

**State of California
MASTER SERVICES AGREEMENT
Non-Mandatory
USER INSTRUCTIONS**

CONTRACT NUMBERS:	Various 5-10-70-01 through 5-10-70-120
DESCRIPTION:	IT CONSULTING SERVICES
CONTRACTOR(S):	Various – See Attachment A
CONTRACT TERM:	October 1, 2010 through August 31, 2013
DISTRIBUTION CODE:	Posted Electronically on: www.bidsync.com
STATE CONTRACT ADMINISTRATOR:	Diane Leung (916) 375-4635 Diane.leung@dgs.ca.gov

Mark Lamb, Multiple Awards Program

Date

MASTER SERVICES AGREEMENT IT CONSULTING SERVICES USER INSTRUCTIONS

1. SCOPE

The State of California's (hereafter referred to as the "State") contract for Information Technology (IT) Consulting Services provides IT consulting services at contracted pricing to the State and participating local government agencies in accordance with the requirements of Master Services Agreement (MSA) 57175. The contractor(s) shall supply the entire portfolio of services as identified in the contract.

The contract term is September 1, 2010 through August 31, 2013 with two (2) one (1) year options to extend. The terms, conditions, and prices for the contract extension option shall be by mutual agreement between the contractor(s) and the State. If a mutual agreement cannot be met, the contract may be terminated at the end of the current contract term. User department's contracts that are in place before the end of the MSA term may continue for up to twelve (12) months beyond the MSA contract period.

It is anticipated that no earlier than one (1) year after the contract term begins, the State may, at its option, allow new bidders to submit proposals for inclusion in the MSA.

This MSA expedites the process used to obtain contractors for IT Consulting Services in the following ways:

- Reduced rates based on aggregated statewide volumes. Maximum pricing has been established;
- Eliminate extensive advertising, bidding, and contracting procedures by using the less formal standardized MSA ordering process. However, soliciting offers from at least three of the contractors is required;
- Contractors have been pre-qualified for the contract and small business criteria has already been met;
- The ordering agency manages the ordering of IT consulting services, approves deliverables, and authorizes payment to the Contractor;
- The ordering agency has the ability to choose the Contractor best suited for its department requirements/needs.

2. CONTRACT USAGE/RULES

A. State Departments

- The use of this MSA is non-mandatory for State departments.

Each ordering department is responsible for the following:

- Development of a Statement of Work (SOW) for its project. The SOW identifies all order related issues and deliverables contained in the Request for Offer (RFO) sent to contractors within the selected MSA service subcategory. Sample of RFO is available at the following website:
<http://www.documents.dgs.ca.gov/pd/delegations/RFO.pdf>;

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- Solicitation of a minimum of 3 offers and document responses;
- Evaluation of the contractors' SOW response(s) to the RFO and rationale for selection;
- Verification of contractor's certifications and resumes as defined on the SOW;
- Selection of the Contractor which best meets the user department requirements;
- Completion and approval of a Feasibility Study Report (FSR) and Information Technology Procurement Plan (ITPP);
- Obtaining Office of the Chief Information Officer (OCIO) review and approval;
- Completion of Certification Requirement - departments certify that purchase is vital and mission critical;
- Justification of Government Code (GC) §19130 standards for the use of personal services contracts;
- Verification of Financial Information/Bond, if applicable;
- Verification of Secretary of State Certification, if applicable;
- Obtaining Certificate of Liability Insurance greater than \$1,000,000 if federal funds are used;
- Verification of Contractor's Workers Compensation Liability Insurance;
- Obtaining Confidentiality Statement signed by the Contractor.

Ordering departments must adhere to all applicable State laws, regulations, policies, best practices, and purchase authority requirements (e.g. California Codes, Code of Regulations, State Administrative Manual, Management Memos, and State Contracting Manual Volume 3).

Prior to placing orders against this contract, departments must have been granted IT purchasing authority by the Department of General Services, Procurement Division (DGS/PD) for the use of this statewide contract. The department's current purchasing authority number must be entered in the appropriate location on each purchase document. Departments that have not been granted purchasing authority by DGS/PD may access the Purchasing Authority Application at http://www.documents.dgs.ca.gov/pd/poliproc/v2Chapt01_10_0730.doc, Section A, Topic 5, or may contact DGS/PD's Purchasing Authority Management Section by email at pams@dgs.ca.gov.

