STATEMENT OF WORK
INFORMATION TECHNOLOGY (IT) SERVICES
INVITATION TO QUALIFY (ITQ) CONTRACT

OVERVIEW: The purpose of the Information Technology (IT) Services ITQ is to qualify responsible and responsive Contractors to address IT service requirements of the Commonwealth of Pennsylvania's executive agencies. In addition, Local Public Procurement Units, as defined by the Commonwealth Procurement Code, may use this contract in accordance with the COSTARS Provision contained in the terms and conditions.

This contract is for fixed price, deliverables-based IT services projects.

The <u>purchase of hardware, software and staff augmentation services</u> are <u>NOT PERMITTED</u> under this contract.

Time and Materials (T&M) type services may be included as part of a deliverables-based project under the following circumstances:

1. The project involves updating and maintaining software,
2. The project involves a portion of work that has no definitive timeline or deliverable that can be realistically projected, and
3. The project involves the use of alternative maintenance or development that is not amenable to a deliverable-based format.

T&M type services cannot be greater than 40% of the original Purchase Order value.

ISSUING OFFICE: This ITQ is managed and administered by the Commonwealth of Pennsylvania, Department of General Services (DGS), Bureau of Procurement. All inquiries should be referred to:

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QUALIFICATIONS: Contractors interested in becoming an ITQ Contractor must meet the following requirement. Failure to meet the below requirement will result in the application being rejected. Each Contractor that meets the minimum qualification will be awarded a contract. Award of a contract to a Contractor is not a guarantee of business.

- Contractors must provide documentation showing two (2) years of experience in the appropriate commodity code selected under Service Categories.

SERVICE CATEGORIES: Contractors will need to choose the appropriate commodity code(s) to qualify for this contract. Contractors will select the appropriate code(s) under the Business Details section of the qualification process. The Commonwealth may add additional commodity codes as the need arises. The table below lists the appropriate commodity code and description of each service category.

Rev. 01.18.24

COMMODITY CODE	DESCRIPTION OF SERVICE CATEGORY
72100000-ITQ-12-Cabling Services	**Internal Premise Voice Wiring Support** Includes, but is not limited to, services pertaining to the internal building voice wiring (from demarc to jack) throughout the Commonwealth. These services can include, as needed, installation of new cabling, moves/adds/changes (MACs) as required by the Commonwealth for voice circuits and repair of existing voice cabling. Also included, as required, is the physical movement/placement of the devices associated with the wiring MAC. These devices include telephone handsets, key systems, or PBXs. Voice cabling support includes the ability to install, test, and troubleshoot all categories of wiring/cabling and connectors for voice. Voice circuits are typically used for POTS analog lines, Centrex and other Key systems, and digital ISDN. Circuits must be able to be tested according to the nature of the user device and the protocols it uses. May include approved materials such as cable, blocks, patch panels, connectors/jacks, adapter feed troughs, surface mount wire mold, conduit, raceways and racks, outlet boxes, and patch cords. **Internal Premise for Residential Voice and Data Wiring Support** Includes, but is not limited to, services pertaining to the internal building wiring (from demarc to jack) throughout the Commonwealth. These services can include, as needed, installation of new cabling, moves/adds/changes (MACs) as required by the Commonwealth for voice and data circuits and repair of existing cabling. Also included, as required, is the physical movement/placement of the devices associated with the wiring MAC. These devices include telephone handsets, NT1s, key systems, PBXs, modems, and routers. Cabling support includes the ability to install, test, and troubleshoot all categories of wiring/cabling and connectors for voice and data. Voice circuits are typically used for POTS analog lines, Centrex and other Key systems, and digital ISDN. Data circuits are typically dial up, digital ISDN, and, rarely, Frame Relay. Circuits must be able to be tested according to the nature of the user device and the protocols it uses. May include approved materials such as cable, blocks, patch panels, connectors/jacks, adapter feed throughs surface mount wire mold, conduit, raceways and racks, outlet boxes, and patch cords. **LAN Development/Upgrade and LAN Integration (Planning, Design, Implementation) both Hardwire and Wireless Technologies** Includes, but is not limited to, the development of planning documents pertinent to the building of a new LAN system, the upgrading of an existing LAN system, the integration of two or more LANs, or the integration of two or more LANs via a WAN. The definition of user requirements, outlining possible alternatives, and the recommendation of a solution may be included in this activity. The Commonwealth may require any of the following areas to be addressed: LAN business and technical requirements, connectivity and interoperability, feasibility and constraints, cost/benefit analysis, workforce requirements, organizational impact on business processes, security requirements, etc. In addition, this includes the development of design documents pertinent to the building of a new LAN, the upgrading of an existing LAN, the integration of two or more LANs, or the integration of two or more LANs via a WAN. Determination of logical relationships and physical specifications are to be included in this activity. The end result is formal conceptual and/or detailed design reports. These may include architectural design and structural design reports, each with network diagrams and other appropriate charts and documentation. Finally, this includes, but is not limited to, the services needed to develop and implement a new LAN system, the upgrade of an existing LAN, the services to integrate two or more LANs, or two or more LANs via a WAN. Connectivity and interoperability issues are to be addressed. This may include development, physical and logical installation; project scheduling, and timetable determination. Necessary materials such as cable/connectors (patch cords/cables and patch panels) may be included in the installation. The end result of this activity is an installed (upgraded), fully functional LAN or fully integrated, functional systems. LAN hardware

