

***E-X-A-M-P-L-E***

**STATEMENT OF WORK (SOW)  
FOR  
DELIVERABLES-BASED INFORMATION  
TECHNOLOGY SERVICES**

***ePermitting System Project***

***Texas Environmental Protection  
Commission***

***E-X-A-M-P-L-E***

***July 14, 2014***

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EXAMPLE

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**1. Introduction**

The Texas Environmental Protection Commission (the Commission or TEPC) is responsible for implementing state and federal environmental regulatory laws by issuing permits and authorizations for the control of air pollution; the safe operation of water and wastewater facilities; and the treatment, storage, and disposal of hazardous, industrial, and municipal waste and of low-level radioactive waste. The Commission is responsible for ensuring compliance with state and federal environmental laws and regulations by: conducting inspections of regulated facilities, monitoring air and water quality, providing technical assistance, encouraging voluntary compliance, and taking formal enforcement action against suspected violators.

Within TEPC, the Permitting and Registration Office is responsible for implementing the federal and state laws and regulations governing all aspects of permitting for the air, water, and waste programs. The office also oversees the investigation and cleanup of hazardous pollutants released into the environment, registers and manages the reporting requirements for certain facilities, and implements the petroleum storage tank reimbursement program. Office staffers in the agency's bankruptcy program pursue debtors in United States bankruptcy courts for recovery of claims owed to the TEPC.

To enhance information management and support for the tracking of permit development time frames, milestones, and activities, and the sharing of selected permit obligations for regulated entities, TEPC has initiated an electronic permitting system (ePermitting) project.

**2. Background**

One of the Texas Environmental Protection Commission's strategic objectives is to reduce permit processing times. By achieving this objective, the Commission will improve environmental compliance at a reduced cost to industry and improve public access to information concerning permit applications and permit provisions.

Working extensively with the public and industry stakeholders, the Permitting and Registration Office has prioritized requirements for providing remote customers greater access to permit and inspection data and status reports, and continued expansion of electronic permitting capabilities.

**3. Scope of Work**

The Commission is seeking a qualified Deliverables Based Information Technology Services (DBITS) Vendor to implement an ePermitting System to improve the management and protection of the state's water resources. The ePermitting System is primarily used for applying for new permits or searching for the status of existing permits.

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The Commission is seeking to implement a system that automates and streamlines TEPC's permitting process to reduce cost, reduce time, improve customer service and staff efficiency, and enhance quality. The ePermitting System should provide the following functions:

- plan review
- permitting
- inspections
- inspection scheduling
- project tracking
- fee calculation and collection
- workflow management
- customer communications through web-based customer services
- telephone-based voice response services
- inter- and intra-departmental communication and management.

The Vendor shall conduct the project under TEPC leadership. The ePermitting System project scope of work includes requirements analysis, design, development, testing, documenting, training, and deployment of an operational system that meets the business, functional, and technical requirements of the Commission.

#### **4. Deliverables**

##### **4.1 General Provisions**

- All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel.
- All document deliverables must be in formats (hard copy and electronic) as specified by the Commission. At a minimum, the formats must be in industry-accepted standards (e.g., MS Word, MS PowerPoint MS Project).
- Deliverables must be provided on the dates specified in the approved Detailed Project Work Plan. Any changes to the delivery date must have prior approval (in writing) by the ePermitting System Project Lead or designee.
- If the deliverable cannot be provided within the scheduled time frame, the Vendor is required to contact the ePermitting System Project Lead in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project. Failure to adhere to this provision is subject to penalty, specified in Section 8, Performance and Service Level Expectations.
- A request for a revised schedule must be reviewed and approved by the ePermitting System Project Lead before placed in effect.
- The Commission will review each deliverable within 10 business days. The Vendor Project Manager shall submit each deliverable to the ePermitting System Project Lead, who will be responsible for distributing the deliverable within the Commission for review. The ePermitting System Project Lead will

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collect the review comments and issue a single, unified set of comments to the deliverable back to the Vendor Project Manager. Comments will be incorporated and the deliverable re-issued.

- Each deliverable will be complete when the ePermitting System Project Lead has signed-off, in writing that the deliverable meets the acceptance criteria specified for that deliverable.