Departments must have a DGS agency billing code prior to placing orders against this contract. Ordering departments may contact their Purchasing Authority contact or their department's fiscal office to obtain this information.

B. Local Governmental Agencies

- Local government agency use of this contract is optional.
- Local government agencies are defined as any city, county, special district, or other local governmental body or corporation, including the California State Universities (CSU) and University of California (UC) systems, K-12 schools, and community colleges empowered to expend public funds.

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- While the State of California makes this MSA available to local government agencies, each local agency should make its own determination as to whether using these competitively bid contracts are consistent with its procurement policies and regulations.
- Local government agencies shall have the same rights and privileges as the State under the terms of this contract. Any agencies desiring to participate shall be required to adhere to the same responsibilities as do State agencies and have no authority to amend, modify, or change any condition of this contract.
- Local government agencies must have a DGS agency billing code prior to placing orders against this contract. DGS agency billing codes may be obtained by emailing the DGS billing code contact with the following information:

Local government agency
Contact name
Telephone number
Mailing address
Facsimile number and email address

DGS Billing Code Contacts: Marilyn.Ebert@dgs.ca.gov or Wilson.Lee@dgs.ca.gov

3. DGS ADMINISTRATIVE FEES

The DGS charges and bills each ordering State agency an administrative fee for use of this statewide contract. The DGS administrative fee is a specified percentage of invoiced sales. DGS sets the administrative fee percentage annually and notifies the agencies of the percentage set each year.

Current fees may be viewed at: <http://www.ofs.dgs.ca.gov/Price+Book/P/Purchasing.htm>.

Unless otherwise stated in the User Instructions, the administrative fee should NOT be included in the order total, nor remitted before an invoice is received from DGS.

For all local government agency transactions issued against this contract, the Contractor is required to remit the DGS/PD an incentive fee in the amount equal to 1% of the total purchase order excluding taxes. This incentive fee shall not be included in the agency's purchase price, nor invoiced or charged to the purchasing entity.

4. STATE CONTRACT ADMINISTRATOR

Diane Leung
707 Third Street, 2nd Floor
West Sacramento, CA 95605
Phone: (916) 375-4635
Fax: (916) 375-4663
Diane.leung@dgs.ca.gov

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5. PROBLEM RESOLUTION/CONTRACTOR PERFORMANCE

Ordering agencies and/or contractors shall inform the State Contract Administrator of any technical or contractual difficulties encountered during contract performance in a timely manner. This includes, and is not limited to, informal disputes, contractor performance, outstanding deliveries, etc.

To report contractor performance issues, ordering agencies must submit a completed Contract/Contractor Evaluation (Std. 4). If the performance by the contractor was unsatisfactory, a copy of the Contract/Contractor Evaluation form must also be sent to Office of Legal Services. The following link has instructions for this process.

<http://www.documents.dgs.ca.gov/osp/pdf/std004.pdf>.

6. CONTRACT ITEMS

All available service categories, contractor information and associated pricing may be viewed at the following site: www.bidsync.com.

7. SPECIFICATIONS

A. Statement of Work

See Attachment B

B. Added Costs

If a contract resulting from this MSA allows for travel costs, reimbursement for Contractor's personnel for travel, per diem, lodging, etc. shall not exceed State rates current at the time of order placement as defined in the Department of Personnel Administration Rules 599.615 to 599.635.

C. Price Increases

The Contractor may request approval for an increase of its hourly rate with supporting documentation to justify such an increase. Acceptable documentation for proposed rate increases is based on the Bureau of Labor Statistics (BLS) Table 3. Consumer Price Index for All Urban Consumers (CPI-U): Selected areas, all items index for West Urban, Size A, which can be found at the following web page: <http://www.bls.gov/news.release/cpi.t03.htm>.

Rate increase requests will only be considered for requests received by the contract administrator during the first quarter following the end of the initial three-year contract term, and only if the State exercises its option to extend the contract as allowed in the provisions of the RFP. If an increase is granted, Contractor shall provide new rate sheets to the department official. It is the State's option to extend contracts at the current rate.