	(hardwire or wireless) beyond the patch panel must be purchased from the appropriate Department of General Services contract. **LAN/WAN Cable Locating, Survey and Marking** Includes, but is not limited to, the development of planning documents pertinent to the building of a new LAN system, the upgrading of an existing LAN system, the integration of two or more LANs, or the integration of two or more LANs via a WAN. The integration of LANs via a MAN will include services both internal and external to a physical location as well as between geographically diverse locations. The definition of user requirements, outlining possible alternatives and the recommendation of a solution may be included in this activity. The Commonwealth may require any of the following areas to be addressed: **Cable Locating & Survey and Documentation Services** The end result will be formal detailed findings design reports. These may include architectural design and structural design reports, each with network diagrams and other appropriate charts and documentation if required. **Cable Marking Services** The end result will be all requested utilities within the designated/requested area be marked using the "APWA/CGA Temporary Marking Color Code" specified in PA Act 287 Note: The "Prevailing Minimum Wages" and "Union Labor" requirements must be followed when securing services under this service category. Click here to view the Prevailing Wage Act.
81110000-ITQ-14- Consulting Services- IT General	**Customer Relationship Management (CRM)**- Includes, but is not limited to, services such as feasibility studies, process or system gap analysis, organizational change readiness assessment, risk assessment, migration strategies and planning as they relate to consulting for IT CRM projects. **Electronic Document Management Systems (EDMS)**- Includes, but is not limited to, services such as planning for implementation of EDMS systems to include risk assessment, workflow analysis, workload management, network design and security consulting, application prototyping, system migration strategies, initial project imaging/digitizing, planning for document conversion (hardcopy to electronic or electronic to new system/media), and document indexing/queuing; and performance monitoring/ measurement, benchmarking, and collaborative tools (implies BPR) as they relate to consulting for EDMS projects. **eGovernment**- Includes, but is not limited to, services such as planning for implementation of web-based systems, including web site efficiency evaluations, accessibility reviews/audits, and security issues as they relate to consulting for eGovernment (web-based) projects. **Financial**- Includes, but is not limited to, services such as financial planning, cost control, systems/EDP audits, and cost benefits/return-on-investments (ROI) analyses as they relate to consulting for IT projects. **Operational** - Includes, but is not limited to, services such as risk assessment, work-flow analysis, application prototyping (for purposes of demonstration), scaling, facilities planning, performance monitoring/measurement, quality control benchmarks, efficiency reviews, and security issues as they relate to consulting for IT operations. **Organizational**- Includes, but is not limited to, services such as change management, ergonomics, skills analysis, information distribution, organization restructuring, and impact analysis as they relate to consulting for IT organizations.