The following table identifies the key project activities and related deliverables. Because the Vendor will be controlling the manner and means of conducting the work, the descriptions are not intended to describe all of the work that the Vendor would need to perform to complete the deliverables. To manage the project the Vendor shall develop a Detailed Project Work Plan that describes the tasks in appropriate work packages related to the project activity and deliverable.

<b>Project Activity</b>	<b>SOW No.</b>	<b>Deliverable</b>
Project Management	4.1.1	Detailed Project Work Plan
Requirements Verification	4.1.2	Updated Solution Requirements Specification (SRS)
Detailed Architecture Design	4.1.3	Detailed Architecture Design including Architecture Design diagram or schematic
Detailed System/Software Design	4.1.4	Detailed System/Software Design
Database Deliverable	4.1.5	Operational ePermitting Transactional and Analytical Data Stores
System Development	4.1.6	Developed ePermitting System that meets the functional specifications
System/Integration Testing	4.1.7	An ePermitting System that passes all System and Integration requirements and operates with no serious defects
Stress/Performance Testing	4.1.8	An ePermitting System that meets the performance requirements as specified in the System Technology Requirements
UAT Support	4.1.9	User Acceptance Test Criteria and Results Document that is based upon User Acceptance Test Plan
Application and Technical Training	4.1.10	Application and Technical Training Plan and associated training
Implementation and Deployment	4.1.11	ePermitting Implementation Plan
Documentation	4.1.12	ePermitting Technical, System Administration, Security Administration and User

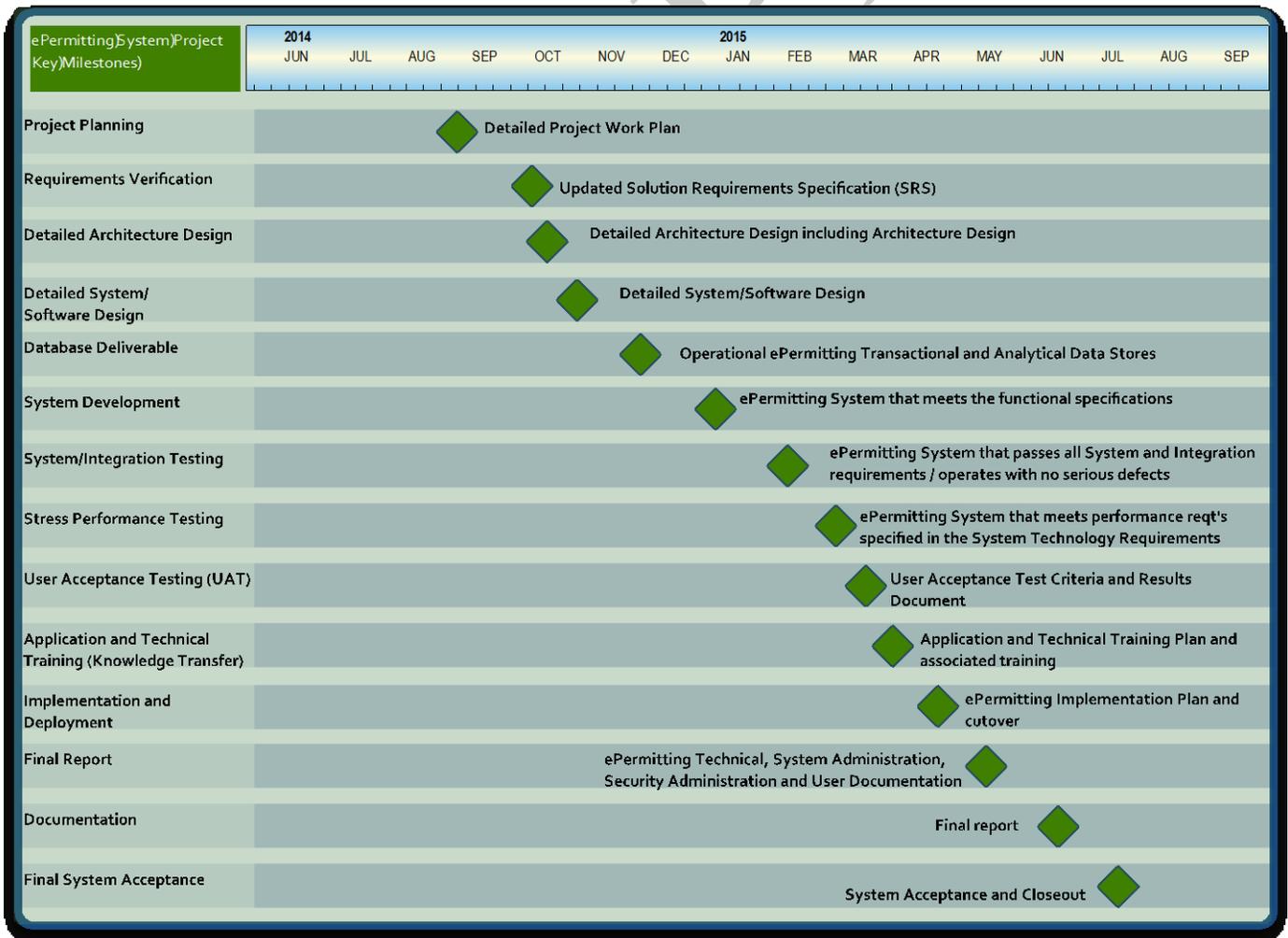
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Project Activity	SOW No.	Deliverable
		Documentation
Final Report	4.1.13	A final report that includes an executive summary, a one-page letter summarizing report, any unresolved issues, and lessons learned
TEPC Acceptance	4.1.14	System Acceptance and Closeout