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D. Order Limits/Dollar Thresholds

Contracts may not exceed \$1,500,000 in accordance with MM 08-05 without an approved Leveraged Procurement Agreement Exemption Request (LPAER) form. The form can be obtained by contacting the DGS/PD at: pams.dgs.ca.gov.

The total contract value shall be based on the cumulative value after including any amendments. Pursuant to Public Contract Code Section 10329, willfully splitting a single purchasing transaction into a series of transactions for the purpose of evading the bidding requirements or to circumvent dollar thresholds is prohibited.

8. PURCHASE EXECUTION

A. State Departments

State departments must use the Standard Agreement (Std. 213) for purchase execution. An electronic version of the form is available at the following website: <http://www.documents.dgs.ca.gov/ols/CONTRACTING%20info/STD213-JUNE%2003.doc>.

Purchasing documents must contain the following information:

- Agency Order Number (Contract Number)
- Ordering Agency Name
- Agency Billing Code
- Purchasing Authority Number
- MSA Contract Number
- Contractor Information
- Statement/Scope of Work
- Total Cost
- Additional information as needed

Ordering agencies shall submit purchase documents directly to the Contractor.

State departments are required to complete the Agreement Summary (Std. 215) for all contracts, regardless of dollar amount. The justification for contracting based on Government Code Section 19130 is an important component of the contract documentation. The Std. 215 should be maintained in the contract file with other purchase documents. An electronic version of the form is available at the following website:

<http://www.documents.dgs.ca.gov/ols/CONTRACTING%20INFO/STD215%20Rev%204-2002.doc>.

There is no minimum order for this MSA.

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B. Local Government Agencies

Local government agencies may use their own purchase document for purchase execution. The purchase documents must include the same data elements as listed above (Exception: Purchasing Authority Number is used by State departments only.)

C. All ordering agencies will submit a copy of the executed purchase documents to:

DGS – Procurement Division
Attn: Data Entry Unit
707 Third Street, 2nd Floor, MS: 201
West Sacramento, CA 95605-2811

9. INVOICING

Ordering agencies may require separate invoicing, as specified by each ordering organization. Invoices will contain the following information:

- Contractor's name, address and telephone number
- Agency Order Number
- Service Description
- Contract Price and Extension
- State sales and/or use tax
- Prompt payment discounts/cash discounts, if applicable
- Totals for each service

10. PAYMENT

Payment terms for this contract are net forty-five (45) days. Payment will be made in accordance with the provisions of the California Prompt Payment Act, Government Code Section 927, et seq. Unless expressly exempted by statute, the Act requires State departments to pay properly submitted, undisputed invoices not more than forty-five (45) days after the date of acceptance of goods, performance of services, or receipt of an undisputed invoice, whichever is later.

11. PAYEE DATA RECORD

Each State accounting office must have a copy of the Contractor's Payee Data Record (Std. 204) in order to process payments. State departments should forward a copy of the Std. 204 to their accounting office(s). Without the Std. 204, payment may be unnecessarily delayed. State departments should contact the Contractor for copies of the Payee Data Record.

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12. SMALL BUSINESS PARTICIPATION

Small business (SB) preferences were applied to all California certified small businesses and to a non-small business claiming 25% California certified small business subcontractor participation as noted on Contractor Contacts list posted on the following website: www.pd.dgs.ca.gov/masters. State departments can verify that the certifications are currently valid at the following website: www.bidsync.com.

13. DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION

When responding to the RFP, contractors were required to commit to a minimum of 3% DVBE participation for each contract established with a State department using this MSA.

State departments shall confirm with the Contractor at the RFO level the name of the DVBE being used and the percentage for each individual order.

State departments can verify that the certifications are currently valid at the following website: www.bidsync.com.

14. INSURANCE REQUIREMENTS

A. Liability Insurance

Some Master Service Agreement Orders issued to a Contractor may require the Contractor to secure a bond for performance or other obligation under the contract. If so required, the Contractor shall furnish a bond to the agency, prior to commencement of the work or within twenty-one (21) calendar days after issuance of order.