	Planning- Includes, but is not limited to, services such as needs assessment, risk assessment, evaluations, migration strategies, project planning for systems development, and feasibility studies as they relate to consulting for IT projects. Includes planning for SAP Integrated Systems. **Research**- Includes, but is not limited to, services such as research on specific information technology topics/initiatives and providing findings/solutions. Also includes providing access to information technology research resources through telephone consulting, videoconferencing, presentations, forecasting, white papers, workshops, technology briefings, CD-ROM, Internet, print, fax and other electronic media or desktop technology.
81110000-ITQ-16- Consulting Services - IT Security	**Managed Security**- Includes, services include, but are not limited to: round-the-clock monitoring and management of intrusion detection systems and firewalls, overseeing patch management and upgrades, performing security assessments and security audits, and responding to emergencies. **Vulnerability Scan**- Includes, but is not limited to, services that include vulnerability scans of internal and external networked systems to identify potential areas of risk. **Ethical Hacking & Penetration Testing**- Includes, but is not limited to, services that include the process of attempting to circumvent and exploit know vulnerabilities within all aspects of network security. **Independent Services Assessments**- Includes, but is not limited to, services that include assessment of standards and controls related to Infrastructure Service Support and Delivery as defined by the Information Technology Infrastructure Library (ITIL) / ISO 20000. **Regulatory Compliance Solutions**- Includes, but is not limited to, services that include, to: on-site audits, scanning and reporting of regulatory compliance requirements.
81110000-ITQ-17- Consulting Services - IV&V	Include, but are not limited to, requirements validation and tracing, milestone review, metrics analysis, test witnessing, site acceptance testing, defect investigation, vendor analysis and selection, quality assurance and management, reporting and documentation review for IT and telecommunications projects.
80100000-ITQ-15- Consulting Services - IT Project Management	Include, but are not limited to, any services that assist agencies to govern, manage, measure, and resource their IT projects or portfolio of IT projects to improve overall business performance and support and maintain Commonwealth and industry project management standards and methodologies.
81110000-ITQ-19- Consulting Services - Radio Services	Includes, but is not limited to, procurement specification generation, procurement response analysis, research and information gathering of candidate low profile sites, perform FCC Database research, analysis of alternate wireless technologies, analysis of wire line vs. wireless solutions, radio propagation analysis, microwave path surveys and analysis, microwave system design, two-way radio system design, mapping of targeted areas, attend project meetings and reviews, contacting site/land owners, coordinate design and rights of way with utility companies and landowners for site electrical and data line services and site access, field coverage surveys, field site surveys, grounding and bonding analysis, wireless needs analysis, system surveys, site planning and design, mobile data applications analysis and development, and quality assurance services relevant to wireless networking, installations and testing.
81110000-ITQ-18- Consulting Services - Network Services & Telcom Services	**Network Services**- Include, but are not limited to, the development of planning documents pertinent to the building of a new LAN system, the upgrading of an existing LAN system or the integration of two or more LANs, or the integration of two or more LANs via a WAN. The definition of user, business and technical requirements, connectivity and interoperability issues, feasibility study, the identification of constraints, cost/benefit analysis, security requirements, the outlining of possible alternatives and the recommendation of a solution would be included in this activity. In addition, this includes, but is not limited to: the development of design documents, determination of logical relationships and the physical specifications. The end results are formal conceptual and/or detailed design reports that may include architectural design reports and

structural design reports, each with network diagrams and other appropriate charts and documentation. Wireless LAN security pre and post installation reviews must follow all security standards established in the Commonwealth including the most current Wireless LAN Information Technology Bulletin. It does not include the purchase or installation of hardware, software, cabling or other materials.

Customer Relationship Management (CRM)- Includes, but is not limited to, services such as feasibility studies, process or system gap analysis, organizational change readiness assessment, risk assessment, and planning as they relate to consulting for Telecommunications CRM projects.

Call Center/IVR- Includes, but is not limited to, services such as call center/IVR review, design and/or development; financial best practices; review and evaluation specific to current and future call centers/IVRs; procurement specification development (precludes contractor from bidding); on-site and remote call testing, voice recognition performance testing, application analysis and tuning, automated load and stress testing, positive and negative path testing, Customer Behavior Intelligence, network support, (e.g., traffic studies, network performance studies, etc.) data storage solutions, recommendations for skill set development tools and skill set assessments, and agent coaching.

Voice over IP (VOIP)- Includes, but is not limited to, services such as design, development, analysis, telecommuting, define risk, security, and standards compliance.

Financial- Includes, but is not limited to, services such as financial planning, cost control, audits, and cost benefits/return-on-investments (ROI) analyses as they relate to consulting for Telecommunications projects.

Multimedia- Includes, but is not limited to, services such as recording, audio-visual production, smart classrooms, web streaming, digital learning environments and video conferencing.

Operational- Includes, but is not limited to, services such as risk assessment, facilities planning, performance monitoring/measurement, quality control benchmarks, efficiency reviews, and security issues as they relate to consulting for Telecommunications operations.

Organizational- Includes, but is not limited to, services such as change management, information distribution, organization restructuring, and impact analysis as they relate to consulting for Telecommunications.

Planning- Includes, but is not limited to, services such as needs assessment, policy analysis, strategic planning, network engineering, and feasibility studies as they relate to consulting for Telecommunications.

Research- Includes, but is not limited to, services such as research on specific telecommunications technology topics/initiatives and providing findings/solutions. Also includes providing access to telecommunications technology research resources through telephone consulting, videoconferencing, presentations, forecasting, white papers, workshops, technology briefings, Internet, print, fax, CD-ROMs, and other electronic media or desktop technology.

