Contract Number *(VA-210625-CAI)*

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| **STATEMENT OF REQUIREMENTS (SOR)** **SOR # VDOT-220803-01-CAI**  **Oracle Human Capital Management Cloud Implementation (Phase 3)** |

1. **Date:** 08/03/2022
2. **Authorized User:** Virginia Department of Transportation
3. **Authorized User Contact Information:**

*Inderpreet Mann, IT Portfolio Director*

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*Richmond, VA 23219*

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1. **Solicitation Schedule:**

|  |  |
| --- | --- |
| **Event** | **Date** |
| Release SOR | 08/03/2022 |
| Supplier Response Due | 08/04/2022 |
| Award Decision | 08/05/2022 |
| Project Start Date | 08/10/2022 |

1. **Evaluation and Scoring**

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 agency requirements, its applicability to the Commonwealth Agency’s environment, past performance on similar implementations, and its effective utilization of Supplier and Commonwealth resources.

1. **Project/Service:**

Oracle Human Capital Management (HCM) Cloud Implementation

1. **Specialty Area** (Check one)**:**

|  |  |
| --- | --- |
| Application Development | Information Security |
| Business Continuity Planning | IT Infrastructure |
| Business Intelligence | IT Strategic Planning |
| Business Process Reengineering | Project Management |
| Enterprise Architecture | Public Safety Communications |
| Enterprise Content Management | Radio Engineering Services |
| Back Office Solutions | IV&V Services |
| Geographical Information Systems |  |

1. **Contract Type** (Check)**:**

Fixed Price, Deliverable-based

1. **Introduction:**

**Project History**

The Virginia Department of Transportation (VDOT) has over the years built individual custom Human Resource (HR) systems to meet the growing needs of the Agency. VDOT recognized the need to replace these outdated HR systems with an integrated Cloud Human Capital Management (HCM) solution to enable VDOT growth and to support Agency initiatives.

VDOT has selected Oracle HCM Cloud Services as our HCM solution. This solution is a comprehensive, modernized, and user friendly Commercial-off-the-shelf (COTS) system that automates all of VDOT’s desired HR functions and provides the best value based on business needs versus product capabilities and cost.

VDOT is currently in the process of procuring the following:

|  |  |
| --- | --- |
| Oracle Cloud Service | SKU# |
| Fusion Human Capital Management Base Cloud Service | B85800 |
| Fusion Human Resources Help Desk Cloud Service | B87388 |
| Fusion Recruiting Cloud Service | B87675 |
| Policy Automation for Workers Cloud Service | B88872 |
| Fusion Workforce Health and Safety Incidents Cloud Service | B89482 |
| Fusion Talent Management and Workforce Compensation Cloud Service | B91066 |
| Additional Test Environment for Oracle Fusion Cloud Service | B84490 |
| HIPAA Advanced Security for Fusion Oracle Public Cloud | B87365 |
| Fusion for the United States Government Cloud | B87366 |
| RightNow Cloud Platform for United States Government Cloud Service | B69333 |
| RightNow HIPAA Cloud Platform Service | B85994 |

**Business Need**

VDOT has custom built most of its HR systems that support HR activities for the entire Agency. The current HR Works! platformis currently built on unsupported or soon to be unsupported technologies including SharePoint 2010 and K2 4.69. It is implemented with custom code that not only results in operational complexity but in difficulties implementing future business changes, additional functionality and updates.

VDOT seeks to replace the HR Works! platform and other standalone HR applications with the Oracle HCM Cloud Services, as it is expensive to sustain currently and would require significant ongoing investment to move and maintain in the Cloud.

Oracle HCM Cloud Services will benefit all VDOT employees and management by unifying and simplifying many HR services in the following areas: Talent Acquisition & Onboarding; Compensation, Performance Management, Personnel Files and Core HR and Administrative functions. The solution will be used across the agency by all staff responsible for this business function as well as all VDOT employees and potential candidates. Current VDOT HR processes in HR Works! are manual and with this solution, will be automated and encourage increased employee self-service (ESS).

This effort will support the COVA Strategic Plan goal to manage and direct the evaluation and adoption of cloud computing to address agency business requirements for a secure, flexible, economical, and rapidly scalable computing environment. In addition, this effort supports the Governor’s priorities to encourage innovation and research, and to make our government accessible and efficiently managed.

**Project Complexity and Risk**

This project is considered high risk with high complexity, due to the sensitivity and criticality of the employee data captured and the integration points across multiple data sources and destination within the current HR environment and ecosystem. During the project, Supplier will provide regular communications to Authorized User regarding the risks to ensure any increased risks are quickly identified and reviewed.

**Project Management and Organizational Structure**

The HCM Cloud Implementation project is managed as a Commonwealth of Virginia major IT project. The project is managed through the VDOT Information Technology Division (ITD), with input from the Human Resources Division Administrator as the business owner. A Steering Committee will be established to monitor and govern the implementation of this project.