The Contractor (upon request) shall furnish to the agency, at no cost to the State, a performance bond in the amount of **fifty percent (50%) of the contract price**. The Bond shall be on a form from an admitted surety insurer and must guarantee Contractor's compliance with the terms of this contract.

B. Workers' Compensation

The Contractor shall furnish to the State a certificate of insurance stating that there is Workers' Compensation Insurance on all of its employees who will be engaged in the performance of this agreement. Ordering departments should ensure Workers' Compensation Insurance is current at the time the order is placed.

The certificate of insurance must include the provision that the insurer will not cancel the insured's coverage without 30 days' prior written notice to the State.

NOTE: The State will not be responsible for any premium or assessments on the policy.

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15. FEDERAL DEBARMENT

The Federal Department of Labor requires State departments expending Federal funds of \$25,000 or more to have a certification by the Contractor they have not been debarred or suspended from doing business with the Federal Government.

16. WEBSITE FOR TERMS AND CONDITIONS

IT General Provision, 6/08/10, 10 pages

<http://www.documents.dgs.ca.gov/pd/modellang/GPIT060810.pdf>

Information Technology Personal Services Special Provisions, 2/08/07, 5 pages

<http://www.documents.dgs.ca.gov/pd/modellang/personalservicespecial020807.pdf>

Supplemental Terms and Conditions, 08/10/09, 2 pages

<http://www.documents.dgs.ca.gov/pd/poliproc/ARRATand%20C081009final.pdf>

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**ATTACHMENT A
LIST OF CONTRACTORS AND COMPLIANT CATEGORIES**

<u>Contractor Name</u>	<u>Compliant Categories</u>
Accosol LLC	I. IIC. IIIA. IIIC.
Acionyx, Inc.	I. IIA. IIB. IIC. IIIC.
Advanced Software Talent, LLC	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
AgreeYa Solutions, Inc.	IIA. IIB. IIC. IIIA. IIIC.
Alexan International	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Allied Network Solutions, Inc.	IIA. IIB. IIC.
Askin Software Development Consulting, Inc.	I.
Auriga Corporation	IIIC.
Ben Williams Consulting, LLC	IIIA.
Blackstone Technology Group	IIA. IIB. IIC. IIIA. IIIC.
BT INS, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Business Advantage Consulting, Inc.	I. IIB.
Business Professional Services	I. IIB. IIC. IIIA. IIIB. IIIC.
C&G Technology Services, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Cambria Solutions, Inc.	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Catalyst Consulting Group, Inc.	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Cedarcrestone, Inc.	I.
Celer Systems, Inc.	IIA. IIB. IIIC.
CGI Technologies and Solutions, Inc.	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Cloverleaf Solutions, Inc.	IIA. IIB. IIC.
Coders Online, Inc.	I.
Comsys Services LLC	I. IIA. IIC. IIIA. IIIB. IIIC.
Continuity Consulting, Inc.	I. IIB. IIIA. IIIB. IIIC.
Delcan Corporation	IIIC.
Delegata Corporation	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Direct Technology	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Eclipse Solutions, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
EMC Peripherals, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Engage Integrated Systems Technology	I. IIA. IIB. IIC.
Enterprise Networking Solutions, Inc. dba ENS-Inc	IIA. IIC. IIIA. IIIB. IIIC.
Equanim Technologies	I. IIB. IIIA. IIIB. IIIC.
ESG Consulting, Inc.	I. IIB. IIC. IIIA. IIIB. IIIC.
Estrada Consulting, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
FARO Consulting & Solutions LLC	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.

