Statement of Work Submission Instruction Guide

This guide documents the high level steps for using the Draft and Final Statement of Work (SOW) Submission forms.

Contents

System Requirements and Browser Compatibility

Browser Version

- Google Chrome 34+ (Recommended)
- Firefox 26+
- Internet Explorer 10+

NOTE: System features are best viewed in the browser versions listed above. Other browser versions may not display correctly.

Who Should Use this System?

- State agencies should utilize the form to submit their draft and final SOWs to DIR for review and approval.
- State agency purchasers who have been identified by their agency as users or superusers may submit the form into the system.

Instructions for DRAFT Statement of Work Submissions

Go to http://dir.texas.gov/View-Contracts-And-Services/Landing.aspx

Click on Draft Statement of Work Submission

Primary Contact

1. From the drop down menu box select the Agency submitting the request
2. Enter primary contact's email address:
3. Enter First and Last Name
4. Job Title
5. Phone Number
6. Fax Number (optional)

If you would like to select an Alternate Contact, choose "Yes" and fill in the Alternate Contact information in the same manner as you did for primary entry.

SOW Information

1. **SOW Name**

   This should be the name of your project and should be used throughout the submission process for reference.

2. **SOW Scope** (limited to 750 characters)

3. **Estimated Value**

   Enter the estimated value of your procurement. This should include the PO and any anticipated Purchase Order Change Notices (POCNs).

   Note: Maximum value is 1,000,000. You may include commas, but do not enter dollar sign. Do not include decimals/cents.

Service Types and Contracts

This drop-down box contains various service types that may require an SOW. It should correspond to the DIR vendor contract(s) to whom you will submit your pricing request. You may select up to two (2) Service Types depending on the SOW scope. Please select "Other" if you do not locate the Service Type for which you are looking.

DIR Contracts to Include

This form contains six fields for you to insert the DIR Cooperative Contracts you are wanting to submit your pricing request to. Please use the correct DIR contract number format when entering so as not to delay your request.

If you need to identify more than six (6) contracts, please select "Yes" (Step 1) and follow the instructions below:

When selecting more than six (6) contracts:

1. Click on the DIR Contracts page link (Step 2)

DIR CONTRACTS TO INCLUDE

Enter as many as 6 DIR contract numbers in the fields below OR attach an Excel spreadsheet of the DIR Contract numbers if more than 6.

Visit the DIR contracts page to search the contracts list.

Step 2-
Click this link

DIR Contract #1	DIR Contract #2
Format: DIR-XXX-XXXX	Format: DIR-XXX-XXXX
DIR Contract #3	DIR Contract #4
Format: DIR-XXX-XXXX	Format: DIR-XXX-XXXX
DIR Contract #5	DIR Contract #6
Format: DIR-XXX-XXXX	Format: DIR-XXX-XXXX

I have more than 6 contracts and will attach a list. *

○ No

◉ Yes   **Step 1 - click yes**

Upload Contracts List

Browse...

2. In the search bar identified as "Search all Contracts" enter the Service Type you identified in the drop down box (Step 3)

Example: DBITS IT Assessments and Planning

Home / All Contracts & Services

All Contracts & Services

DBITS IT Assessment and Planning

The search results will identify those DIR Cooperative Contracts for DBITS IT Assessments and Planning. You may further refine your search by using the filters provided (Step 4)

3. Locate the Microsoft Excel export button located next to the results banner and click on this button. This will import all of the contracts listed under this Service Type into an Excel spreadsheet. (Step 5)

Step 5 – click the MS Excel export button to export your selected contracts

Search Results for "DBITS IT Assessment and Planning"

Step 4 – you may select additional filters to refine contract search (optional)

Vendor Name	Contract Number	Contract Overview	HUB Type
Berry, Dunn, McNeil & Parker, LLC dba Berry, Dunn, McNeil & Parker, PLLC	DIR-SDD-2053	Berry, Dunn, McNeil & Parker offers deliverables-based information technology services (DBITS) through this contract, specifically: enterprise resource planning, IT assessments/planning, project manag...	Non HUB
Precision Task Group, Inc.	DIR-SDD-2140	Precision Task Group offers deliverables-based information technology services (DBITS) through this contract, specifically: application development, application maintenance and support, enterprise res...	Hispanic/Male
Xerox State & Local Solutions, Inc.	DIR-SDD-2177	Xerox offers deliverables-based information technology services (DBITS) through this contract, specifically: application development, application maintenance and support, enterprise resource planning,...	Non HUB
DataCom Design Group, LLC	DIR-SDD-2045	DataCom Design Group offers deliverables-based information technology services (DBITS) through this contract, specifically: IT assessments/planning. This contract is for services only. No hardware or ...	Woman Owned
CGI Technologies and Solutions, Inc.	DIR-SDD-2041	CGI Technologies and Solutions offers deliverables-based information technology services (DBITS) through this contract, specifically: application development, application ...	Non HUB

