

## STATEMENT OF WORK

### 1. SCOPE

This Statement of Work (SOW) is to provide the necessary tasks and deliverables required by the Contractor to delivery, install, and maintain Unix-based servers and storage devices for the State of California and participating governmental agencies.

### 2. OBJECTIVE

The objective is to have a qualified contractor(s) for Unix-based servers and storage devices to make these Information Technology (IT) goods and services available to governmental agencies at the best prices available in the marketplace.

### 3. PERIOD OF PERFORMANCE

The contract period will be for three (3) years with two (2) one-year optional extensions. During this period of performance, the contractor(s) will receive purchase orders/contracts from both state and local governments for the contracted IT goods.

### 4. CONTRACT MANAGER

The Contract Manager will work closely with the contractor(s) to fully implement and manage the contract(s) for desktop Unix-based servers and storage devices.

### 5. PROGRAM MANAGER

The state will provide a program manager (PM) or point of contact (POC) for each purchase/contract to insure that the IT goods are delivered in accordance with the terms and conditions of the contract. This person will be the point of contact for arranging the delivery, installation, and maintenance of the IT goods.

### 6. TASKS AND DELIVERABLES

Contractor shall make available to the state technically competent personnel to accomplish the tasks and deliverables for implementation and management of the resulting contract.

The Contractor agrees to perform the required tasks and deliverables in accordance with the resulting contract and the ordering agencies purchase order/contract.

### 7. DELIVERABLES

Deliverables must be prepared and submitted to the Contract Manager by the agreed upon scheduled completion date. The deliverables must comply with contractual requirements. The Contract Manager is responsible for reviewing and approving each deliverable.

The Contractor will be responsible for the following deliverables:

Deliverables
(1) Implementation Plan
(2) Communication Plan
(3) Testing and Acceptance Plan
(4) Training Plan
(5) Training Materials
(6) Contract Management Plan

## **8. IMPLEMENTATION PLAN**

As described in the Technical Requirements, the contractor(s) shall provide an implementation plan. The implementation plan shall include, at a minimum, the following items:

- Executive Summary
- Requirements Analysis
- Key Action Dates
- Communication Plan
- Testing and Acceptance Plan
- Training Plan
- Contract Management Plan

## **9. EXECUTIVE SUMMARY**

One or two page document that summarizes the complete implementation plan.

## **10. REQUIREMENTS ANALYSIS**

An analysis of those (business and technical) requirements that must be in place before the contract can be fully implemented and governmental agencies may begin placing orders against the contract(s).

## **11. KEY ACTION DATES**

Those Key Action Dates that are tied to a task and/or deliverable that are reoccurring (i.e., reports, meetings, audits, common configuration refresh, etc.) over the term of the resulting contract.

## **12. COMMUNICATION PLAN**

The Communication Plan shall provide, at a minimum, who needs what information, when they need this information, and how will this information be given to them. This shall also include scheduled meetings with the Contractor Manager.

## **13. TESTING AND ACCEPTANCE PLAN**

The contractor shall provide a testing and acceptance plan on how the contractor and governmental agencies will mutually agree upon a testing and acceptance criteria for the delivered and installed IT goods. This plan shall not violate any provision in the resulting contract and shall be in compliance with the OEM recommended installation procedures.

## **14. TRAINING PLAN**

As described in the Technical Requirements, the contractor(s) shall provide a Training Plan. The State and Contractor will mutually determine the appropriate combination of specific types and structure for the training and the actual number of employees who will receive each type of provided training. Training materials, including electronic copies, shall become the property of the State of California upon completion of the training. Unrestricted rights must be granted to the PD for duplication, modification, and distribution of any part of these materials. The State's right to deliver, re-use, and customize Contractor provided training materials shall continue for as long as the contract is in place.

## **15. CONTRACT MANAGEMENT PLAN**

The Contractor and Contract Manager are responsible for contract management. Therefore, the contractor shall provide a contract management plan that shall include, at a minimum, the following:

- Maintaining Compliance with Technical Requirements
- Common Configuration Refresh
- MSRP Price List Updates
- Perform Audits
- Data Collection
- Equipment Warranty/Maintenance
- Reports Generation
- Continuous Improvement