as the subject for the email.

The questions should be submitted in the following format.

| **#** | **Page # / Section** | **Vendor Questions** | **State Responses** |
| --- | --- | --- | --- |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

By submission of an inquiry, Vendor acknowledges that the applicable inquiry and official answer may be shared with other Vendors and therefore Vendors will not include any confidential or proprietary information in such inquiries.

**1.3 Vendor Presentations**

At the Agency’s discretion, Vendors may be required to present their proposal and respond to questions.

**1.4 Delivery**

Vendor shall deliver one (1) **signed, executed** **electronic copy including all pages** of its offer via e-mail. The files should not be password-protected and should be capable of being copied to other media. If any information is confidential, please include a separate redacted version of the offer as a separate file in the e-mail. Please insert “Bid Proposal and Vendor name ITS-XXXXXX” as the subject for the email.

# 2.0 Scope

## 2.1 Introduction and Project History

Provide a short history of the project and the original business need (Example: *using antiquated payroll application purchased in 1988 to pay State employees, payroll laws have changed but the application hasn’t kept up with changes),*

along with the current situation (Example: *replacing old payroll system with complex application that’s been highly customized).*

## 2.2 Business Need and Scope

Describe the ***high-level*** tasks/categories of tasks that the vendor must perform to meet project objectives. Include high-level performance specifications (qualitative and quantitative).

Provide a brief description of the **core objective** of the project and why the agency is requesting services from pool of pre-qualified vendor pool such as (Example):

* *need to ensure that all specifications are met;*
* *replacement software won’t be obsolete soon; or*
* *new application can easily be modified to comply with payroll law changes.*

Optionally, include key expectations or deliverables such as (Example):

* *vendor to substantiate that software application will perform as designed; document weaknesses and areas of concern; and*
* *provide recommendations on how to address weakness and areas of concern.*

## 2.3 Project Complexity

Provide an overall estimation of risk and complexity of the project:

* General Complexity: (Example: *monthly and weekly payrolls for 200,000+ employees using various pay rates, pay periods, and deductions)*
* Timeline: (Example: *implementation must be completed by June 30, 2020 per NCGA legislative directive)*
* Resources: (Example: *limited staff that can’t be pulled away from regular payroll duties without compromising employees’ paychecks)*
* Miscellaneous: (Example: *new security improvements are being integrated on March 15, 2020 that will impact implementation)*

## 2.4 Organizational Structure

Provide a high-level description of the project’s staffing and management structure (Example: *department has 88 employees with five team leads responsible for key subject areas, e.g., payroll, insurance, taxes, leave balances, accounts payable. One Director and one Deputy Director manages entire staff.)*



# 3.0 Milestones & Deliverables

**3.1 Minimum Required** Example

| **#** | **Milestone**  **Event(s)** | **Deliverable(s)** | **Estimated Completion Date** |
| --- | --- | --- | --- |
| *1* | *Project Kick-off* | *Meeting Presentation* | *XX/XX/XXXX* |
| *2* | *Initial Assessment Complete* | *Detailed Assessment Document* | *XX/XX/XXXX* |
| *3* | *Module Process Tests* | *Detailed Test Results Document* | *XX/XX/XXXX* |
| *4* | *Training / T3* |  | *XX/XX/XXXX* |
| *5* | *Status Meetings* | *Meeting and Minutes* | *Weekly, Bi-weekly, etc* |
| *6* | *Final Report* |  | *XX/XX/XXXX* |

**3.2 Optional** Example

| **#** | **Milestone**  **Event(s)** | **Deliverable(s)** | **Estimated Completion Date** |
| --- | --- | --- | --- |
| *1* | *Remedial Training* | *Instructor-Led Training Plan, Documentation* | *XX/XX/XXX* |
| *2* | *Knowledge Transfer* |  | *XX/XX/XXX* |
| *3* |  |  |  |

# Acceptance Criteria

***(Agency should add any specific acceptance criteria they need for their SOW.)***

# Staffing

**5.1 Vendor** Example

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Years of Experience** | **Certifications** | **References Required** |
| *Project Manager* | *5* | *PMP* | *Y* |
| *Tester* | *3* | *N/A* | *N* |
| *Scrum Master* | *5* | *CSM* | *Y* |

