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| **STATEMENT OF REQUIREMENTS (SOR)** **SOR # VDH-230824-01-CAI**  **OLC Provider Licensing Solution Operations and Maintenance Support Services** |

1. **Date:** August 24, 2023
2. **Authorized User**: Virginia Department of Health Office of Licensure & Certification
3. **Authorized User Contact Information:**

Sharon Michaux | IT Portfolio Manager

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1. **Solicitation Schedule:**

|  |  |
| --- | --- |
| **Event** | **Date** |
| Release SOR | (*08/25/2023*) |
| Supplier Response Due | (*08/28/2023)* |
| Award Decision | (*08/28/2023*) |
| Estimated Project Start Date | (*09/01/2023*) |

1. **Proposal Evaluation**

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

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

1. **Project/Service: OLC Provider Licensing Solution Operations and Maintenance Support Services**

The current quote is to initiate Application Support and add Professional Services to the existing Virginia Department of Health (VDH) Office of Licensure & Certification (OLC) provider licensing solution.

The support or “Professional Services” will assist the OLC team in both routine maintenance of the non-production and production SaaS environments as well as with configuration, enhancement, and extension of the licensing solution as OLC continues to expand its capabilities and services to providers.

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

Application Development  IT Infrastructure

1. **Contract Type:**

☒ Hybrid Model: Base Fixed Monthly Fee with T&M (Hourly) Component for application enhancements. Supplier to show breakdown of base support + remaining T&M pricing, which in total are not to exceed $250,000.

1. **Introduction:**

**Support Overview**

The overall purpose of this SOR is to provide OLC

* Base Application Support and Maintenance for the Salesforce based Provider Licensing Application as specified in Section 10 Part A
* A set amount of discretionary service hours for enhancements to the Salesforce based Provider Licensing Application. Supplier to show breakdown of base support + remaining T&M pricing, which in total are not to exceed $250,000

Support and Maintenance Services will include the following:

* Support for a period of 12 Months upon receiving executed Purchase Order
* OLC will have access to Supplier’s Salesforce trained staff. The staff needed for each request (base or T&M) will be determined the type of effort
* Supplier will provide an online portal for logging and tracking professional services work requests
* Active monitoring of the performance of the Salesforce system
* Supplier team will monitor logs and data to ensure stable functioning system
* Respond to Authorized User queries directed to Supplier
* Create and provide Knowledge Articles for work that can be managed by OLC/VDH administrator

**Current State**

Currently OLC support and maintenance is being provided by Incapsulate using the VITA Salesforce Support Contract

**Business Need**

This support is necessary to maintain that the OLC Provider Licensing solution stays active. Additionally, OLC is looking for T&M hours to help with any enhancements or modifications to the system as deemed necessary throughout the 12 month period. Supplier to show breakdown of base support + remaining T&M pricing, which in total are not to exceed $250,000

**Project Management and Organizational Structure**

OLC would like to maintain the current management and oversight structure that is currently supporting and maintaining the Salesforce based Provider Licensing Application

1. **Scope of Work:**

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

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

The Supplier will perform recurring support activities as outlined in the chart below. These activities will define the base level operations and maintenance support which will be provided by the Supplier for a fixed monthly fee over the entire period of performance. The fixed monthly fee is based upon the base support. Please note that the T&M hours will be billed as utilized.

|  |  |
| --- | --- |
| Select Services Requested | Services Description |
| X | Level 1 Application Help Desk Support   * Authorized User Support via Portal * Application Level Security Administration (Add/Disable access for system users) * Authorized User Help and Training * Authorized User guidance on frequently used resolutions or work around |
| X | Level 2 Application Help Desk Support   * Request type identification, classification, and prioritization * Problem identification * Problem resolution coordination |
| X | System Level:   * Period log file clean up * Disaster Recovery restoration * Monitoring of system performance * Minor system upgrades due to fixes or end of life (EOL) issues * Process and system documentation * Review, analyze system health * Schedule needed system updates (upgrades, patches, etc.) |
| X | 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 |
| X | Release Management |
| X | Data Maintenance   * Update data to correct data issues caused by application defects |
| X | Operational and Management Reporting |
| ☐ | Other: *Define other base support activities* |

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

83 hours a month or 1000 hours annually.

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

No minor enhancements are covered under base level support.

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

Core hours for base level Support and Maintenance will be in alignment with OLC standard business hours 9am to 5pm est Monday through Friday excluding holidays.