4. Determine which contracts are to be included as additional submissions, then save the Excel spreadsheet to your desktop and name the file with the Service Type you have selected (Step 6)

Step 6-
Create excel spreadsheet with contracts you've selected and save file to desktop using the name of the Service Type

5. Upload the Excel contract list.

Additional Information
Please insert any information that you determine to be relevant in the Comments field.

File Upload
Uploaded files are limited to 10MB per submission. Each form submission is limited to 20MB at one time.

1. Upload SOW draft file(s). Note: If you have more than one document to attach, consider scanning or consolidating files into one (1) file prior to attaching.

If an Expedited review is needed, please select "Yes". You will then be required to upload your agency's Expedite Approval Document signed by your Executive Director (or designee).

Instructions for FINAL Statement of Work Submissions

Go to http://dir.texas.gov/View-Contracts-And-Services/Landing.aspx

Click on Final Statement of Work Submission

Primary Contact

1. From the drop down menu box select the Agency submitting the request
2. Enter primary contact's email address:
3. Enter First and Last Name
4. Job Title
5. Phone Number
6. Fax Number (optional)

SOW Information

1. **SOW Reference ID**

   Insert SOW Reference ID. Note: This reference number was provided when receipt of your Draft SOW was confirmed. Please remember to use this reference number throughout the submission process.

2. **SOW Name**

   This should be the name of your project and should be used throughout the submission process for reference.

3. **SOW Scope** (limited to 750 characters)

4. **Actual Value**

   Enter the actual value of your procurement. This should include the PO and any anticipated Purchase Order Change Notices (POCNs).

   Note: Maximum value is $1,000,000. You may include commas, but do not enter dollar signs. Do not include decimals or cents.

5. SOW **Term Start Date** and **End Date**

   Enter the date the SOW is set to begin and end.

6. **Final Selected Contract Number**

   Insert the DIR Contract Number you will be using.

7. **Comments**

   Please insert any information that you determine to be relevant in the Comments field.

File Upload

Uploaded files are limited to 10MB per submission. For submissions involving multiple files, each submission is limited to a total 20MB at one time.

1. Upload Final SOW file(s). Note: If you have more than one document to attach, consider scanning or consolidating files into one (1) file prior to attaching.
2. Submit

Reasons for Rejection

DIR will review Statements of Work (SOWs) for whether or not the scope of the SOW is appropriate for the contracts selected for the solicitation. DIR will review specific items for specific types of contracts when considering scope. The following list represents some of the more common SOW types and is not intended to be all-inclusive but to serve as a guide for agencies when they are developing SOWs.

Deliverables-Based IT Services (DBITS)

DBITS contracts provide deliverables-based, outsourced systems integration or application development projects, requiring acceptance of Statement of Work (SOW) and authorization for payment of milestone tasks.

REASONS FOR REJECTION

- Scope of SOW does not match the scope of the contracts
- SOW includes procurement of any products (hardware and software)
- SOW includes subscription licensing/annual subscription licensing maintenance
- SOW includes hosting services
- SOW includes IT Staff Augmentation (ITSAC)/Time and Materials/Hourly Rates as the only method of pricing and no deliverables
- Customers are contracting for Professional or Consulting Services (as defined in Chapter 2254, Texas Government Code)
- SOW lacks requirements regarding confidentiality and background checks for awarded vendor's personnel (as applicable)
- Vendor selected for final SOW does not have the DBITS category awarded on contract
- Final SOW is not signed by customer and vendor

DBITS CATEGORIES

- Application Maintenance and Support
- Business Intelligence (BI) and Data Warehouse
- Enterprise Resource Planning (ERP)
- Service-Oriented Architecture (SOA)
- Project Management
- Technology Upgrade/Migration and Transformation
- Information Technology Assessments and Planning
- Application Development
- Independent Validation & Verification (IV&V)

Managed Services for Information Technology (Seat Management)