81110000-ITQ-13-Commercial Off-The-Shelf (COTS) Software Services	Includes the following functions as they relate to COTS software implementation, but are not limited to, planning, business process re-engineering and workflow analysis, data migration services, systems testing, integration testing, installation, configuration, set-up activities (including interfacing with other systems as specified by the COTS software vendor), performance tuning for production readiness, performance tuning for currently installed production COTS set-ups that are having performance problems, quality assurance, planning, testing and deployment of COTS software upgrades (version/release/patch actions necessitated by COTS vendor), re-configurations or re-installation of COTS software environment (caused by changes in interfacing systems), customization (gap analysis, requirements gathering, programming to meet agency functionality

	requirements), documentation, technical and end user training associated with the installation, performance tuning, and customization unique to the COTS software packages. Also includes ongoing software maintenance and support.
86100000-ITQ-24-IT Training - Classroom/Non-Classroom	Includes, but is not limited to, on-site, off-site instructor-led IT training for commercially available IT courses. It also may include training needs assessment and needs analysis, skills gap analysis, training plans as they pertain to commercially available IT courses, and training management software tools relevant to IT and telecommunications training. Software tools used to perform the assessment must remain the property of the service provider. Includes, but is not limited to, Computer-Based Training (CBT), multi-media, video, audio, distance learning, Internet-provided services, instruction on client developed systems, course materials and train-the-trainer training. It may also include training needs assessment and needs analysis, skills gap analysis, training plans as they pertain to training for other than commercially available IT courses and training management software tools relevant to IT and telecommunications training. Software tools used to perform the assessment must remain the property of the service provider.
81110000-ITQ-25 IT Managed Print Services (MPS)	Enables remote and secure installation, configuration, maintenance, monitoring, and management of a printing environment as specified below: • Assessment of current printing environment and infrastructure including recommendations. • Installation and configuration of printing devices. • Costs associated with printing devices. • Costs associated with remanufactured toner. • Use of print management software to manage the volume and nature of a printing environment and to authenticate users. • Use of device management software to monitor and manage the printing devices in an environment. • Use of discovery and design software to analyze and plan for the change required in implementing a managed print environment. • Use of scan routing software to route scans to various destinations including fax servers, network folders, email or workflows. • Proactive maintenance and technical support of printing devices. • Ongoing optimization of the printing environment throughout the contract life. Covers the following printing devices including software: printers, copiers, multifunction devices (MFDs) and other miscellaneous devices. * Note: All remanufactured toner must be purchased, by the contractor, through the Pennsylvania Industries for the Blind and Handicap (PIBH).
81110000-ITQ-26-Modifiable Off-The-Shelf (MOTS) Software Services	A MOTS software product is typically a COTS software product whose source code can be modified. The product may be customized by the purchaser, vendor or by another party to meet the requirements of the customer. Includes the following functions as they relate to MOTS software implementation, but are not limited to, planning, business process re-engineering and workflow analysis, data migration services, systems testing, integration testing, installation, configuration, set-up activities (including interfacing with other systems as specified by the MOTS software vendor), performance tuning for production readiness, performance tuning for currently installed production MOTS set-ups that are having performance problems, quality assurance, planning, testing and deployment of MOTS software upgrades (version/release/patch actions necessitated by MOTS vendor), re-configurations or re-installation of MOTS software environment (caused by changes in interfacing systems),