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FirstData Government Solutions	I. IIIA.
Flynn Consulting Services, LLC	I. IIIA.
Forward Solutions, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
FutureWorld Technologies, Inc.	IIA. IIB. IIC.
Gartner Inc.	IIB.
Grant Thornton LLP	I. IIIA.
HP Enterprise Services, LLC	IIA. IIB. IIC. IIIA. IIIB. IIIC.
HTC Global Services Inc.	I. IIA. IIB. IIC.
Hubbert Systems Consulting, Inc.	I. IIB. IIIA.
i3Tech Data Solutions, Inc.	I. IIIC.
Ideon, Inc.	I. IIB. IIIA. IIIB. IIIC.
Infinite Solutions Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Infiniti Consulting Group, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Information Integration Innovation & Asso, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Informatix, Inc.	I. IIC. IIIA. IIIB. IIIC.
Innovative Government	IIA. IIB. IIC.
IntegraTech, Inc.	I. IIB. IIIA. IIIB. IIIC.
J A Frasca & Associates	IIA. IIB. IIC. IIIA. IIIB. IIIC.
JK Corporate Services, Inc.	IIIA. IIIB. IIIC.
Kiefer Consulting, Inc.	IIA. IIB. IIC.
KPMG LLP	I. IIB.
Kutir Corporation	IIA. IIB. IIC.
L-1 Secure Credentialing, Inc.	IIA. IIB. IIC. IIIA. IIIB. IIIC.
LCS Technologies, Inc.	IIA. IIB. IIC.
Legato Solutions	I. IIB. IIC. IIIA. IIIB. IIIC.
Logic House Ltd.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
M Corp	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Macias Consulting Group	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
MetaVista Consulting Group	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
MetroServ Communications	I. IIB. IIC. IIIA. IIIB. IIIC.
Mission Consulting, LLC	I. IIB. IIC. IIIA. IIIB. IIIC.
Modis IT, Inc.	I. IIA. IIB. IIC. IIIB. IIIC.
Natoma Technologies, Inc.	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Net InComm, Inc.	I. IIA. IIB. IIC.
Netresult, LLC	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Network Design Associates, Inc.	IIB.
NewPoint Group, Inc.	IIB. IIIA. IIIB.
Nexlevel Information Technology, Inc.	IIA. IIB. IIC. IIIA. IIIC.
Northrop Grumman Services Corporation	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.

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Pacific Project Management, Inc.	I. IIA. IIB. IIIB. IIIC.
Pacific Solutions Group, Inc.	IIA. IIB. IIIB. IIIC.
Pasanna Consulting Group, LLC	IIA. IIB. IIC.
Performance Technology Partners, LLC	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Policy Studies Inc.	IIA. IIB. IIIA. IIIB.
Provaliant, Inc.	I.
Providence Technology Group	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Public Health Foundation Enterprises, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Public Safety Network	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Pyramid Technical Consultants, Inc.	I. IIB. IIIA.
RadGov, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Radian Solutions LLC	IIA. IIB. IIC. IIIC.
Renee Taylor Consulting, Inc.	IIB. IIC.
Revenue Solutions, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Riley Consulting Services, LLC	IIA. IIB. IIC. IIIA. IIIB. IIIC.
RMA Consulting Group, Inc.	IIIA.
Robert Half International Inc.	I. IIA. IIB. IIC.
Robbins-Gioia, LLC	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Sacramento IT Consulting, LLC	I. IIB. IIIA. IIIB. IIIC.
Segula Technologies, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Science Applications International Corporation (SAIC)	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Shooting Star Solutions, LLC	I. IIA. IIB. IIIA. IIIB. IIIC.
Sierra Cybernetics, Inc.	I. IIA. IIB. IIC. IIIA. IIIC.
SoftSol Technologies, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
SolutionsWest Consulting LLC	IIA. IIB. IIC. IIIB. IIIC.
Staff Tech. Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Stanfield Systems, Inc.	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Sunrise Technologies, Inc.	IIA. IIB. IIC. IIIC.
SymSoft Solutions, LLC	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
System Development Integration, LLC (SDI)	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Systems Research and Applications Corporations (SRA International, Inc.)	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Tcrest Corporation	IIA. IIB. IIC. IIIA. IIIB. IIIC.
Technology Management Solutions, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
TEK Systems	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
Teranomic	IIA. IIB. IIC.
The Aeon Group, Inc.	I. IIA. IIB. IIC. IIIA. IIIB. IIIC.
The Ballard Group, Inc.	IIB. IIIB.
The Highlands Consulting Group, LLC	IIB.
ThirdWave Corporation	IIIA. IIIB. IIIC.

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Trinity Technology Group, Inc.

I.

Trinus Corporation

I. IIA. IIB. IIC. IIIA. IIIB. IIIC.

Unisys Corporation

IIA. IIB. IIC.

