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| **CONTRACT NUMBER VA-130620-CAI** **STATEMENT OF REQUIREMENTS (SOR)** **SOR # SCC-200427-01-CAI**  ***SCC Clerk’s Office***  ***Communication Plan Implementation and Process Improvement Support*** |

1. **Date:** April 27, 2020
2. **Authorized User**: Virginia State Corporation Commission (SCC)
3. **Authorized User Contact Information:**

Mary Lou Bulger, Procurement Manager

State Corporation Commission

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1. **Solicitation Schedule:**

|  |  |
| --- | --- |
| **Event** | **Date** |
| Release SOR | April 27, 2020 |
| Supplier Response Due | May 1, 2020 |
| Award Decision | May 8, 2020 |
| Estimated Project Start Date | May 11, 2020 |

1. **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 fulfillment of agency requirements and its effective utilization of Supplier and SCC resources.

Supplier’s response will also be evaluated to the extent which it demonstrates:

### Plans/methodology/approach to providing the requested services, including ability to deliver services within specified timeframe

* Demonstrated experience, qualifications, ability and expertise of Supplier in providing the requested services; resumes of any newly assigned personnel must be provided
* Total solution cost

1. **Project/Service:**

The SCC seeks a Supplier to 1) assist with implementation of the CIS External Communication Plan and 2) provide process improvement support to the Clerk’s Office.

Detailed description of requested services is presented in the “Scope of Work” section of this document.

1. **Specialty Area(s):**

|  |  |
| --- | --- |
| 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:**

*Communication Plan Implementation*

The SCC seeks assistance in implementing the CIS External Communication Plan developed by CapTech under a previous engagement to include:

* Ensuring that recommendations are being implemented
* Assessing results and impact and conducting user survey; adjusting the plan as needed
* Updating content and developing new communications for changes to PINs

*Process Improvement Support*

The SCC requires assistance in assessing additional pain points and opportunities for improvement in the Clerk’s Office.

* Communications and user guides developed in March 2020 have helped address known issues in Q1
* Need to develop a new list of top issues and assess what changes will make the biggest impact on issue resolution
* Results will inform next steps regarding internal process recommendations, scripts and resources for Contact Center agents, additional user communications, etc.

1. **Scope of Work and Deliverables:**

Authorized User requires Supplier to provide the services as described in this section.

The minimum required milestones and deliverables, and the estimated completion date for each deliverable, are listed in the following table. The table includes the SCC’s assessment of necessary deliverables, however, the SCC will consider alternative or additional deliverables proposed and specifically described by Supplier.

|  |  |  |
| --- | --- | --- |
| Description | Activities | Deliverables and Estimated Completion Date |
| Communication Plan | **Help Site Edits & How-To Guides**   * Update existing content and guides based on removal of PINs   **Tactical Outreach**   * Revisit the communication plan from 3/13/20 and update * Updated communication recommendations for restoring PINs and transitioning away from paper interactions   **Physical Mailings**   * Draft new physical mailings for business owners * Draft updated physical mailings sent by vendors as part of “business as usual”   **Survey**   * Develop, conduct, and analyze results for a survey to capture feedback from external users | * Help Site Edits & How-To Guides updates * Updated Communication Plan * Final versions of Social Media posts and Emails to external users * Final versions of New Physical Mailings * Final versions of Updated Physical Mailings * External User Survey * Report of survey analysis |
| Process Improvement Support | **Contact Center Scripts & User Manuals**   * Review and update scripts and guides used by the Contact Center agents   **Current State Assessment**   * Review process and backlog of business document processing by the Clerk’s Office staff * Assess factors impacting performance (e.g. system issues, internal communication, processing workflows, etc.) * Identify and prioritize changes to improve productivity and successful completion of tasks   **Develop Action Plans for Execution**   * Propose and evaluate potential changes for implementation * Execute action plans where possible and transition any additional items as needed | * Updated Scripts and Guides for Contact Center Agents * Gap & Opportunity Analysis, including prioritized listing of changes * Execution of changes identified in Opportunity Analysis (up to 5) * Action Plans for further implementation of identified changes (up to 5) |
| Management of Deliverables, Schedules, and Resourcing | Define specific frequency and cadence of delivering results that may be assessed by the SCC on a stand-alone basis   1. Report status and provide associated status reports to the SCC CIS Replacement project manager on a weekly basis 2. Use SCC specified tools to record and communicate/display project progress and tasks (including but not limited to SharePoint) | 1. Weekly Status Reports (on-going) 2. Documented Risks and Issues (on-going) |

1. **Period of Performance:**

Implementation of the scope of work will occur within 12 months of execution of this SOW.