1. **Scope:**

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

**PLEASE NOTE: This SOR includes the scope for the full implementation of the Oracle HCM solution. Phases 1 and 2 of the project are currently being delivered under a previous SOW that was executed. This SOR is being reissued to solicit the SOW for Phase 3 only. The Phase 3 scope will be narrowly defined in the new SOW.**

1. **In Scope:**

* Supplier will provide pre-defined standard business processes for the Oracle HCM Cloud Services based on their best practice methodology that has been utilized to provide clients with the context, understanding and expertise to successfully meet their HR objectives.
* Authorized User will leverage the out-of-the-box functionality from Oracle HCM Cloud services to the greatest extent possible in order to limit extensive configuration.
* Supplier will customize the standard business processes based on priority of the workflow needs of the Authorized User’s Human Resources organization.
* The major HR functions that will be delivered in this SOR include:
* Talent Acquisition & On-boarding
* Compensation
* Performance Management
* Off-boarding
* Personnel Files
* Core HR and Administrative
* Out-of-the-box Reporting

1. **Out of Scope:**

* Any other HR functions and processes to include:
  + Benefits
  + Payroll
  + Cash Management
  + Learning
* Retirement of HRWorks! and standalone HR applications
* Integration with other HR systems will be completed by Authorized User

1. **Requirement Details:**

**Approach and Timeline**

Final timeline to be finalized with the Supplier prior to execution of the SOW. VDOT is targeting a May 10, 2021 project start date and project completion within 16-24 months.

A multiple phase approach is needed to reduce the complexity, each with its own deployment, which aims for some of VDOT’s HR applications to be sunset earlier.

This SOR contains details about the Oracle HCM Cloud modules that will be implemented at VDOT within a multi-year effort.

* A single supplier will be awarded implementation of all modules. Suppliers responding to this SOR should ensure that their SOW response include their approach and pricing for analysis and planning as well as phased implementations.
* This will allow the Authorized User to negotiate the full price of the complete project before commencing the work.

Authorized User’s priorities for SKU/ module implementation are:

* **HCM Base (Global HR module) plus Performance Management**
* **HCM Base plus Goal Setting**
* **HCM Base plus Compensation Management**
* **HCM Base plus Recruiting**
* **HCM Base plus On-Boarding**
* Other functions
  + **Health and Safety**
  + **Help Desk**
  + **Policy Automation**
* **Enabling future use of Reporting and ongoing systems administration**

**Project Assumptions/Constraints**

* VDOT will own licenses for and provision Oracle’s HCM Cloud Services for Solution Implementation on a timeline based on the Supplier’s implementation plan.
* The Supplier will ensure that the total costs for services cover the delivery of the defined and contracted project scope.
* The Authorized User will be able to complete integration with existing VDOT systems and databases in the same timeframe as solution implementation.

**Solution Configuration**

Supplier will provide best practice base configuration and additional configuration based on VDOT need.

The Supplier will review the requirements and functionality of the base configuration with the Authorized User and make a determination regarding the additional configuration.

* The Supplier will provide training to key Authorized User personnel to enable them to complete the configuration and integration for Help Desk, Health and Safety Incidents and Policy Automation.
  + The Supplier will support the Authorized User team in answering questions and/or assisting with configuration where the team encounters difficulty in completing the configuration tasks.

**Project Management / Change Management**

* Project Schedule will be baselined and managed with the Authorized User’s Project Manager throughout the project.
* Supplier and Authorized User will use the Commonwealth of Virginia managed baseline approach for change management. All required changes impacting project baselines shall be submitted in written form and fully executed between Authorized User’s and Supplier’s authorized representatives per the standard CAI Change Request process.
* Supplier will provide draft versions in a timely manner to facilitate effective Authorized User Review. Authorized User will provide feedback on timeframe agreed.
* Authorized User will acquire the services of a qualified and independent service provider to conduct two (2) separate Independent Verification and Validation (IV&V) reviews which must be scheduled to take place in the first 6 months after detailed planning and then 12 months later. These reviews seek to verify that the results of the project activities fulfill the requirements and validate that the products and services satisfy Authorized User needs. Supplier should be prepared to provide requested documentation that is needed for the service provider to perform their review.

**Legacy Data and Data Loads**

Authorized User data in legacy human capital management applications will need to be migrated to the Oracle HCM Cloud Services by Authorized User. Support will be needed for the Authorized User migration efforts. Supplier will support with:

* Developing strategies for migration
* Data mapping for legacy data format to HCM data format
* Leveraging migration tools

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**Security Standards, Approval, and Oversight**

The Supplier will be required to comply with all VITA Information Security Standards and all security requirements in Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications, and this SOW..

* Supplier shall follow the standards and specifications listed below during performance of this effort:
* Use Appendix 2 EA-SSOR for specific supplemental security requirements
* Health Insurance Portability and Accountability Act (HIPAA) of 1996
* NIST Special Publication 330 - The International System of Units (SI) 2019 Edition: <https://www.nist.gov/pml/special-publication-330>

**Data Sensitivity**

The Oracle HCM Cloud Service will be designated as an Authorized User sensitive system due to the nature of the information it will contain. The system may contain the following types of sensitive data:

* Social Security Numbers
* Individual Tax Information
* Employment or Payroll information
* Health Services Information, such as Case IDs, Health Records or Benefits Information
* Employee Name, Address, or Phone Number
* School Transcripts, provided for employment purposes

Data handling requirements apply as per the policies referenced in Appendix 2 EA-SSOR and per HIPAA regulation.