	customization (gap analysis, requirements gathering, programming to meet agency functionality requirements), documentation, technical and end user training associated with the installation, performance tuning and customization unique to the MOTS software packages. Also includes ongoing software maintenance and support.
81110000-ITQ-22- Help Desk & LAN Support	Provide IT Help Desk services to all Commonwealth agencies that require a technical service desk. The solution will accommodate service for IT hardware and software problems that require "Best Practice" recommendations and/or assistance for the resolution of issues that would prohibit an agency user from daily operations and normal function. Includes, but not limited to, the development, design, implementation and operation (on-site, off-site) of a Help Desk, including incident and problem identification and resolution, LAN technical support and LAN problem determination and diagnosis. This can also entail support, problem solving, providing information to other processes (Change and Asset Management) and Help Desk documentation including all media, project management and other Help Desk duties. * Note: In accordance with Section 520 of the Commonwealth Procurement Code, 62 Pa.C.S. § 520, and the DGS Statewide Contract for Supplies Manufactured and Services Performed by Persons with Disabilities, Commonwealth agencies are mandated to review IT Help Desk Services with UniqueSource Products & Services prior to soliciting proposals from other vendors referenced on the Master IT Services ITQ. If interested, UniqueSource is required to submit a proposal to the purchasing agency through the Office of Administration (OA). If it is determined that the UniqueSource proposal meets the minimum requirements, and if UniqueSource can provide the services at a DGS-established fair market price, the Commonwealth agency is mandated to award a PO to UniqueSource against the DGS Statewide Contract for Supplies Manufactured and Services Performed by Persons with Disabilities. For the purposes of this section, a Commonwealth agency is defined as an Executive Agency, Independent Agency and State-Affiliated Entity.
81110000-ITQ-27- Software Development Services	Includes , but is not limited to, requirements definition, data modeling, prototyping, conceptual design, detail design, specifications construction, coding, testing (all levels), correcting, debugging, compiling, documentation, input/output functions, interfacing, data base design, systems conversion and/or migration, systems stress testing, workflow analysis, implementation, change management as it pertains to application changes and version control, initial implementation training, code security, data administration/warehousing, data architecture functions, data integration, data purification, mentoring during post implementation tuning/shakedown, knowledge transfer/initial maintenance and project management relevant to IT software development projects. Includes all forms of software development including Electronic Document Management Systems (EDMS), and eGovernment (web-based) Systems. It does NOT include Biometrics. Specialized Software Development Services subcategories are specified below: Application Maintenance and Enhancements includes ongoing maintenance and enhancements to existing applications; SAP includes meeting the services listed above within the description of Software Development Services as they relate to SAP software development; JAVA includes meeting the services listed above within the description of Software Development Services as they relate to JAVA software development and .NET includes meeting the terms listed above within the description of Software Development Services as they relate to .NET software development.

81110000-ITQ-28-Subscription Based Web Application Services or Software as a Service (SaaS) Procurements	Includes, but is not limited to, the following functions as they relate to Commercial Subscription-Based Web Applications or Software as a Service (SaaS) procurements: hosting of an application; database; component or service on the vendor's infrastructure; maintenance of the application and hosting of the infrastructure; application subscription services; distributed connectivity services; clustering services; disaster recovery services; customization and configuration activities and usage subscriptions based on the agency's actual usage of the service; bandwidth bursting services; providing end user support services; training of end users; and backup and restoration services.
81110000-ITQ-23-IT Integrator Services	Includes, but is not limited to, multi-faceted integrated technology solutions or information systems to meet an agency's business requirements. These solutions may include hardware and software products from multiple suppliers. Creation of these information systems may include designing or building a customized application or architecture, and integrating it with new or existing hardware, packaged or custom software and a communications infrastructure. **However, the hardware and software used to provide the integrated solution may not be included in this contract. They must be purchased through an existing statewide contract or other appropriate procurement method.**
81100000-ITQ-21-Geospatial Technologies/Geospatial Information Systems (GT/GIS) Services	Includes, but is not limited to: requirements definition, systems analysis, systems architecture design, application software design, programming, coding, testing (all levels), prototyping, systems integration, software configuration and implementation, QA/QC, workflow design and analysis, initial implementation training, mapping, debugging, capacity planning, systems utilization and usability studies, strategic planning, presentations, documentation, code and software security, global positioning system (GPS) functions, spatial data development and metadata creation, spatial data collection, spatial data modeling, digital imagery, digitizing, spatial data architecture functions, spatial data caching functions, project management, and database management relevant to Geospatial Technologies/Geospatial Information Systems (GT/GIS) that requires specialized skill sets and experience with enterprise systems, languages, and technologies. **It does not include the purchase of hardware, software or other materials.**
81110000-ITQ-20-Disaster Recovery Services	Includes, but is not limited to, provision of disaster recovery services including off-site hosting, recovery, back-up and replication of data systems and associated data. Also includes consulting, designing, and planning of disaster recovery solutions in support of the agencies' business continuity plans. Also included are hot-site, warm-site, cold-site and mobile recovery facilities complete with redundant computing components that allow for the short notice restoration of data services. Contractors may offer a variety of pricing models based on services requested, including dedicated and subscription fee models.

REQUEST FOR QUOTES (RFQ) PROCEDURES: Commonwealth agencies will issue an RFQ to qualified Contractors, through the Commonwealth's Custom Portal, powered by the JAGGAER system. Contractors will respond to the RFQ in the system. The requesting agencies may require the qualified Contractors to furnish, upon request, additional documentation in the RFQ. The qualified Contractors selected for the RFQ process will receive a Purchase Order (PO) and will supply the service to meet the specific requirements as indicated in the RFQ.

Agencies will make a best value selection based upon the criteria set forth in the RFQ. Best Value refers to the process of selecting the quote which provides the greatest value to the agency based on evaluating and comparing all pertinent criteria, including cost, so that the Contractor whose overall proposal best suits the agency's needs is selected for each individual project.