Verizon Business Network Services

I. IIA. IIB. IIC. IIIB. IIIC.

Visionary Integration Professionals, LLC

I. IIA. IIB. IIC. IIIA. IIIB. IIIC.

Walter R. McDonald & Associates, Inc.

I. IIA. IIB. IIIA. IIIB. IIIC.

WRIME, Inc.

I. IIA. IIB. IIC. IIIB. IIIC.

Zyncor Consulting Inc.

IIB. IIC. IIIA. IIIC.

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**ATTACHMENT B
STATEMENT OF WORK**

A. OVERVIEW

This Statement of Work (SOW) provides an overview of the IT Consulting Services under this MSA to be provided to State agencies, cities, counties, special districts, educational and other public sector entities within the State of California.

B. SERVICE CATEGORIES

Contractor personnel must be able to perform the following service subcategories, and they must be performed by the staff classification and experience as explained below. **All certifications and resumes will be required when responding to a Request for Offer (RFO), released by the user agency.**

1. Category I – Independent Verification and Validation (IV&V)

This category provides oversight of deliverables such as program code, test scripts and results, and network configurations and processes used to create the products. Determines whether the products of each step in the development cycle will fulfill all the requirements and whether processes used follow the intended life cycle methodology. Deliverables include project timelines; critical path implementation reviews; requirements matching, deliverables reporting; and project risk assessment.

Classifications for this Category:

- Senior Project Manager
- Project Manager
- Senior Technical Lead
- Technical Lead

2. Category II – Project Implementation Activities

This category will be used for IT projects where the ordering agency has identified a need for contractor services in the implementation of an IT project.

Subcategories:

II.A - Programming: Writes, tests and maintains the detailed instructions – referred to as “programs” or “software” that list in logical order the steps that computers must execute to perform their functions. Knowledge in basic program language such as; HTML, JAVA, C++, UNIX, BASIC and COBOL.

II.B - System Analysis/Design/Implementation: Assists with business process documentation, data modeling, system modeling, application system analysis, the

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creation of general and detail system design specifications, and the development and execution of a system.

II.C - Database Designer/Architect: Analyzes and designs logical database models. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Designs, develops and manipulates databases, data warehouses and multi-dimensional databases.

Establishes policies and procedures for data security, maintenance, data warehouse modeling, and utilization of the development, testing, training, and production environment across all platforms.

Classifications for this Category:

- Senior Project Manager
- Project Manager
- Senior Technical Lead
- Technical Lead
- Application Analyst-Business Oriented
- Systems Analyst
- Senior Programmer
- Programmer
- Technical Writer

3. Category III – Project Support Activities

This category will be used for project planning, procurement and documentation activities.

Primary Category III - Project Support Activities

III.A - IT Planning: Conducts market studies, research, and documentation of administrative requirements for information technology projects such as preparation of Feasibility Study Reports (FSRs), solicitation documents, and Post Implementation Evaluation Reports (PIERs), impact analysis plans, disaster recovery (DR) plans and analysis of backup/recovery plans.

III.B - IT Facilitation: Provides training curricula, conducts training sessions for customer agency's specific processes, and for systems developed under this Contract/MSA. Knowledge in basic program language such as: HTML, JAVA, C++, Unix, BASIC and COBOL.

III.C - Technical Development: Gathers, analyzes, and composes technical information required for preparation of user manuals, training materials, proposals and reports. Knowledge in basic program language such as; HTML, JAVA, C++, UNIX, BASIC and COBOL.

Classifications for this Category:

- Project Manager
- Instructor

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- Technical Writer

C. JOB CLASSIFICATIONS AND STAFF EXPERIENCE REQUIREMENTS

Each contractor will be responsible for providing qualified staff in each job classification for every service subcategory bid in its proposal.

- **SENIOR PROJECT MANAGER**

Responsibility: A Senior Project Manager is at the full journey level and is responsible for the most complex projects. This classification manages both internal and external project teams and interacts with department heads, agency secretaries at the ordering agency, State control agencies, and individuals of similar status in the private sector. The Senior Project Manager has full responsibility for the project's tasks and deliverables associated with time, cost, quality assurance, human resources, communication, risk, procurement, and scope management.

Experience: This classification must have a minimum of seven (7) years of broad and extensive project management (PM) experience. At least four (4) years of that experience must have been in a lead capacity.

