

DEPARTMENT OVERVIEW AND GUIDANCE
for
IT STRATEGIC SERVICES CONTRACT AWARD 18PSX0087
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Contractor shall provide information technology (IT) Services in the areas of high level management and advisory consulting, strategic advice and planning, and such other areas related to IT. Pricing may be hourly or fixed price and must be based on the maximum hourly rates set forth in Exhibit B. If fixed price, the invoice must still show a breakdown of hours, hourly rates, and position title(s). This contract does not provide software, hardware or programming services (or deliverables/services covered under various other contracts). The following list includes, but is not limited to, Deliverables or Services the Contractor shall Perform under this Contract:

IT Research: Market analysis; business improvement through value discovery; performance management options, performance metrics, or benchmarking.

IT Strategy: IT innovation, strategy and alignment; effectiveness and cost reduction; enterprise architecture planning and management; and IT outsourcing advisory; strength, weakness, opportunity and threat (SWOT) assessments.

Business Integration and Optimization: IT portfolio, program and project management; business process management, service oriented architecture (SOA) and integration; business operations & process transformation; re-engineering, and performance tuning.

Information Management: Business intelligence, enterprise content management, enterprise master data management, data integration services, and web channels solution; data warehousing.

Solution Development: Advisory services as related to design, technical architecture, testing, and deployment; provide assistance for drafting IT strategy; setup or operate Project Management Office board for projects; advise on development (such as .Net, Java J2EE, PHP, XML or XBRL).

Extended Delivery (XD): Consulting services focused on technological dimension and strategy; operations & performance improvement.

Services and Solutions: Disposition for IT applications and assets, in terms of retention, application phase-out, efficiency, cost effectiveness; streamlining, managing, and maximizing all systems, applications and platforms

Return on Investment Analysis: Legacy modernization; technical architecture definition; product management.

Departments must provide the same Statement of Work to multiple Contractors to determine the best solution to meet their needs. Upon determination of Contractor, and prior to start of work, Departments must issue an ITD-10 request through CORE after determining the Contractor/consultant. The Department shall designate a Project Administrator, who shall have the authority to act for the Department under this Contract for any Deliverables.

SOWs for Services will be submitted in writing from the Department to the Contractor. The SOW will set forth the Department's required Deliverables, and will include, as applicable, expected outcome, reports, written summaries, recommendations, diagrams and timeframe for IT Strategic Services. Alterations to the SOW regarding position title, level of experience, or responsibilities of the Contractor Personnel are not allowed. A new SOW must be submitted and approved by all parties.

The SOW between the Contractor and the Department will at a minimum set forth the following:

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1. Identify the Deliverables and Services to be Performed by Contractor Personnel;
2. Identify the level of confidentiality of the data (public records, personally identifiable information, none, both)
3. Set forth detailed requirements to be Performed by Contractor Personnel;
4. Set forth the timeframe within which the Contractor Personnel is to Perform;
5. Disclose for State CIO review and approval, the use of subcontractors, if any;
6. Specify Contractor Personnel and position title, if required by the Department;
7. Department requirements for fingerprint supported criminal history background checks, and other background checks as applicable;
8. The hours of work, the Site, and the Project Administrator;
9. Identify cost of Services requested by the Department pursuant to Exhibit B.

At the request of the Department, the Contractor shall submit the resumes of Contractor Personnel no later than five (5) calendar days after Department's request. The Department shall review the resumes and approve or reject Contractor Personnel no later than five (5) calendar days after receiving the resume. Once approved, the Contractor shall not remove Contractor Personnel except in accordance with the following procedure:

- (i) If Contractor Personnel becomes or is expected to become unavailable for work for fourteen (14) calendar days or longer, or is expected to devote substantially less effort to the work than the Department anticipated, then the Contractor shall replace that Contractor Personnel with personnel of at least equal ability and qualifications no later than ten (10) calendar days after being notified or becoming aware of the Contractor Personnel's actual or expected unavailability or the date of the concurrence of the Project Administrator, whichever is earlier.
- (ii) For any reason the Department may demand, in writing, that the Contractor remove any Contractor Personnel, or remove any Contractor Personnel and provide a substitute. The demand may, but need not, provide a detailed explanation of the circumstances for the demand. The Contractor shall deliver the resumes of and any other desired information about the proposed substitute Contractor Personnel to the Project Administrator for the Department's consideration within three (3) calendar days of receiving the substitution demand. The Department shall notify the Contractor of approval or rejection in writing within three (3) calendar days of receiving the resumes and information. Once the Department approves, the Contractor shall make the change in Contractor Personnel within two (2) calendar day(s) of the approval.
- (iii) Time is of the essence in the removal process of Contractor Personnel. Accordingly, the Contractor shall do and perform all acts and things that are necessary or appropriate in order to minimize or eliminate disruptions to the Performance when replacing Contractor Personnel.

Departments must ensure that Contractor Parties assigned to their Department have reviewed the relevant State and Department policy(ies) as posted on OPM's website.

The Contractor shall notify the Department within twenty-four (24) hours in the event of an unanticipated departure of Contractor Parties providing Services under this Contract.

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The Contractor shall maintain a record of current background checks (employment history; post-employment check; professional references; criminal history and court records check; and education verification) as well as US Citizenship and Immigration Service Form I-9, Employment Eligibility Verification issued by the U.S. Department of Homeland Security, US Citizenship and Immigration Service.

The Contractor shall bill the Department in increments no less than quarter hours for the work of Contractor Personnel. All of the time worked will be subject to verification by the Department.

The Contractor shall be solely responsible for all costs and expenses associated with the transportation of Contractor Personnel and their possessions, or travel time to and from Department Site. Contractor Personnel shall be entitled to reimbursement of travel expenses incurred only if the travel is deemed mandatory or expenses were authorized beforehand in writing by the Department. Payments may not exceed the State's most current State managerial expense rate.

Contractor Personnel shall not attend training courses at the expense of the Department, unless training is included within the SOW. In the event training is included in an SOW, credit for all or a portion of training may be collected by the Department if the Contractor Personnel leaves or is assigned elsewhere within six months of the training date. Credit must be pro-rated based on post-training time in position title.

Contractor and Contractor Parties do not constitute employees of the Department regardless of the duration of the Contractor or Contractor Parties working relationship with the Department or any similarity, intentional or otherwise, to an existing Department classified job description.

The Department shall not accept any current or former State Employee as Contractor Personnel.

Contractor Personnel shall not be assigned to, or function in, any role that requires them to directly supervise or manage State employees, nor shall Contractor Personnel exercise any authority that is considered consistent with the roles and responsibilities of a State official. Contractor Personnel shall not approve requests for time off by State employees, be a signatory on behalf of the State, provide direct day to day supervision and direction to State employees, approve procurements or engage in other similar activities.

The Department shall ensure that no Services Performed under this Contract violate any established contract that the State has with its employees and their unions.

Tax exemption certificates will be furnished to the Contractor by the Department when requested.

The Department shall not request Services exceeding eleven (11) months in duration per State fiscal year for any one single position.

Please contact Elizabeth.Basso@ct.gov with any questions.

Don't forget - Vendor Performance Reporting through BIZNET for complaints or compliments on vendor performance!