**Integration with other Applications or Services**

The Oracle HCM Cloud Service integrations will be completed by Authorized User using multiple approaches to complete integrations. The integration needed will vary and can include a simple link to a URL, need to collect data and/or transmit data to a 3rd party.

Supplier or Oracle will provide access to API’s and enable Authorized Users to leverage interfaces for integrations.

* Supplier or Oracle provides access to the API’s as it is documented in the Cloud Services offering that can be used directly by Authorized User for integration.
* Access is provided to the API, and Supplier will assist Authorized User to leverage an interface to enable integration.
* Access is provided to the API, and Authorized User will need to build the interface to enable integration.

Decisions regarding the approach needed for each integration will be discussed and agreed upon during project planning. See Appendix I: Architecture Diagram for additional details.

**Technical Standards**

* Use Appendix 2 EA-SSOR for specific supplemental architecture requirements

**User Classes and Characteristics**

| **User Class** | **Number of Users**  **& Transactions** | **Description** |
| --- | --- | --- |
| Hire / Candidate | 1,200/year  12,000 forms completed | 10+ forms completed manually for each new hire; ~600/year internal transfers, ~600 external new hires  Create, Read, Update (CRU) |
| Applicant | Not limited | Individuals applying for open positions  Create, Read, Update (CRU) |
| Recruiter | 70 users | HR Staff support for new hire or transfer process and experience  Create, Read, Update (CRU) |
| Hiring Manager | 2000 supervisors | Supervisors with one or more direct reports that may hire or transfer employees , provide on-going performance management  Create, Read, Update (CRU) |
| VDOT Employees | 8000 employees | Employees manage their VDOT employment experience including annual performance management, transfer, promotion  Create, Read, Update (CRU) |
| Systems  Administrator | Up to 8 Users | Configure and customize the solution  Create, Read, Update, Delete (CRUD) |
| Report Writer | Up to 8 Users | Build, customize, and deploy reports  Create, Read, Update, Delete (CRUD) |
| Process Owners | Up to 25 Users | HR employees responsible for overall performance of HR processes and review of metrics via dashboard reports  Read (R) |