**4.2 Schedule of Deliverables**

The Vendor will submit a Detailed Project Work Plan that considers the key milestones for each of the deliverables specified under Section 4.1, and in accordance with the Key Milestones Timeline in Section 4.2.1 and Acceptance Criteria in Section 4.2.2.

**4.2.1 Key Milestones Timeline**



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**4.2.2 Acceptance Criteria**

No.	Deliverable Name	SOW Para	Due Date	Acceptance Criteria
1	Detailed Project Work Plan	4.1.1	1 Week after Project Start Date	<p>At the task level, break down consistently; (i.e., everything must roll up to a subtask or task); and manageable size (no more than 40 work hours per task or must break in to smaller tasks). Tasks will include:</p> <ul style="list-style-type: none"> <li>• Duration</li> <li>• Dependencies</li> <li>• Start/Finish</li> <li>• Deliverables</li> <li>• Deliverable Dates</li> <li>• Schedule</li> <li>• Milestones</li> <li>• Critical Path</li> </ul>
2	Updated Solution Requirements Specification (SRS)	4.1.2	As specified in Project Work Plan and 4.2.1 Key Milestones Timeline	<p>SRS must identify proposal requirements, validate requirements with stakeholders, identifies how and where the requirements are met in the ePermitting design, and updated list of Use Cases.</p> <p>SRS will meet general acceptance criteria for documentation. Requirements meet project objectives and are accepted by Project Steering Committee.</p>
3	Detailed Architecture Design including Architecture Design diagram or schematic	4.1.3	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	<p>Detailed architecture design of the system will include a diagram or schematic that illustrates system components and their interrelationships.</p> <p>Detailed architecture design will meet general acceptance criteria for documentation. Architecture complies with Commission technology and</p>

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No.	Deliverable Name	SOW Para	Due Date	Acceptance Criteria
				architecture standards.
4	Detailed System/ Software Design	4.1.4	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	<p>Detailed system/software design that describes business processes, screen design, data, interfaces, reports/queries and system relationships. Design addresses:</p> <ul style="list-style-type: none"> <li>• Business Process</li> <li>• Screen Design</li> <li>• System Relationships – Screens. Subsystems, interfaces</li> <li>• Database(s) and Files</li> <li>• Interfaces and Programs</li> <li>• Error Handling</li> <li>• Security, Audit and Control</li> <li>• Screen mock ups and approaches to meet the security requirements</li> <li>• Reports</li> <li>• Help Online help (at a minimum Frequently Asked Questions)</li> </ul> <p>Detailed system/software design will meet general acceptance criteria for documentation. Design complies with Commission technology and architecture standards and the technology specifications.</p>
5	Operational ePermitting Transactional and Analytical Data Stores	4.1.5	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	<p>Operational ePermitting Transactional and Analytical Data Stores run behind the Commission’s firewall that are ready to be populated with temporary permit data.</p> <p>Data Stores will contain all required elements, test data loads and queries must run successfully.</p>