Education: This classification requires the possession of a bachelor's degree or equivalent university degree, and a Project Management Professional (PMP) certification which will be verified with the bidder's response to the Request For Offer (RFO) released by the user agency.

- **PROJECT MANAGER**

Responsibility: A project manager is at the journey level, usually working under the direction of a senior project manager and is responsible for projects while interacting with mid-level officials of similar status at the ordering agency and private sector. This classification is responsible to establish and maintain cooperative working relationships; use interdisciplinary teams effectively in the conduct of the project; speak effectively before large groups; reason logically and creatively and use a variety of analytical research techniques to solve complex problems; analyze situations and propose an effective course of action; analyze data; provide quality assurance, identify the need for and provide creative thinking related to complex problems, develop and evaluate alternatives, write thorough, credible, well-documented reports; conduct market studies; research, and document administrative requirements for preparation of Feasibility Study Reports; and work within tight deadlines associated with the project's time, cost, quality, human resources, communication, risk, procurement, and scope management.

Experience: This classification must have a minimum of five (5) years of broad and extensive project experience. At least three (3) years of the experience must have been in a lead capacity.

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Education: This classification requires the possession of a bachelor's degree or equivalent university degree, and a Project Management Professional (PMP) certification which will be verified with the bidder's response to the Request For Offer (RFO) released by the user agency.

- **SENIOR TECHNICAL LEAD**

Responsibility: A Senior Technical Lead is at the full journey level and acts in a lead capacity on complex projects routinely interacting with mid-level officials of similar status at the ordering agency/private sector. The incumbent must be able to lead technical personnel in a variety of projects including electronic information processing systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with data processing systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks. In addition, this classification must be able to analyze data and situations, identify and solve problems, reason logically and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing data with electronic computers; monitor and resolve problems with information processing systems hardware, software and processes; establish and maintain effective working relationships with others; communicate effectively verbally and in writing.

Experience: This classification must have a minimum of seven (7) years of experience in projects. At least four (4) years of that experience must have been in a lead capacity.

Education: This classification requires the possession of a bachelor's or equivalent university degree, or certificate in management information systems or computer science.

- **TECHNICAL LEAD**

Responsibility: A Technical Lead is at the journey level, performing progressively responsible analytical work in a variety of electronic information systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with data processing systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks.

Experience: This classification must have a minimum of five (5) years of experience in similar projects. At least three (3) years of that experience must have been in a lead capacity. This classification must be able to analyze data and situations; identify and solve problems; reason logically and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing data with electronic computers; monitor and resolve problems with information processing systems hardware, software and processes; establish and maintain effective working relationships with others; communicate effectively verbally and in writing.

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Education: This classification requires the possession of a bachelor's or equivalent university degree, or certificate in management information systems or computer science.

- **APPLICATION ANALYST-BUSINESS ORIENTED**

Responsibility: An Application Analyst designs system requirements based upon business requirements; is at the full journey level working under general supervision of a Technical Leader or Project Manager; performs a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of electronic information processing systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems; and/or participates with other analysts on electronic information processing systems studies of complex nature or broad scope. This classification must be able to analyze data and situations; identify and solve problems; reason logically and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing data with electronic computers; monitor and resolve problems with information processing systems hardware, software and processes; establish and maintain effective working relationships with others; communicate effectively verbally and in writing.

Experience: This classification must have a minimum of five (5) years of experience in working on data processing related projects. At least three (3) years of that experience must have been in application development or maintenance of data processing systems.

Education: Possession of IT career certification that acknowledges skills and competency in the area of specialization. This classification requires the possession of a bachelor's or equivalent university degree in management information systems or computer science.

- **SYSTEMS ANALYST**

Responsibility: A Systems Analyst develops systems requirements into system design specifications; is the full journey level working under general supervision of a Technical Leader or Project Manager performing a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of electronic information processing systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems; and/or participates with other analysts on electronic information processing systems studies of complex nature or broad scope including independent verification and validation. This classification must be able to analyze data and situations; identify and solve problems; reason logically and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing data with electronic computers; monitor and resolve problems with information processing systems hardware, software and processes; establish and maintain effective working relationships with others; communicate effectively verbally and in writing.