**Business Requirements**

|  |  |
| --- | --- |
| **Functional Area** | **Implementation Expectations** |
| Talent Acquisition & Onboarding (includes Recruiting) | Implement Oracle Recruiting Cloud Service and available Oracle modules for managing full recruiting lifecycle with three different work streams (such as Basic, Intern, Executive) from job posting to candidate offer letter, candidate tracking, sourcing and customer relationship management (CRM) activities related to the recruitment process. Includes ‘open table’ style interview scheduling and video interview functionality. Includes integration with social media and recruiting platforms (e.g., Linked In).  Use standard business process configurations and adapt to VDOT needs.  Supplier will show us how to add / customize the work streams. |
| Talent Acquisition & Onboarding (includes Recruiting) | Implement Oracle Talent Management & Workforce Compensation Cloud Service to manage through a series of assigned tasks and content, the full employee on-boarding process, signing the offer letter through fully enabling the employee in their hired positions. Provides engagement, mentoring and social and business connection with the Agency and coworkers.  This includes the required interactions with the 3rd party Learning Platform Cornerstone on Demand. The on-boarding process requires linking web URLs to 3rd party services for the employee, such as YouTube, I-9 and e-Verify services.  Use standard business process configurations and adapt to VDOT needs.  Supplier will provide Application Programming Interfaces (APIs), and enable Authorized User to leverage interfaces for data collection (e.g., e-Verify), and distribution (e.g. upload of information to Cardinal via FTP). |
| Performance Management | Implement Oracle Talent Management & Workforce Compensation Cloud Service to allow supervisor to capture and evaluate performance goals and expectations from the job and position information, and optionally tied to tasks and projects. Apply timeline and annual schedule to goal setting and evaluation processes. Continually monitor and evaluate performance of employees including monitor performance during probationary period, interim performance monitoring, notice of improvement and extraordinary contribution. Allow the performance plan to be a living document, managed throughout the performance year.  Incorporate rules on what evaluation can be given and validations for specific ratings.  Use standard business process configurations and adapt to VDOT needs.   Support performance related employee, position and job data conversion from the existing VDOT legacy application |
| Compensation | Implement the Oracle Talent Management & Workforce Compensation Cloud Service to support capturing basic compensation information for employees, and enable compensation related insights, including classification, hiring, discipline or the annual comp plan. Specific workflows and validations are needed for compensation-related personnel actions in order to document activities and includes actions associated with ongoing processes including but not limited to hiring (includes internal transfers and promotions), periodic and compensation plan base increases  Use standard business process configurations and adapt to VDOT needs.  Supplier will provide Application Programming Interfaces (APIs), and enable Authorized User to leverage interfaces for data collection (e.g., Salary.com), and distribution.    Support compensation-related employee data conversion from the existing VDOT legacy application |
| Core HR and Administrative | Configure Oracle Base HCM Cloud Service to support requesting, creating and managing Job & Position Descriptions.  Job description will include purpose, criteria, Knowledge, Skills & Abilities (KSA), minimum and preferred qualifications, etc. that can be linked to a specific position in the organization.  Provides ability of employee to delegate work or tasks to different people in the organization based on roles/responsibilities and security.  Provide ability to do succession planning and other human resource staffing plans to include the ability to assess the current workforce.  Organization chart provides both a traditional Organization hierarchy and a data visualization tool. Provides different views and data elements on each, reporting, searching and drill downs. (Will need to determine if connection to current tool is needed or if it can be provided in the solution).  Provide ability to manage the process and workflow to approve transitional (alternate) work assignments, schedules, roles and responsibilities for employees that are returning to work from leave, and to report on these events.  Ability to create, track and report on telework arrangements. Employees are afforded the ability to telework, based on their role, with telework arrangements, tracking and reporting. Need ability for new, changing and regular refresh of telework agreements.  Implement Succession planning & career development, promotions & demotions, and leave.  Support core employee data conversion from the existing VDOT legacy application and manage interface with the Statewide system. |
| Personnel Files | Configure Oracle HCM to allow proper structuring of the personnel information and allow for appropriate access restrictions to employee information, such as manager's access.  Need the ability to manage content where there is an issue (e.g., add, update, delete documents and metadata), to print as needed (based on role/permissions), ability to delineate which files are included as official personnel files (and which are not), track and report on access granted and who accessed.  Need the ability to transfer content to a different agency when an employee changes employment.  Need to house full Personnel file view including form views generated in the system or added through a manual or automated process for forms / documents created outside of the system.  Will need to migrate existing Personnel File content and should include a way to delineate / manage Separated employees from Active employees (based on data not a manual process) and manage records retention.   Support the conversion of existing personnel files to the Oracle HCM platform |
| Off-Boarding | Implement Oracle Talent Management & Workforce Compensation Cloud Service to manage employee separations, transfer to other business units, and long term leave, including update to personnel records.  Upon notification of separation, generate a series of tasks for the supervisor and employee to complete for off-boarding with deadlines, including an exit interview, before an employee separates from VDOT or a position.  Use standard business process configurations and adapt to VDOT needs. |
| Reporting | Help business users understand and configure the out-of-the-box standard and ad hoc reporting and analytics capabilities based on the VDOT specific HCM implementation.  Supplier will provide training on HR reporting available out-of-the-box, on ad hoc and custom reporting, including APIs that support reporting, and Supplier-provided reporting tools. |
| Other Oracle Functions | Provide business enablement support for Policy Automation for Workers, Help Desk, Health & Safety Incidents Products in the form of SME training and documented best practices based on the VDOT specific HCM implementation.  Support business users in configuring the Health & Safety Incidents Module.  Enable business to perform systems administration including role and security, new workflow set up from the catalog or customer workflow builder (using data established in the implementation), setting up employee self-service (ESS) and manager self-service (MSS), transitioning persons from candidate to employee, including Active Directory and Okta integrations.  Supplier will provide best practices, training materials and job aids for business to be as autonomous as possible. |

1. **Period of Performance:**

The Supplier engagement will begin on May 10, 2021 and span approximately 16-24 months which includes delivery and acceptance of all products and services necessary to implement the Authorized User’s solution.

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

Authorized User’s Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(City, State)*

Supplier’s Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(City, State)*

Authorized User’s and/or Supplier’s Location\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(Explain)*

Out of precaution and for the health and safety of VDOT personnel and supporting partners, VDOT work facilities are only open for a limited number of employees due to the unique circumstances surrounding COVID 19. Should access become available for use for suppliers in the future, Supplier will be notified and granted access to the following work location:

* VDOT Building, 1401 East Broad Street, Richmond, VA

1. **Project Staffing**
2. **Supplier Personnel**

The roles listed in the table below represent the minimum Supplier personnel requirements for this engagement. Supplier will fill out this matrix with their SOW response.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Key Personnel (Y/N)** | **Years of Experience** | **Certifications** | **References Required (Y/N)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

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.

|  |  |  |
| --- | --- | --- |
| **Role** | **Description** | **% Project Availability** |
| Project Sponsor | Receive regular status reports from the Project Manager throughout implementation; Communicate priorities of the project and serve as an internal escalation point of contact for Authorized User | As needed |
| Outsourced Delivery Program Manager | Prioritization and management of outsourced projects; escalation point for VDOT Project Manager as needed; Accountable for Project Delivery | As needed |
| Project Manager | Serve as focal point for Supplier Project Manager and will communicate the status of the project to the Project Sponsor; Ensure compliance with all system deployment prerequisites, coordinate IT resources throughout deployment, manage acceptance of deliverables | 80% |
| Business Owner | Leadership of business team and intent; Acceptance of final deliverables | 20-40% |
| Business Administrator | Responsible for all business configuration and Permissions | 20-40%  multiple resources; allocations vary |
| Enterprise Architect | Aligns technology, applications and data with business functions and ensures solution aligns with VDOT architecture standards | 10% |
| VDOT IT Resources | Team of technical and analytical resources allocated to support the project to include the System administrator, Database administrator, developers, deployment resources and business analyst | As needed |
| Business Team | Team of business resources allocated to support the project to include subject matter experts, business process owners; Provide business knowledge and subject matter expertise; Conduct UAT; Training / change management for end user groups | 3-6 as needed; allocation varies 30-50% |
| Governance Liaison | Resource to ensure/monitor compliance with VDOT/VITA Requirements | As needed |