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

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

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

Authorized User’s and/or

Supplier’s Location

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

The roles listed in the table below represent the minimum Supplier personnel requirements for this engagement. PLEASE NOTE: This chart lists the roles required for the project but does not necessarily indicate number of resources are required. Authorized User recognizes that Supplier resources could potentially cover more than one role; Supplier should propose the adequate number of resources based on their knowledge and experience in delivering these services. Authorized User does not require a dedicated project manager.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Key Personnel (Y/N)** | **Years of Experience** | **Certifications** | **References Required (Y/N)** |
| Process Improvement Analyst | Y | 5 |  | Y, for newly assigned only |
| Organizational Change Management Analyst | Y | 5 |  | Y, for newly assigned only |

In addition to the standard industry experience expected of these roles, Supplier must demonstrate the following specific experience:

* Proven in-depth knowledge of and experience in change management principles, methodologies, and tools
* Experience in Stakeholder and Communication Management, including experience working across organizational boundaries and with diverse stakeholders
* Exceptional verbal and written communication skills
* Meticulous attention to detail, skilled in providing documentation for end-users, ability to balance multiple tasks simultaneously, and ability to work both independently and in a team environment
* Ability to establish achievable deadlines and manage time effectively
* Knowledge and experience in MS Office Suite and SharePoint

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 Manager | Provides project management oversight | As Needed |
| Business Lead | Provides assistance with stakeholder engagement, project planning and strategy | As Needed |
| Agency Staff | Provide information and review deliverables | 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. In addition, interdependencies between deliverables are noted for deliverables that have no stand-alone value or functionality. Such interdependencies will allow the Authorized User to seek recovery of amounts paid for previously accepted deliverables if the Supplier fails to deliver subsequent deliverables that meet the requirements.

| **#** | **Milestone**  **Event(s)** | **Deliverable(s)** | **Estimated Completion Date** | **Interdependent Deliverable(s)** |
| --- | --- | --- | --- | --- |
| 1 | Help Site Edits & How-To Guides Complete | Help Site Edits & Revised How-To Guides | Supplier to propose | NA |
| 2 | Tactical Outreach Complete | Updated Communication Plan  Final versions of Social Media posts and Emails to external users | Supplier to propose | NA |
| 3 | Physical Mailings | Final versions of New Physical Mailings  Final versions of Updated Physical Mailings | Supplier to propose | NA |
| 4 | Survey | External User Survey  Report of survey analysis | Supplier to propose | NA |
| 5 | Contact Center Scripts & User Manuals | Updated Scripts and Guides for Contact Center Agents | Supplier to propose | NA |
| 6 | Current State Assessment | Gap & Opportunity Analysis, including prioritized listing of changes | Supplier to propose | NA |
| 7 | Develop Action Plans for Execution | Execution of changes identified in Opportunity Analysis (up to 5)  Action Plans for further implementation of identified changes (up to 5) | Supplier to propose | NA |

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

|  |  |
| --- | --- |
| Deliverable Type | Format |
| Status Reports | Approved by the SCC |
| Spreadsheets | MS Office |
| Presentations | MS PowerPoint |

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

Travel should be invoiced separately (with prior Authorized User approval). Supplier should provide estimate of total travel expenses in their SOW response.

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:**

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): Acceptance of deliverables by Authorized User

Prior to commencement of performance, acceptance criteria will be developed by the Authorized User for each deliverable. Acceptance criteria shall include that the deliverable (i) is in a format and has, minimally, the content required by the SCC, (ii) satisfies all associated requirements; and (iii) accomplishes the purposes for which the document is intended. Additional acceptance criteria will be included as appropriate.

1. **Project Roles and Responsibilities:**

| **Responsibility Matrix** | **Supplier** | **Authorized User** |
| --- | --- | --- |
| Develop deliverables |  |  |
| Review and provide feedback on deliverables |  |  |
| Revise and finalize deliverables |  |  |
| Approve deliverables |  |  |
| Execute deliverable activities | ✓ |  |
| Manage the project |  | ✓ |

1. **Criminal Background Checks and Other Security Requirements:**

*YES*

*NO*

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

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

Not Required

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 schedule; 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

Project will be funded with federal ARRA funds

No federal funds or ARRA funds will be used for this project

1. **Training and Documentation:**
2. **Training is:**

Required as specified below

Not Required

1. **Documentation is:**

Required as specified in Section 10

Not Required

1. **Additional Terms and Conditions:**

The services to be provided are not subject to any additional provisions.

**Scheduled Work Hours:**

Authorized User’s location work hours arebetween 8:15 AM and 5:00 PM, Monday through Friday, except on State holidays.

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

Authorized User will provide office space and use of copier and other equipment, meeting space, projector, projection screen, and contractor badges for building access as required. Authorized User will supply SCC-owned laptops if access to the SCC network is required. Supplier will use own equipment not listed above.