**5.2 Agency** Example

|  |  |  |
| --- | --- | --- |
| **Role** | **Description** | **% Project Availability** |
| *Subject Matter Experts* | *Provide business knowledge and expertise* | *50%* |
| *Developers* | *Perform coding and unit test* | *100%* |
| *Database Administrator* | *Database support* | *10%* |

# Project Roles & Responsibilities

**Responsibility Matrix** Example

|  |  |  |
| --- | --- | --- |
| **Responsibility** | **Vendor** | **Agency** |
| *Cabling, Electric, and User Network Connectivity from Access Points* |  | *X* |
| *Conversion Support* | *X* |  |
| *Conversion Support - SME* |  | *X* |
| *Training* | *X* | *X* |
| *Documentation* | *X* |  |

# Deliverables

***Agency should consider the following items when developing their SOW.***

* Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the Customer contract manager or designate.
* All deliverables must be submitted in a format approved by the Customer contract manager.
* If the deliverable cannot be provided within the scheduled time frame, the Vendor is required to contact the Customer contract manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project.
* A request for a revised schedule must be reviewed and approved by the Customer contract manager before placed in effect. Contract Terms and Conditions may dictate remedies, costs, and other actions based on the facts related to the request for a revised schedule.
* The Customer will complete a review of each submitted deliverable within *XX* working days for the date of receipt.
* A kickoff meeting will be held at a location and time selected by the Customer where the Vendor and its staff will be introduced to the Customer.

## Sample Delivery Schedule

|  |  |  |
| --- | --- | --- |
| **Deliverable No.** | **Deliverable Description** | **SOW Reference Paragraph** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |
| 8 |  |  |
| 9 |  |  |

# Reports and Meetings

***(Agency should consider the following items when developing their SOW.)***

* The Vendor is required to provide the Agency contract manager with *weekly* written progress reports of this project. These are due to the Agency contract manager by the close of business on the (*specify day)* each week throughout the life of the project
* The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.
* The progress report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.
* The Vendor will be responsible for conducting weekly/bi-weekly/other status meetings with the Agency contract manager. The meetings will be held on (*specify day)* of each week - at a time and place so designated by the Agency contract manager - unless revised by the Agency contract manager. The meetings can be in person or over the phone at the discretion of the Agency contract manager.

# Period and Place of Performance

Specify the details in which the Vendor will conduct and complete the work associated with the SOW. Add location of performance (onsite, remote) and standard working hours. Include accessibility to agency facilities or data (weekends, late evening).

# Agency/Vendor-Furnished Equipment and Work Space

Specify what equipment and/or work space the Agency will provide or the expectations of what the Vendor will provide.

Sample content

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **Count** | **Vendor** | **Agency** |
| *Cube Workspace* | *7* |  | *X* |
| *Wireless Access* | *7* |  | *X* |
| *Printer Access* | *7* |  | *X* |
| *Laptops* | *7* | *X* |  |
| *Projector* | *1* |  | *X* |

# Invoices

Describe the Vendor’s responsibilities for invoicing Agency including invoice content, payment milestones and instructions for submitting invoices.

# Additional Terms and Conditions

List any additional terms and conditions required by the Agency. Note: Agencies may negotiate the terms and conditions of a SOW to suit their business needs so long as the SOW terms and conditions do not conflict or weaken ITS-400343-001.

List any additional terms and conditions required by the Vendor. Note: Vendor may negotiate the terms and conditions of a SOW to suit their business needs so long as the SOW terms and conditions do not conflict or weaken ITS-400343-001.

# Vendor Response

***(Agency should consider the following items when developing their SOW.)***

The Agency will select the Vendor(s) that offers the best value as determined by the information provided in the Vendor’s Response.