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Experience: This classification must have a minimum of five (5) years of experience in working on data processing related projects. At least three (3) years of that experience must have been in systems analysis and design.

Education: Possession of IT career certification that acknowledges skills and competency in the area of specialization. This classification requires the possession of a bachelor's or equivalent university degree in management information systems or computer science.

- **SENIOR PROGRAMMER**

Responsibility: A Senior Programmer acts in a lead capacity on the most complex applications, and/or on the most complex data processing problems and can work independently as a high level technical specialist. This classification must have knowledge of electronic computer programming; electronic data processing equipment and its capabilities; principles and techniques of studying work processes for new or revised electronic computer applications; principles of designing methods of processing data; technical report writing; independent verification and validation and statistical methods. This classification must also have the ability to write complex programs and develop detailed program specifications; analyze data and situations, reason logically and creatively; identify problems; draw valid conclusions; develop effective solutions; apply creative thinking in the design and development of methods of processing data with electronic computers; establish and maintain cooperative working relationships with those contacted in the course of the work; speak and write effectively and prepare effective reports.

Experience: This classification must have a minimum of seven (7) years of experience in electronic data processing systems study, design, and programming, at least four (4) years of which shall have included responsibility on a project basis for analyzing operational methods and developing computer programs to meet desired results. Knowledge in basic program language such as; HTML, JAVA, C++, UNIX, BASIC and COBOL.

Education: Possession of IT career certification that acknowledges skills and competency in the area of specialization. This classification requires the possession of a bachelor's or equivalent university degree in management information systems or computer science.

- **PROGRAMMER**

Responsibility: A Programmer acts under general supervision, and can act in a lead capacity on complex applications, and/or on complex data processing problems and can work independently as a technical specialist. This classification must have knowledge of electronic computer programming; electronic data processing equipment and its capabilities; principles and techniques of studying work processes for new or revised electronic computer applications; principles of designing methods of processing data; technical report writing; independent verification and validation and statistical methods. This classification must have the ability to write complex programs and develop detailed program specifications; analyze data and situations;

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reason logically and creatively; identify problems; draw valid conclusions; develop effective solutions; apply creative thinking in the design and development of methods of processing data with electronic computers; establish and maintain cooperative working relationships with those contacted in the course of the work; speak and write effectively and prepare effective reports. Knowledge in basic program language such as; HTML, JAVA, C++, Unix, BASIC and COBOL.

Experience: This classification must have a minimum of five (5) years of experience in electronic data processing systems study, design, and programming, at least three (3) years of which shall have included responsibility on a project basis for analyzing operational methods and developing computer programs to meet desired results.

Education: Possession of IT career certification that acknowledges skills and competency in the area of specialization. This classification requires the possession of a bachelor's or equivalent university degree in management information systems or computer science.

- **INSTRUCTOR**

Responsibility: An Instructor is responsible for developing, presenting, and training agency staff on applications developed under this contract. The Instructor will be responsible for managing tasks related to consulting, planning, programming, organizing, scheduling, and conducting training on IT systems. The Instructor will provide consultation, manuscripts, and present instruction, coordinate the construction or preparations of training aids using good judgment and discretion in the form, content, and method of presenting the subject material. Instructor shall also select and manage technical training assistants, and organize facilities to support the training effort; develop and maintain a master calendar of events; and be able to communicate effectively with technical and non-technical staff.

Experience: This classification requires four (4) years of experience in providing IT instruction and proficiency in training principles and methods.

Education: This classification requires the possession of a bachelor's or equivalent university degree in management information systems, computer science, business or communications.

- **TECHNICAL WRITER**

Responsibility: A Technical Writer has a high level of expertise in word processing packages including Microsoft Word and WordPerfect; develops user instruction, reference and procedures manuals for computer systems; provides the selection and implementation of on-line help facilities for applicants; translates technical information into clear, readable documents to be used by technical and non-technical personnel.

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Experience: This classification must have a minimum of four (4) years of experience in related projects. Knowledge in basic program language such as; HTML, JAVA, C++, UNIX, BASIC and COBOL.

Education: This classification requires the possession of a bachelor's or equivalent university degree in management information systems, computer science, business or communications.