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| STATEMENT OF REQUIREMENTS (SOR) **SOR # TOD-211215-01-CAI**  **TOD Operations and Maintenance Support Services** |

# Date: December 15, 2021

# Authorized User: Town of Dumfries, Virginia (Dumfries)

# Authorized User Contact Information:

Keith Rogers Jr.

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# Solicitation Schedule:

|  |  |
| --- | --- |
| Event | Date |
| Release SOR | 12/15/2021 |
| Supplier Response Due | 12/17/2021 |
| Award Decision | 12/24/2021 |
| Estimated Project Start Date | 01/01/2022 |

# 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 agency requirements, its applicability to the Commonwealth Agency’s environment, and its effective utilization of Supplier and Commonwealth resources.

# Project/Services:

TOD Operations and Maintenance Support Services

# Specialty Area: (Check)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Application Development |  | X | IT Infrastructure |

# Contract Type

|  |  |  |
| --- | --- | --- |
| X | Hybrid Model | Based Fixed Monthly Fee with Optional T&M (Hourly) Component |

# Introduction:

**Support Overview**

The Town requires an experienced, professional information technology support organization to manage the critical infrastructure needed in support of the Town’s mission. The following paragraphs provide details relating to the needed services.

**Current State**

The current state of the Town’s Administrative and Police Departments’ IT infrastructures is that of aging equipment, poor cybersecurity posture, inadequate peripheral equipment and storage, lack of proper mobile communications architecture along with inadequate internet access to properly serve the Town and its citizens.

**Business Need**

Dumfries’ goals and objectives are to improve the work environment and citizen services through enhanced operation and maintenance of the Town’s technology infrastructure. Accordingly, the town requires a high-level of ongoing managed services and a vision strategy to improve the Town’s technology infrastructure which is fundamental to providing leadership and staff the tools to be efficient and effective.

**Project Management and Organizational Structure**

Management of the project will be the responsibility of the Town Manager

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 (Check One)**

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.

| **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 * 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 and analyze system health * Review and support Town WiFi infrastructure * Schedule needed system updates (upgrades, patches, etc.) * Related local, state, and federal compliance support |
|  | 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 |
|  | Monthly Operational and Management Reporting |

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

* 160 Labor Hours for onsite/offsite support

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

Minor enhancements are defined as:

* Software application version upgrades
* New software installations
* Hardware and peripheral upgrades (existing equipment)
* Replacement of non-functioning hardware and peripherals
* Town WiFi performance updates

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

* Core hours of support: 8:00 am to 5:00pm Monday through Friday, excluding Town observed holidays
* Core off-hours support: 5:00 pm through 8:00 am Monday through Sunday, including Town Observed holidays.

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

Observe the practices established in the following:

* Industry best practices
* National Institutes of Standards and Technology relating to Cybersecurity

**Base Level Support: Deliverables**

| **Deliverable Name** | **Definition** | **Acceptance Criteria** |
| --- | --- | --- |
| Town IT Architecture | Documentation describing the IT infrastructure of the Administrative Departments | Town Acceptance Signoff |
| Police Dept. IT Architecture | Documentation describing the IT infrastructure of the Police Department | Town Acceptance Signoff |
| Monthly Report | Description of MSP activities from previous month and plan for future month. | Town Acceptance Signoff |
| Software | Required software upgrades consistent with regular MSP support | Test observation and Town Acceptance Signoff |
| Hardware | Required hardware upgrades consistent with regular MSP support | Test observation and Town Acceptance Signoff |
| Asset Inventory | Keep Inventory of all computer, telephone & cell equipment | Town Acceptance Signoff |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Response Time** | **Time to Resolution** | **Definition** |
| 1 | One (1) business hour from initial contact | As quickly as possible; normally no more than four (4) hours, from initial contact | A mission critical system/service is down/unavailable and no work around is available |
| 2 | One (1) business hour from initial contact | As quickly as possible; normally no more than one (1) business day, from initial contact | A mission critical system/service is down/unavailable, but a work around is available or the system is working slowly/partially |
| 3 | One (1) business day from initial contact | One (1) business day, from the initial contact | A task, service, or individual is impacted and no work around is available |
| 4 | One (1) business day from initial contact | A mutually agreed upon schedule as dictated by current workload and available staff, in coordination with client. | Service requests with minimal or no impact to operations such as: onboarding new equipment, installing new software, etc. |

**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. |
| X | Authorized User requires additional T&M support services as defined below |

**Scope of T&M Services:**

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.