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

Supplier will follow Agency Standard Processes and Standards

**Base Level Support: Deliverables**

|  |  |  |
| --- | --- | --- |
| **Deliverable Name** | **Annual Frequency** | **Definition and Acceptance Criteria** |
| Environment & Sandbox Management | 2 | Per Environment - Create, Update and Refresh configuration for Sandboxes. |
| Deployment of Salesforce Releases | 3 | In alignment with the Salesforce Release |
| Bug Fix Support Services for OLC Provider Licensing application | NA | Following items are included in the Bug Fix Support   * Triage bugs submitted to Incapsulate. * Provide a break fix. * Work with VITA and Salesforce to resolve User Access or Platform Related Issues   Note: Does not include any application enhancements |

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

Supplier SLA’s and severity types are defined in the table below. Following the table the Salesforce Premier Support SLA that comes with the Salesforce license is defined.

| **Severity Level (Title)** | **Description** | **Response / Resolution Approach**  **Service Level Agreement (SLA)** |
| --- | --- | --- |
| Level 1  (Significant) | Causes failure of the system resulting in the inability to perform essential, customer-focused tasks, and/or unrecoverable loss of critical data No workarounds exist. | During normal business hours.  Initial response within 4 hours |
| Level 2  (Moderate) | Results in reduced functionality essential for successful operations. A work around exists but its sustained use is unsatisfactory. | During normal business hours.  Initial response within 24 hours |
| Level 3  (Minor) | Results in reduced functionality for non-critical aspects of the system. A work around exists. | During normal business hours.  Initial response within 48 hours |

The Salesforce Premier+ Success Plan provides priority case routing, 1-hour response time for critical issues, 24x7 phone support, unlimited usage of our entire online course library, and access to a team of expert Salesforce administrators. Benefits of the Premier+ Success Plan include:

* 24x7 toll-free phone support
* Priority case queuing and routing
* Quick initial 1-hour response time for critical issues
* On-demand training for administrators, developers, and end users via Trailhead
* Access to our pool of Salesforce Certified Administrators who can configure and maintain your Salesforce edition
* Access to a library of more than 90 Premier Accelerators (1-on-1 coaching sessions with Salesforce experts help you take advantage of key Salesforce capabilities)
* Around-the-clock access to an online, searchable knowledge base, with answers to the most commonly asked support questions
* Ability to ask questions and get answers from the Success Community, a thriving hub of Salesforce partners, experts, and customers
* Access to Success Managers that are product and market experts who assist with Salesforce product adoption and utilization
* Ability to boost productivity with Premier Apps - apps are developed, supported, and maintained by Salesforce to help you automate key features, find the right answers, reduce support cases, and get the most out of Salesforce
* Access to Circle of Success interactive group discussions to learn best practices or troubleshoot situations with peers
* Developer Support
* Certification Prep Courses and certification practice exam access
* Premier Success Review to measure usage and trends
* More than 100 administrative services
* Ability to participate in exclusive events where you can learn best practices and strategies with Salesforce experts

For the Premier+ Success plan terms and conditions, please see:

Support cases submitted online will be automatically routed to a team of Qualified US Citizens. Telephone support is also available in English, 24 hours a day, seven days a week, however calls for support received via telephone will be initially responded to by individuals who may not be Qualified US Citizens and who may be located outside the United States. These individuals will then route cases to a team of Qualified US Citizens. Support cases submitted via Chat will not be responded to by Qualified US Citizens. All other personnel, including Customer Success Managers, Success Account Managers, Customer Success Technologists and any other personnel engaged in customer success roles and providing customer success services (collectively referred to as "Success Representatives") may not be Qualified US Citizens and will not have access to Customer Data unless Customer provides such personnel a User ID or otherwise enables the sharing of Customer Data with such personnel.

**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.

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

**Scope of T&M Services:**

The scope of the T&M Services of this SOR is to provide OLC

* Access to Supplier Development Team (Architects, Business Analysts, Admin, Developers etc) for enhancement requests
* A Level of Effort (LOE) Estimate for enhancements
* Application enhancements and modifications

After OLC Reviews and Approves the LOE, Supplier will provide OLC

* Configurations related to the Approved Enhancements
* Customizations as defined in the LOE
* At the discretion of VDH, application enhancements, to include requirements gathering, development, test, and deployment activities.

**Documentation Requirements for O&M/T&M Services**

The table below defines the documentation required to be delivered for O&M/T&M services. The materials in each report will differ depending on whether the service is for base support (O&M), or enhancements/modifications (T&M).

|  |  |
| --- | --- |
| **Name** | **Cadence** |
| Ticket Summary | Bi-Weekly |
| Root Cause Analysis for Bug Fix | Ad Hoc |
| Project Plans for material enhancement requests | Ad Hoc |
| Requirements Traceability Matrix | Ad Hoc |
| Training & UAT Support Plan | Ad Hoc |
| Deployment and Go Live Plan | Ad Hoc |

1. **Period of Performance:**

The period of performance for application operations and maintenance services shall be 12 months*.* The Authorized User may elect to extend the services for additional 12 month periods, but the total maximum term for a SOW and any extensions thereto may not exceed three years.  The price of the fixed monthly fee for the base level services for the renewal period shall not increase by more than five percent (5%) over the base price of the original SOW.

The support and maintenance will start September 1, 2023 with a 12 month term ending on August 31, 2024. Assuming purchase order is received by 9/1/2023. If not, the 12 month period will begin upon receipt of PO.