1. **Milestones and Deliverables:**

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

\*Note: Below is a minimum set of deliverables for this engagement.

| **#** | **Milestone**  **Event(s)** | **Deliverable(s)\*** | **Estimated Completion Date** | **Interdependent Deliverable(s)** |
| --- | --- | --- | --- | --- |
| 1 | Oracle Procurement | VDOT Procurement & Oracle Provisioning | 4/16/2021 |  |
| 2 | Phase 1 | HCM Base + Performance Management + Goal Management +  Personnel Files | 9/30/2021 |  |
| 3 | Phase 2 | HCM Base + Compensation | ~12/31/2021 |  |
| 4 | Phase 3 & Project Closeout | HCM Base +Recruiting  HCM Base +Onboarding  All other modules | Supplier to propose |  |
| 5 | Warranty Period | 90 days per CAI contract | Phase 3 & Project Closeout + 90 days |  |

The Supplier should provide all deliverables in electronic form, using the software standards (or lower convertible versions) in **Documentation Requirements** listed in section 23 of this SOR.

1. **Travel Expenses** (Check one)**:**

No travel will be required for this engagement

Travel must be included in the total fixed price of the solution

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

Payment made based on successful completion and acceptance of deliverables

All payments, except final payment, are subject to a *(XX)*% holdback

1. **Acceptance Criteria:**

The Project Manager will have five (5*)* days from receipt of the deliverable to provide Supplier with the signed acceptance receipt.

Each deliverable created under this Statement of Work will be delivered to the Authorized User with a Deliverable Acceptance Receipt. This receipt will describe the deliverable and provide the Authorized User with space to indicate if the deliverable is accepted, rejected, or conditionally accepted.  Conditionally Accepted deliverables will contain a list of deficiencies that need to be corrected in order for the deliverable to be accepted by the Authorized User. The Authorized User will then have five (5) days from receipt of the deliverable to provide Supplier with the signed Acceptance Receipt unless an alternative schedule is mutually agreed to between Supplier and the Authorized User in advance.

Once the signed Acceptance Receipt has been received by the Supplier, the Supplier may invoice the Authorized User for the deliverable, less retainage if applicable.

**Final acceptance of services provided under the SOW will be based upon** (Check one):

User Acceptance Test

Acceptance Criteria for this solution will be based on a User Acceptance Test (UAT) designed by Supplier and accepted by Authorized User. The UAT will ensure that all of the functionality required for the solution has been delivered. The Supplier will provide the Authorized User with a detailed test plan and acceptance checklist based on the mutually agreed upon UAT plan. This UAT plan checklist will be incorporated into the SOW.

Final Report

Acceptance criteria for this solution will be based on a final report. In the SOW, Supplier will define the format and content of the report to be provided to Authorized User for final acceptance.

Other (specify**): Production User Acceptance**

* **Production User Acceptance** will be based on the completion and successful deployment of each phase to the production environment. Acceptance of all deliverables will ensure that all of the requirements and functionality required for each deliverable have been successfully delivered. Supplier will provide the Authorized User with a detailed test plan and acceptance check list based on the mutually agreed upon Testing Plan, which will be included as a part of the Supplier’s Project Plan.

1. **Project Roles and Responsibilities:**

|  |  |  |
| --- | --- | --- |
| **Responsibility Matrix** | **Supplier** | **Authorized User** |
| Facilitate identification and coordination of Authorized User resources for requirements elicitation activities |  | 🗸 |
| Provide access to As-Is Documentation |  | 🗸 |
| Create, distribute, and incorporate feedback on documentation as stated in scope of deliverables | 🗸 | 🗸 |
| Infrastructure – Deploy cloud services | Oracle | 🗸 |
| Infrastructure – Set up base configuration | 🗸 | 🗸 |
| Configuration and user provisioning of Microsoft Team Foundation Server (TFS) environment |  | 🗸 |
| Request, configuration and user provisioning of SharePoint Team site |  | 🗸 |
| Supplier COV Account and Network Access |  | 🗸 |
| Project Planning and Management – plan and schedule to deliver agreed up and documented scope of project; support IV&V activities as needed | 🗸 | 🗸 |
| Project Deliverables – as determined by the project plan | 🗸 | 🗸 |
| Documentation | 🗸 | 🗸 |
| Training | 🗸 | 🗸 |
| Production Maintenance and Support |  | 🗸 |
| Problem Tracking | 🗸 | 🗸 |
| Troubleshooting – Oracle Infrastructure | Oracle |  |
| Troubleshooting – Solution | 🗸 |  |
| Facilitate and complete review and sign-off of project deliverables |  | 🗸 |

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

Standard CAI Required Background Check

Agency Specific Background Check – VDOT fingerprinting

1. **Performance Bond** (Check one)**:**

Required for *(XXX)*% of the SOW value

Not Required

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

**Weekly or Bi-weekly Status Update**

* Supplier will provide updates at a **weekly** project team meeting to be scheduled by Authorized User to include status reviews and/or reports describing the release progress, daily/weekly accomplishments, and upcoming tasks for the next period, risks, issues, dependencies, and any other information the Supplier feels is necessary to represent the status of the project.
* Supplier will publish meeting minutes/notes within 1 business day of conclusion of the meeting.