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No.	Deliverable Name	SOW Para	Due Date	Acceptance Criteria
6	Developed ePermitting System that meets the functional specifications	4.1.6	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	<p>Successful development, configuration and installation of the ePermitting System design and to perform unit, system/sub-system, and integration testing to ensure all e-Permitting requirements are satisfied. The Vendor must revise the Detailed System/Software Design to reflect changes identified during the testing process. The Vendor must provide updated pages to the Commission for review and acceptance.</p> <p>An installed ePermitting System that has been unit, system/sub-system, and integration tested. ePermitting System must meet general acceptance criteria for documentation. Design complies with Commission technology and architecture standards. Reports and queries contain all of the required data elements and correct search criteria.</p>
7	An ePermitting System that passes all System and Integration requirements and operates with no serious defects	4.1.7	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	<p>An ePermitting System that processes all temporary permits and payments through the State of Texas ePay system that meets all reporting and query requirements; and utilizes properly functioning data interfaces.</p> <p>Vendor certification to the Commission that the ePermitting System has passed all System/Integration</p>

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No.	Deliverable Name	SOW Para	Due Date	Acceptance Criteria
				Tests, having met all functional requirements and specifications with no non-cosmetic deficiencies.
8	An ePermitting System that meets the performance requirements as specified in the System Technology Requirements	4.1.8	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	<p>An ePermitting System that is certified to meet all performance requirements.</p> <p>Vendor certification to the Commission that the ePermitting System has passed all Stress and Performance test with no deficiencies. The following performance criteria will have been tested and met:</p> <ul style="list-style-type: none"> <li>• The System server response time will be as mutually agreed upon in writing in a controlled environment.</li> <li>• Support volume capacity of 600,000 temporary permits per year; support concurrent access by multiple users from the same site.</li> <li>• Support multiple customers (defined by the Commission) concurrently.</li> </ul>
9	User Acceptance Test Criteria and Results Document that is based upon User Acceptance Test Plan	4.1.9	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	<p>ePermitting System has passed UAT and is ready for implementation.</p> <p>The ePermitting System will have passed the User Acceptance Tests meeting functional, technology, and performance requirements for the system with no deficiencies.</p>
10	Application and Technical Training Plan	4.1.10	As specified in Detailed Project Work Plan and	Commission staff has received the required ePermitting System technical

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<b>No.</b>	<b>Deliverable Name</b>	<b>SOW Para</b>	<b>Due Date</b>	<b>Acceptance Criteria</b>
	and associated training		4.2.1 Key Milestones Timeline	and functional training.  The ePermitting System Application and Technical Training Plan will meet general acceptance criteria for documentation. Commission staff received training per plan.
11	ePermitting Implementation Plan	4.1.11	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	Operational ePermitting System.  The ePermitting System Implementation Plan will meet general acceptance criteria for documentation.
12	ePermitting Technical, System Administration, Security Administration and User Documentation	4.1.12	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	ePermitting Technical, System Administration, Security Administration and User Documentation that has been delivered to the Commission.  The ePermitting System Technical, System Administration, Security Administration and User Documentation will meet general acceptance criteria for documentation.
13	A final report that includes an executive summary, a one-page letter summarizing report, any unresolved issues, and lessons learned	4.1.13	As specified in Detailed Project Work Plan and 4.2.1 Key Milestones Timeline	ePermitting System Final Report that includes an executive summary, a one-page letter summarizing report, any unresolved issues, and lessons learned.  ePermitting System Final Report will meet general acceptance criteria for documentation.
14	System Acceptance and Closeout	4.1.14	As specified in Detailed Project Work Plan and	Accepted ePermitting System.  All deliverables provided and

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No.	Deliverable Name	SOW Para	Due Date	Acceptance Criteria
			4.2.1 Key Milestones Timeline	SOW obligations satisfactorily met. Meets Performance Specification and Functionality Specifications; the System will have performed defect free for a period of twenty-one business days after implementation.