## 13.1 Staff Capabilities

Vendor staff capabilities specific to this SOW:

* Key personnel resumes, illustrating the qualifications of each to perform the services described in this SOW including expertise in IT Service.
* Organization chart (optional)
* Management team resumes (optional)

## 13.2 Service Capabilities

Vendor shall provide evidence of its services capabilities:

* Description of *X #* projects of similar size and scope that Vendor has conducted within the past *X #* years;
* Description of experience providing similar deliverables in public sector, specifically state and local government;
* Vendor shall include an outline of its capability to deliver the required services, including process, functional and technical expertise.

## 13.3 Project Work Plan

Vendor shall provide a draft high-level project work plan addressing the tasks specified in the SOW, which includes:

* A description of key activities and milestones.
* A detailed methodology description of the Vendor’s approach to analyze, assess, validate, document and complete each deliverable.
* A description of the resources necessary from Agency to support the process, including estimates of time needed from Agency’s subject matter experts and high-level analysis of data gathering objectives.
* Any dependencies of the project.

|  |  |  |
| --- | --- | --- |
| **Deliverable No.** | **Deliverable Description** | **SOW Reference Paragraph** |
| 1 |  |  |
| 1 |  |  |
| 1 |  |  |
| 1 |  |  |
| 2 |  |  |
| 2 |  |  |
| 2 |  |  |
| 3 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |
| 7 |  |  |
| 8 |  |  |

# Additional Considerations

Agency may request oral presentations.

# Pricing

The main purpose of this section is to detail the pricing for the deliverables-based services. Vendor should also provide a summary of any duties and exclusions. The Vendor must provide a separate cost for each Deliverable in this SOW. Vendor shall provide firm fixed pricing.

|  |  |  |  |
| --- | --- | --- | --- |
| **Deliverable No.** | **Deliverable Description** | **SOW Reference Paragraph** | **Price** |
| 1 |  |  |  |
| 2 |  |  |  |
| 2 |  |  |  |
| 2 |  |  |  |
| 2 |  |  |  |
| 2 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 4 |  |  |  |
| 4 |  |  |  |
| 4 |  |  |  |

# Response Evaluation Criteria

# (Agency should consider the following items when developing their SOW.)

* *Technical Approach to IT Service (overview of performance-based solution and quality control and performance measurement approach)*
* *Method for planning and sizing of work to be performed*
* *Project Work Plan*
* *Vendor History and Experience (including references)*
* *Cost*

# Evaluation and Scoring

Evaluation based on Best Value as authorized by N.C.G.S. §§143-135.9 and 143B-1350(h).

**Evaluation Criteria**

# (Agency should consider the following items when developing their SOW.)

* *Substantial conformity*
* *References / Past Performance*
* *Cost*
* *Additional criteria, as needed*

**Execution of Statement of Work**

By signing below, the Vendor certifies that:

* this SOW Response was signed by an authorized representative of the Vendor
* this SOW is subject to all terms and conditions of ITS-400343-001 IT Services
* the undersigned Vendor offers and agrees to furnish the services set forth in the SOW, if accepted by the State.
* The offer is submitted competitively and without collusion.

**Failure to execute/sign SOW response prior to submittal shall render it invalid.**

|  |  |  |
| --- | --- | --- |
| VENDOR: | E-MAIL: | |
| STREET ADDRESS: | P.O. BOX: | ZIP: |
| CITY & STATE & ZIP: | TELEPHONE NO |
| TYPE OR PRINT NAME & TITLE OF PERSON SIGNING: | TOLL FREE NUMBER: | |
| AUTHORIZED SIGNATURE: | DATE: | |

Offer valid for at least 120 days from the date of SOW opening unless otherwise stated here: \_\_\_\_\_ days. After this time, any withdrawal of offer shall be made in writing, effective upon receipt by the Department of Information Technology.

**ACCEPTANCE OF STATEMENT OF WORK**

If any or all parts of this SOW are accepted, an authorized representative of AGENCY shall affix their signature hereto and this document along with the provisions of ITS-400343-001 shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful Vendor(s).

|  |
| --- |
| **FOR AGENCY USE ONLY** |
| Offer accepted this , as indicated on attached certification or purchase order, |
| By Authorized representative of AGENCY) |