REASONS FOR REJECTION

- Scope of SOW does not match the scope of the contracts, specifically Appendix C, Pricing Index
- Customers are contracting for Professional or Consulting Services (as defined in Chapter 2254, Texas Government Code)
- SOW lacks requirements regarding confidentiality and background checks for awarded vendor's personnel (as applicable)
- Vendor selected for final SOW does not have category awarded on contract (Appendix C)
- Final SOW is not signed by customer and vendor

MANAGED SERVICES FOR INFORMATION TECHNOLOGY CATEGORIES

- Provisioning of Equipment and Procurement Services
- Help Desk Services
- On-Site Support and Moves/Adds/Changes (MACs) Services
- Remote Support Services
- Network Management Services
- Software Services
- Asset Tracking Services
- Security Services
- Standard and Ad Hoc Reporting and Documentation
- Unwind / End of Engagement Services
- Break-Fix/Maintenance Services – Vendor Owned Equipment

IT Security Services

REASONS FOR REJECTION

- Scope of SOW does not match the scope of the contracts, specifically Appendix C, Pricing Index
- SOW includes procurement of any stand-alone hardware. Hardware must be bundled with software products and shown with bundled pricing only.
- SOW is for software only or software and related services. Related services are any value-added services that vendor may perform as related to IT Security Software/Hardware proposed in the vendor contract. Related services include but are not limited to: product installation, maintenance and support, managed services and product training.
- Customers are contracting for Professional or Consulting Services (as defined in Chapter 2254, Texas Government Code)
- SOW lacks requirements regarding confidentiality and background checks for awarded vendor's personnel (as applicable)
- Vendor selected for final SOW does not have category selected on contract (Appendix C)
- Final SOW is not signed by customer and vendor

IT SERVICES CATEGORIES

1) Managed Security Services (MSS) are defined as DIR Managed Security Services that are outsourced to MSS provider/s (MSSP), in whole or in part for implementation, monitoring, and management of security devices, systems, and services. These services may be provided by, but are not limited to, one or more of the following methods:

- Application Platform-as-a-Service (aPaaS)
- Cloud-Enabled Application Platform (CEAP)
- Customer-owned equipment and/or software (CPE)
- Software-as-a- Service (SaaS)

2) IT Security Services are defined as technical or operational services that provide the means to evaluate and secure networks and IT environments and include, but are not limited to, the following types of services categories:

- Access, Authentication, and Authorization Control Services
- Contingency Planning, Operational and Disaster Recovery
- Data Handling, Integrity, and Non-repudiation Services
- E-Discovery and Forensic Services
- Identity Management Services
- Incident Response and Management Services

- Network and System Monitoring and Auditing Services
- Network and System Capability and Stress Testing Services
- Network Discovery, Mapping, and Inventory services
- Physical Security
- Risk Assessment Services
- Secure Asset Configuration and Management Services
- Secure Software Development Services
- Security Governance and Advisory Services
- Security Infrastructure Design, Management and Support Services
- Security Intelligence and Alerting Services
- Security Policy Development
- Security Product Implementation and Management Services
- Security Training Services
- Software Integrity and Non-repudiation Services
- Vulnerability Assessment Services
- Virtual System/Infrastructure Design, Implementation, Management and Support Services

Cloud Services

REASONS FOR REJECTION

- Scope of SOW does not match the scope of the contracts.
- SOW includes procurement of any products (hardware and software).
- Customers are contracting for Professional or Consulting Services (as defined in Chapter 2254, Texas Government Code).
- SOW lacks requirements regarding confidentiality and background checks for awarded vendor's personnel (as applicable).
- Vendor selected for final SOW does not have category selected on contract (Appendix C).
- Final SOW is not signed by customer and vendor.

CLOUD SERVICES CATEGORIES

- Cloud Infrastructure-as-a-Service (IaaS)
- Cloud Platform-as-a-Service (PaaS)
- Cloud Broker
- Cloud Assessment
- Comprehensive Web Development

REASONS FOR REJECTION

- Scope of SOW does not match the scope of the contracts
- Customers are contracting for Professional or Consulting Services (as defined in Chapter 2254, Texas Government Code)
- SOW lacks requirements regarding confidentiality and background checks for awarded vendor's personnel (as applicable)
- SOW does not include State Accessibility requirements for Electronic and Information Resources specified in 1 TAC Chapters 206 and 213 and the Web Content Accessibility Guidelines (WCAG) 2.0 (as applicable)
- Vendor selected for final SOW does not have category selected on contract (Appendix C)
- Final SOW is not signed by customer and vendor