

Special Instructions for Executive Agency Customers-How to Use this Contract

The following is an overview of the state term contract for information technology (IT) consulting services. Please review the entire contract to be sure that your use is in agreement with its provisions. You must also comply with purchasing requirements imposed by state law and by your agency.

Please note that pursuant to the direction of the Department of Management Services, all new IT staff augmentation purchases by executive agencies now require a Request for Quote (RFQ). Click [here](#) to view a copy of the memo.

This contract provides a broad range of IT services using two distinct models:

- Staff-oriented (staff augmentation) model:
 - To meet a specific need for clearly identifiable services or routine tasks
 - Procured through a time and materials task order (hourly rates plus)
 - Fees negotiated at or below contract caps with competition among vendors
 - From vendors listed in project areas one through four
 - Risk of successful project completion remains with agency
 - Request for quote (RFQ) required and must specify defined purchase duration.

- Project-oriented model:
 - To accomplish goals and tasks with more complex requirements
 - Allows vendor to offer more than one way to accomplish goals and tasks
 - Procured through a fixed price task order (fixed, capped, or savings-based)
 - Fees negotiated with competition among vendors
 - From vendors listed in project areas one through three
 - Transfers risk of successful completion to vendors
 - RFQ required for projects of \$15,000 or more.

Under both the staff-oriented model and the project-oriented model, the first step is to create a scope of work which will be incorporated into a task order. The scope of work should document the services to be provided and the goals to be achieved. It should detail deliverables, benchmarks, timelines, expected costs and payment schedules, and the start and completion dates for the project. The more work you do up front to define the task in the scope of work, the simpler vendor selection will be.

Once the scope of work is complete, determine the appropriate model and the project area and go through the following steps:

- Visit the contractors' Web page under this state term contract to view a table of current contractors
- If using a staff-oriented model, identify staffing needs and:

- Prepare RFQ
 - Select vendors for RFQ
 - Issue RFQ
 - Evaluate RFQ responses and select vendor.
- If using a project-oriented model, identify project requirements, determine if RFQ is needed and:
 - Prepare RFQ
 - Select vendors for RFQ
 - Issue RFQ
 - Evaluate RFQ responses and select vendor.

In all cases, complete negotiation with vendor and issue task order to selected vendor. If the project oriented model is used and the cost of the project is less than \$15,000.00, the agency should adhere to its own internal purchasing policies and procedures. An RFQ is not required.

At each step in the process, you may need to refine your scope of work to increase its clarity and to insure compliance with state law. Be sure you have included all necessary components in your task order to comply with Sections 287.056 and 287.057, Florida Statutes (F.S.), as amended effective July 1, 2010.

QUOTATION REQUIREMENTS FOR STAFF AUGMENTATION

Quotation Requirements	
\$0 - \$2,000,000	Agency solicits at least 3 quotes among Contract Vendors of its choice.
\$2,000,001 - \$5,000,000	Agency selects BEST RESPONSE to Statement of Work issued to at least 10 Contract Vendors of its choice.
\$5,000,001 - \$10,000,000	Agency selects BEST PROPOSAL submitted upon notification of ALL Contract Vendors within the appropriate Project Area(s).
Over \$10,000,000	RFP or ITN to Open Market not via this State Term Contract.

QUOTATION REQUIREMENTS FOR PROJECTS

Quotation Requirements	
\$0 – \$14,999	Agency adheres to internal policies and procedures.
\$15,000 - \$2,000,000	Agency solicits at least 3 quotes among Contract Vendors of its choice.
\$2,000,001 - \$5,000,000	Agency selects BEST RESPONSE to Statement of Work issued to at least 10 Contract Vendors of its choice.

\$5,000,001 - \$10,000,000	Agency selects BEST PROPOSAL submitted upon notification of ALL Contract Vendors within the appropriate Project Area(s).
Over \$10,000,000	RFP or ITN to Open Market not via this State Term Contract.

PROJECT AREAS DEFINED

1. Project Area 1 Analysis and Design - Encompasses IT Planning, Studies, and Assessment to assist organizations in both information technology capital planning and assessment, including but not limited to:

- i) Business case analysis (e.g. costs/benefit and risk analysis)
- ii) Performance measurements
- iii) Independent validation and verification of systems development
- iv) Estimating return on investment and/or earned value
- v) Compliance with State interoperability standards as defined by the State Technology Office

2. Project Area 2 Development and Integration - The services offered under this area include project management of systems development that organizations consider important. The services include but are not limited to the following:

- i) Management of systems integration
- ii) System and software development
- iii) Modernization of legacy systems to web enabled applications
- iv) Software development, customization of commercial-off-the-shelf (COTS) software packages, and migration to modular applications
- v) Development and integration internet/intranet/web applications
- vi) Development and integration of security, firewalls, and critical infrastructures
- vii) Development, integration and implementation of the following:
 - · Networks (e.g. LAN/WAN/MAN)
 - · Data warehousing
 - · Electronic Commerce/Electronic Data interchange
 - · Groupware
 - · Next generation internet
 - · Client/Server computing
 - · Workflow and imaging

3. Project Area 3 Operational and Support - The services offered under this area include a broad range of IT related to Operations and Support Services. Anticipated services include, but are not limited to the following:

- i) Management and support of Local Area Networks (LANs), Metropolitan Area Networks (MANs), and Wide Area Networks (WANs)
- ii) Computer systems administration, management and maintenance
- iii) Data entry, data storage, data retrieval, and electronic records management
- iv) Specialized workstation (i. e. CAD, CAD/CV, GIS) support
- v) Computer equipment maintenance (both on-going and on-call)
- vi) Desktop support
- vii) Production Support
- viii) Database generation and database management
- ix) Data and/or media management
- x) Document Imaging Services
- xi) Disaster Recovery Services
- xii) Orientation and training
- xiii) Information center/help desk

4. Project Area 4 Staff Augmentation - This Project Area differs greatly from the previous three, in that it does not relate to a particular part of a project life cycle. Unlike work performed within the previous three Project Areas, Staff Augmentation is not generally project-oriented. See the Index Award for a listing of awarded Staff Augmentation vendors which includes the vendor's Contract Price listing for each Position its company provides under. For project Area 4, simple staff augmentation efforts, the customer may also issue the Task Order to a Contractor Awarded in Project areas 1, 2, 3 and/or 4. An RFQ is required for any staff augmentation purchase.