**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 Documentation:**
2. **Training is:**

Required as specified below

Not Required

**Training Requirements:**

* Supplier will provide training to Authorized User to enable the Authorized User project team to participate in configuration and set up of workflows, security, and other features of the system during the implementation.
* Supplier will provide ’train the trainer’ level instruction and documentation to Authorized User groups that explain how each function delivered within the module is used and provide attendees with the fundamental skills necessary to configure, maintain and administer the solutions going forward.
* Delivery of training will occur throughout the duration of the project, and prior to each UAT/Acceptance effort and at the end of the project when all functions have been delivered.

1. **Documentation is:**

Required as specified below

Not Required

Documentation Requirements:

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

|  |  |
| --- | --- |
| **Deliverable Type** | **Format** |
| Manuals, Specifications, Minutes, Weekly Report | Microsoft Office 2010 or compatible |
| Spreadsheets, Figures, Diagrams, Data Models | Microsoft Office 2010 or compatible |
| Presentation | Microsoft Office 2010 or compatible |
| Project Management | Microsoft Office 2010 or compatible |

* The Authorized User’s Internal SharePoint site will be utilized for document management in support of implementation
* Documentation required:
* Configuration documentation for each Module that includes details of base configuration and all additional elements
* Business glossary and data dictionary for all data elements of the VDOT-specific HCM implementation
* Data mapping documentation for legacy data migration
* Business process diagrams for implemented workflows
* User Guide describing use of each function within the module as implemented for VDOT
* System operations guide describing any ongoing maintenance tasks needed to keep the solution operating efficiently
* Scripts or other configuration coding to be kept in Microsoft TFS environment
* Testing scripts to be kept in Microsoft TFS environment
* “Train the trainer” documentation will be provided based on training schedule
* Release note documentation as needed to support incremental delivery as well as final implementation details
* Release documentation indicating what functions are included in each release with a final release document describing all functions included.

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>

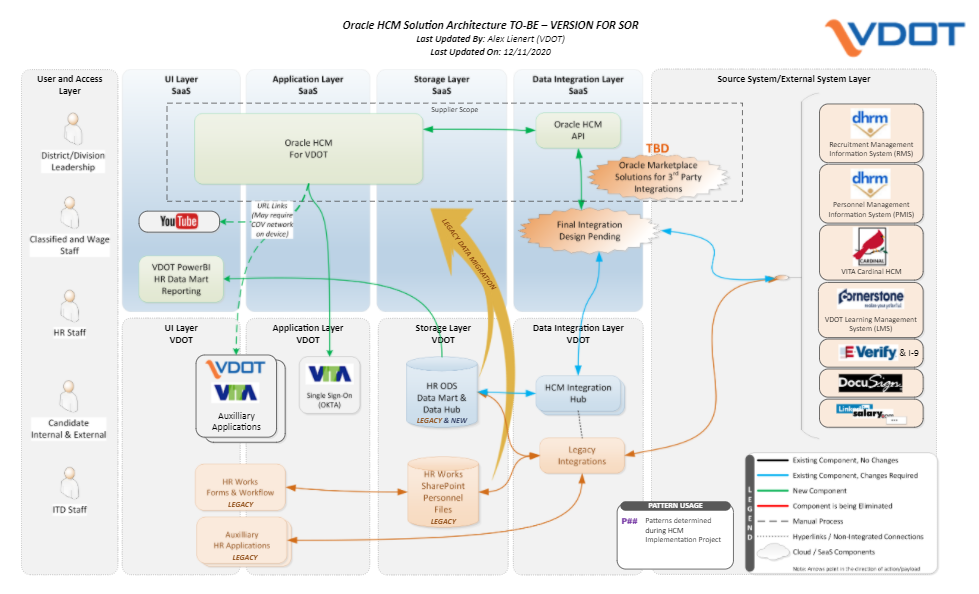
1. **Scheduled Work Hours:**

8:30AM – 5PM EST, Monday through Friday (excluding state holidays)

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

* Facility Access: Out of precaution and for the health and safety of VDOT personnel and supporting partners, VDOT work facilities are open for a limited number of employees due to the unique circumstances surrounding Covid 19. Should access become available for use for Supplier in the future, Supplier will be notified and granted access to the following work location:
  + VDOT Building, 1401 East Broad Street, Richmond, VA

**APPENDIX I: Oracle HCM Solution Architecture TO-BE Diagram**



**Link to .pdf Document:**

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**APPENDIX II: EA-SSOR**

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**Supplemental Statement of Requirements (EA-SSOR)**

**HCM Implementation**

January 15, 2021

1. **Overview**

The Enterprise Architecture Supplemental Statement Requirements (EA-SSOR) is a supplement to the Statement of Requirements (SOR) for supplier delivered software solutions procured by VDOT’s Information Technology Division (ITD). In addition to this EA-SSOR, a zipped folder is attached to the SOR containing Artifact Templates, Examples, & Guidance that are referenced throughout this document.