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

☐ Authorized User’s Location

☐ Supplier’s Location

X Authorized User’s and/or See below explanation

Supplier’s Location

Application Support will be provided 100% remotely

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

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** | **Technical**  **Skills Required** | **Years of Experience** | **Certifications**  **Required** | **References Required**  **(Y/N)** |
| Project Manager | Y | 5+ | N/A | N |
| Technical Architect | Y | 5+ | Relevant Salesforce | N |
| Administrator | Y | 1-3 | Relevant Salesforce | N |
| Engineer | Y | 3-5 | Relevant Salesforce | N |
| Business Systems Analyst | Y | 3-5 | Relevant Salesforce | 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.

|  |  |  |
| --- | --- | --- |
|  | **Description** | **% Project Availability** |
| Technical Lead | Primary POC between Authorized User and Supplier | 10% |
| Subject Matter Experts | Provide business knowledge and expertise | 10% |

1. **Milestones and Deliverables:**

| The minimum required milestones and deliverables, and the estimated completion date for each deliverable, are listed in the following table. **#** | **Milestone**  **Event(s)** | **Deliverable(s)** | **Estimated Completion Date** |
| --- | --- | --- | --- |
| 1 | September 2023 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | September 30, 2023 |
| 2 | October 2023 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | October 31, 2023 |
| 3 | November 2023 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | November 30, 2023 |
| 4 | December 2023 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | December 31, 2023 |
| 5 | January 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | January 31, 2024 |
| 6 | February 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | February 29, 2024 |
| 7 | March 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | March 31, 2024 |
| 8 | April 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | April 30, 2024 |
| 9 | May 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | May 31, 2024 |
| 10 | June 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | June 30, 2024 |
| 11 | July 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | July 31, 2024 |
| 12 | August 2024 O&M Support | * Bi-Weekly Report detailing list of open tickets and status * Monthly project status report * Root cause analysis documentation as required * Release notes of configuration changes * Monthly report tracking billable hours and tasks | August 31, 2024 |

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

|  |  |
| --- | --- |
| **Deliverable Type** | **Format** |
| Text Document | Microsoft Word |
| Spreadsheets | Microsoft Excel |
| Presentation | Microsoft PowerPoint/Visio |
| Project Management | Microsoft Project |

Please note that Milestones and Deliverables for enhancements & modifications will be defined as part of the Time and Material Enhancements Level of Effort Estimate.

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

X No travel will be required for this engagement

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

1. **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.

1. **Acceptance Criteria:**

The Authorized User Project Manager will have 10 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.

For T&M work, the Acceptance Criteria for this solution will be based on a Requirements Traceability Matrix (RTM) designed by Supplier and Authorized User and accepted by the Authorized User. Supplier will follow proper UAT practices and will ensure all functionality required for the solution has been delivered. If additional requirements outside of the RTM come from the Authorized User during UAT those will be moved into the backlog and require additional T&M. The Supplier will provide the Authorized User with a test plan and acceptance checklist based on the mutually developed and agreed upon UAT plan.

Service(s) shall be deemed accepted when the Authorized User determines that such Service(s) meets the Requirements set forth in this SOW. If applicable, Supplier shall be responsible for ensuring that any individual Deliverable functions properly with any other Related Deliverable provided pursuant to the same SOW. Should a previously Accepted Deliverable require further modification in order to work properly with any other Related Deliverable, Supplier shall be responsible for all costs associated with such modification.

The warranty period shall be 90 days from Acceptance of the Deliverable related only to that particular enhancement requested within that period.

1. **Project Roles and Responsibilities:**

The table below defines the Roles and Responsibilities for Supplier and Authorized User (OLC)

| **Responsibility Matrix** | **Authorized User** | **Supplier** |
| --- | --- | --- |
| Support Discovery/Alignment Sessions | X |  |
| Support the RTM Effort | X |  |
| Provide access to subject matter experts | X |  |
| Lead Discovery/Alignment Sessions |  | X |
| Provide Requirements Traceability Matrix (RTM) |  | X |
| Provide Required Document |  | X |
| Configure/Develop Approved Enhancements |  | X |
| Training/Knowledge Base Articles |  | X |

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

*☒* Standard CAI Required Background Check

*☐* Agency Specific Background Check

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

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

X **Monthly Status Update**

The 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.

☐ **Other(s)** (Specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

☐ Project will be funded with federal grant money

X No federal funds will be used for this project

1. **Training and Knowledge Transfer**

Provide Training and Knowledge Transfer as defined below

* Provide Train the Trainer Training for functionality delivered
* Provide UAT Training
* Provide System Admin Training
* Provide Knowledge base articles (For example, any Knowledge Base articles related to payment integration)

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:**

Work will be delivered 100% remotely during normal business hours

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

No equipment will be provided by the Authorized User. However, Authorized User will provide Supplier with COV accounts.