* Website Consulting
* Website Development
* Audio Visual Support for Town Meetings
* Minor solutions for new requirements
* Major infrastructure enhancements
* Emergency deployments

**Documentation Requirements for T&M Services**

Documentation requirements are the same as the base level of support, in addition to the list below:

* Project Plan/Schedule

# Period of Performance

The period of performance for application operations and maintenance services shall be 1 *year.* The Authorized User may elect to extend the services for additional 1-year 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 exceed five percent (5%) of the base price of the original SOW.

# Place of Performance: (Check One)

|  |  |
| --- | --- |
|  | Supplier Location |
| X | Authorized User and/or Supplier’s Location |

Supplier is required to be at the Authorized User’s location for any task that cannot be performed remotely. Examples are, but not limited to meetings, installations, infrastructure problem resolution.

# Project Staffing

## Supplier Personnel:

|  |  |
| --- | --- |
| X | 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** | **Technology**  **Skills Required** | **Years of**  **Experience** | **Certifications**  **Required** | **References Required**  **(Y/N)** |
| Project  Manager | Management of large technology projects | 20 | Not Required | N |
| System  Administrator | Network and server administration | 10 | SysAdmin-Related | N |
| Network  Engineer | Designing and implementing network architectures | 15 |  | N |
| Hardware  Engineer | Repair and provisioning hardware | 15 | A+ or Equivalent | N |
| Cyber  Engineer | Understanding of cybersecurity tools, standards, and issue resolution | 15 | Cyber-Related | N |

\*Authorized User shall be notified in writing of any staff changes.

|  |  |
| --- | --- |
|  | 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 SOW. Supplier shall provide resumes for all proposed personnel. |

## Authorized User Staff

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

|  |  |  |
| --- | --- | --- |
| **Role** | **Description** | **% Project Availability** |
| Project Manager | Primary management responsibility for project tasks/schedule and deliverable acceptance | 10% |

# Milestones and Deliverables:

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

| **ID** | **Milestone**  **Event(s)** | **Deliverable(s)** | **Estimated Completion Date** |
| --- | --- | --- | --- |
| 1 | Monthly Report | Base-Level Task Status | 10th of each month for prior month |
| 2 | T&M Report | Status of T&M Projects | Weekly for the duration of the project |

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

|  |  |
| --- | --- |
| **Deliverable Type** | **Format** |
| Monthly Report | Portable Document Format or Microsoft Word |
| T&M Report | Portable Document Format or Microsoft Word |

# Travel Expenses: (Check one)

No travel will be required for this engagement

Travel must be included in the total fixed price of the base level support

# Payment: (Check all that apply)

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.

# Acceptance Criteria:

The Authorized User Project Manager will have five (5) business days from receipt of the 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.

# Project Roles and Responsibilities:

| **Responsibility Matrix** | **Supplier** | **Authorized User** |
| --- | --- | --- |
| Project Management | X | X |
| Report Preparation and Deliveries | X |  |
| Report Acceptance |  | X |
| Invoicing Preparation | X |  |
| Invoice Acceptance and Payment |  | X |
| Planning Meetings | X | X |
| Purchase Recommendation | X |  |
| Purchase Approval |  | X |

# Criminal Background Checks and Other Security Requirements:

Supplier shall adhere to all of VITA’s standard security requirements, which can be referenced at: [https://www.vita.virginia.gov/it-governance/itrm-policies-standards/](file:///C:\Users\tuw93671\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\8TYRKUXN\~ce_2bb08f4cd8384d60a%20(2).xls) or a successor URL(s).

Criminal Background Checks Required?

YES

NO

# Reporting: (Check all that are required)

**Weekly or Bi-weekly Status Update**

The weekly/bi-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)**

Monthly 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.

# Federal Funds (Check one):

Project will be funded with federal grant money

No federal funds will be used for this project

# Training and Knowledge Transfer

Knowledge Transfer is required of Supplier.

# 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 Supplier must agree to comply with the requirements of Governor Northam’s Executive Directive 18, “Ensuring a Safe Workplace” and the Supplemental Contractor Guidelines regarding COVID vaccination and masking requirements. The Directive and Guidance can be reviewed at the following links:

**ED#18**: <https://www.governor.virginia.gov/media/governorvirginiagov/executive-actions/ED-18-Ensuring-a-Safe-Work-Place.pdf>

**Interim Guidance**: <https://www.dhrm.virginia.gov/docs/default-source/covid-19/interim-guidance-on-ed-18-contract-workers-8-13-21-final.pdf>

# Scheduled Work Hours:

Supplier must coordinate building access for any efforts requiring access outside of standard business hours.

# Facility and equipment to be provided by Dumfries:

No facility and/or equipment is currently anticipated.