Except for this Supplement, the SOR Agreement remains unchanged. The validity of all terms and conditions not expressly amended by this Supplement remain unaffected. This Supplement constitutes an integral part of the Agreement, sets forth, together with the Agreement, the entire agreement between the Parties and this Supplement supersedes any conflicts between the documents.

1. **Enterprise Architecture Requirements - Guiding Principles**

**2.1 Compliance**

VDOT is governed by Commonwealth of Virginia (COV) Policy and Standards and administered by the Virginia Information Technology Agency (VITA). Documents below can be found on the VITA site > <https://www.vita.virginia.gov/it-governance/itrm-policies-standards/>

The supplier shall implement a solution that shall comply with:

2.1.1 VITA Information Security Policy SEC519-00

2.1.2 VITA Information Security Standard SEC501

2.1.3 VITA Information Technology Security Audit Standard SEC502-03

2.1.4 COV ITRM Security Policy SEC501-06

2.1.5 Hosted Environment Information Security Standard SEC525 for XaaS Solutions only.

2.1.6 VITA Enterprise Architecture Policies

2.1.6.1 EA-Standard 225-01

2.1.6.2 EA-Standard 225-06

2.1.7 The communication needs of customers with disabilities, as defined by VITA Accessibility Standard GOV103-00. The IT Accessibility Topic Report (GOV103-02) is aligned with the U.S. Access Board’s revised section 508 (accessibility) and includes section 255 (telecommunications) pursuant to the Code of Virginia, § 2.2-2012.

2.1.8 VITA IT Risk Management Standard SEC520-02

2.1.9 Applicable provisions for the Oracle HCM Cloud service as stipulated in the Oracle reseller agreement VA-170130 with VITA, and any of its modifications

**2.2 Enterprise Architecture Patterns**

This section is not applicable as it is a SaaS product implementation.

**2.3 Platforms and Products**

The supplier is authorized to utilize products identified in the SOR for this solution. For other components, the supplier must work within the Enterprise Architecture Repository Management System (EARMS) published catalog of approved and up to date technologies; or submit an Exception Request under the guidance of the assigned VDOT Architect when an adequate technology is not available in the catalog. Examples of additional products that maybe needed are document storage, business intelligence, reporting, 3rd party supplemental products, etc. The supplier can inquire with Authorized User if technologies they propose to be part of the solution are currently included.

**2.4 Identity and Access Management**

2.4.1 The solution shall implement security based on knowledge of and transparency around the individual actor. VDOT is using Active Directory Federated Services tied to the Commonwealth of Virginia user domain (aka COVFS) as its enterprise identity provider. OKTA is the preferred method for the identity gateway.

**2.5 Duplication of Data**

VDOT data is often voluminous and requires quality assurance in support of public safety.

2.5.1 The supplier shall leverage data from the source only, rather than copying the data.

2.5.2 If the solution demands a copy of data from a Source System of Record, the supplier shall submit an Exception Request under the guidance of the assigned VDOT Architect.

**2.6 Encryption**

Data *At Rest* and *In Flight* shall be encrypted*.*

**2.7 Enterprise and Master Data Patterns**

VDOT requires the use of master data when sharing data with other systems. Master data originates and is maintained in the source system of record and should be consumed from the master data repository. This avoids making point-to-point connections between various applications. Data should never be changed or updated outside of its originating system.

2.7.1 The supplier, with the assistance of the assigned VDOT Architect, shall review data sourced from this solution and required by other solutions for identification as Enterprise or Master Data and follow pattern standards.

2.7.2 The supplier shall submit an Exception Request, under the guidance of the assigned VDOT Architect, when they cannot comply with pattern definitions.

**2.8 Point-to-Point Integrations Require an Exception Request**

2.8.1 The supplier shall avoid all point-to-point integrations. Suppliers shall coordinate with the assigned architect for clarification on their proposed solution.

2.8.2 The supplier shall submit a Exception Request under the guidance of the assigned VDOT Architect before opting to utilize a point-to-point integration. Within the Exception Request the supplier shall describe each of the following:

1. The proposed point-to-point integration.
2. The business and/or technical reason(s) justifying the point-to-point integration.
3. All compliant alternatives explored and why they cannot be used.
4. All application components impacted by this proposed integration.

**2.9 Service Oriented Architecture**

This section is not applicable as it is a SaaS product implementation. The supplier implementation is not scoped to develop any services or endpoints beyond what exists out of the box with Oracle HCM Cloud Services.

**2.10. Technology**

The solution provided by the supplier shall meet the following requirements:

**2.10.1 Platforms & Environments**

All solution configuration and subsequent testing shall be performed on the dedicated VDOT non-production environments for the respective Oracle HCM Cloud Service modules. The Oracle HCM production environment shall only host the final, tested, and approved configurations.

**2.10.2 Supportability/Maintainability**

The configured solution provided by the supplier shall not inhibit any out-of-the-box capabilities that facilitate monitoring of users and management of all deployed Oracle HCM Cloud services, including audit and event logging data for historical review.

**2.10.2.1 Web Analytics**

The configured solution provided by the supplier shall not inhibit any out-of-the-box abilities of Oracle HCM for web analytics, such as Google Analytics, which record usage and behavior of the user community both real-time and historically.

**2.10.3 Business Continuity**

2.10.3.1 The configured solution shall retain the out-of-the-box point-of-failure Recovery Point Objective (RPO) and Recovery Time Objective (RTO) as defined under contractual Service Level Agreement (SLA) for the implemented Oracle HCM Cloud Services.

2.10.3.2 The configured solution shall retain the high availability, and redundancy across all environments as defined under the contractual SLA for the implemented Oracle HCM Cloud Services.

2.10.3.3 The configured solution shall retain the out-of-the-box capabilities of the implemented Oracle HCM Cloud services to restore the system to its last consistent state in the event of a system failure.

2.10.3.4 The configured solution shall retain the out-of-the-box failover and load transfer capabilities of the implemented Oracle HCM Cloud services for load balancing and high availability purposes.

2.10.3.5 The configured solution shall include specific Disaster Recovery (DR) steps as supported by the implemented Oracle HCM Cloud services and be built upon any boiler plate DR strategies for the platform.

**2.10.4 Scalability**

2.10.4.1 The configured solution shall retain the out-of-the-box scalable architecture of the implemented Oracle HCM Cloud services to meet demands of increased usage.

2.10.4.2 The configured solution shall retain the out-of-the-box scalability of the implemented Oracle HCM Cloud services supporting an increasing of the customer-base, additional business units, additional service channels, and increasing transaction count volumes.

2.10.4.1 The configured solution provided by the supplier shall retain compliance with requirements for Scalability as applied to Oracle HCM Cloud Services in the Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications.

1. **Functional Requirements**

Please see the main Oracle HCM implementation SOR document for functional requirements and deliverable requirements to the supplier.

1. **Hosted Solution Non-Functional Requirements**

**4.1 Multi-tenancy**

The solution provided by the supplier shall meet the following requirements that apply to the implemented Oracle HCM Cloud services

### 4.1.1 The platform offers an isolated environment per client.

### 4.1.2 The platform does not share data stores with other clients.

## 4.2 Configurability

The solution provided by the supplier shall comply with the requirements for Service Levels and Remedies as applied in the Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications.

## 4.3 Performance

The solution provided by the supplier shall comply with requirements for Service Levels and Remedies as applied in the Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications.

## 4.4 Availability

The solution provided by the supplier shall comply with the requirements for Service Levels and Remedies as applied in the Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications.

### 4.4.1 The implemented solution will continue to function offline in as much as the Oracle HCM Cloud supports it. In the event Internet connectivity is lost, the solution will continue to accept data and synchronize with the cloud service once connection has been restored.

### 4.4.2 The implemented solution does not have any single point of failures in as much as the Oracle HCM Cloud service supports it. The supplier’s implemented solution is hosted at multiple data centers with failover in the event of a disaster or outage in as much as supported by the the Oracle HCM Cloud service supports it.

## 4.5 Auditing

The solution provided by the supplier shall comply with requirements for Auditing as applied in the Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications.

## 4.6 Monitoring

The solution provided by the supplier shall comply with requirements for Monitoring as applied in the Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications.

**5. Application Versioning**

The supplier shall ensure proper versioning of configurations and corresponding version control processes, as supported by the implemented Oracle HCM Cloud services, so that the VDOT users can utilize the process going forward for their respective business-led HCM implementations.

**5.1 External Source Code Control**

For storing versioned configurations as supported by the implemented Oracle HCM Cloud services, supplier will comply with VDOT processes for source code control which utilize the VDOT Team Foundation Services (TFS) repository, participate in configuration reviews within the cadence defined by the project management approach and assisted by the assigned VDOT Architect.

**6 Artifact Delivery**

The supplier shall support the assigned VDOT Architect to deliver the architecture artifacts to the project team and to management, which include the following.

**6.1 Architecture Diagrams to include representations for:**

6.1.1 Ingress and Egress for HCM

6.1.2 Storage components and data containers

6.1.3 Implemented Modules and interactions between them

6.1.4 Context-level integration to VDOT components

**6.2 Documentation**

6.2.1 Capacity limits, throughputs and other technical details for components

6.2.2 Specifications for APIs, Service endpoints, etc.

6.2.3 Data definitions used for integration schemas and for legacy data conversion

**6.3 Design Decisions**

As the supplier and VDOT Architect work through design decisions reflected in documents, any decision that was controversial, had multiple options considered, or required escalation to resolve are documented in the Architecture Design Decision document.

**7. Data Requirements**

This section is not applicable as it is a SaaS product implementation without any customizations with respect to data storage and integrations.

**8. Security Requirements**

Any unauthorized release of Authorized User’s proprietary information by the Supplier or an employee or agent of Supplier shall constitute a breach of the SOW.

Supplier shall comply with all security requirements in the Oracle reseller agreement VA-170130 between VITA and Mythics, and any of its modifications, and this SOW.