**5. Reports and Meetings**

- The Vendor will be responsible for providing weekly status reports for the ePermitting System project by e-mail. These are due to the ePermitting System Project Lead by 5:00 p.m. on Friday of each reporting week throughout the life of the project.
- The status reports shall cover all work performed and completed during the period for which the status report is provided and shall present the work to be performed during the subsequent period. The status report template shall be provided by the ePermitting System Project Lead upon execution of this SOW. Reports shall include the following information at a minimum:
  - Status of Engagement Milestones
  - Status of Outstanding Action Items
  - Status of Engagement Deliverables
  - Risk Summary
  - Risk Mitigation Strategies
  - Security Issues
- The status report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.
- Status meetings will be scheduled through the Detailed Project Work Plan.
- Vendor will be responsible for conducting meetings with the Commission internal and external stakeholders to gather requirements and other activities. The ePermitting System Project Lead will assist with meeting coordination.
- Vendor will be responsible for scheduling and conducting deliverables review meetings with the ePermitting System Project Lead and other applicable Commission staff to ensure understanding of recommendations and specific deliverable details.
- Vendor will be responsible for documenting all outcomes of deliverables review meetings and providing a summary

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**6. Roles and Responsibilities**

The Commission will be responsible for

- State project management functions and contract management of the work described in this SOW. The Commission will designate an ePermitting System Project Lead who will be the point of contact for all project related communications and coordination. The ePermitting System Project Lead will act as the single point of contact and have the authority to make project related decisions.

The Vendor will be responsible for

- Project management for the Vendor team responsibilities. The objective of this task is to establish a framework for project planning, scheduling, communications, reporting, and to ensure that any technical issues are addressed quickly and professionally. Project management includes the regularly scheduled meetings and specified documentation; i.e., Weekly Status Meeting, Weekly Status Reports, Weekly Work, Plan Review, Schedule Review, and Oversight/Stakeholder Reporting.
- Overall system development lifecycle activities to design, develop, and deploy an ePermitting System.

The following table describes the Vendor and TEPC roles and responsibilities across the ePermitting System project activities.

<b>Roles and Responsibilities</b>	<b>Vendor</b>	<b>TEPC</b>
<b>1.a. Project Management</b>		
1. Review the Statement of Work and the roles and responsibilities of both parties with the ePermitting System Project Lead	X	
2. Prepare and maintain a Detailed Project Work Plan, which identifies and assigns tasks, major milestones for the efforts of the project team, the dates on which they occur, dependencies, and indications of critical path	X	
3. Coordinate the establishment of the project environment; establish and administer project management procedures	X	
4. Measure, track and evaluate progress against the Detailed Project Work Plan	X	
5. Resolve deviations from the Detailed Project Work Plan with the ePermitting System Project Lead	X	
6. Review project tasks, schedules, and resources and make changes or additions, as appropriate	X	
7. Track all actions associated with status meetings and	X	

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<b>Roles and Responsibilities</b>	<b>Vendor</b>	<b>TEPC</b>
project issues Track actions in a database available to the ePermitting System Project Lead, and through a project SharePoint website (access provided by TEPC)		
8. Review and analyze project change requests, maintain change request log in SharePoint	X	
9. Assemble the Vendor project team and assign responsibilities as required	X	
10. Coordinate orientation training for Vendor key staff with the ePermitting System Project Lead	X	
11. Conduct weekly scheduled meetings with the ePermitting System Project Lead to review project status	X	
12. Provide weekly status reports to the ePermitting System Project Lead	X	
13. Provide weekly work plan reviews with the ePermitting System Project Lead	X	
14. Provide monthly Oversight/Stakeholder reporting	X	
<b>1.b. Technical Management</b>		
1. Request and/or coordinate tasks with Commission technical staff for system installation and testing	X	
2. Request and/or coordinate with Commission technical staff, the database installation, tuning and configuration	X	
3. Monitor and coordinate code delivery and upgrades with Commission staff	X	
4. Provide a single point of contact for the quick resolution of any technical issues relating to any interfaces required with 3rd party Vendors	X	
5. Assign a full time Project Lead to this project. The ePermitting System Project Lead will act as the single point of contact and have the authority to make project related decisions		X
6. Review and accept the Detailed Project Work Plan and other plans		X
7. Create and revise Master Project Plan		X
8. Review and accept or reject project change control requests		X

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<b>Roles and Responsibilities</b>	<b>Vendor</b>	<b>TEPC</b>
9. Make Commission personnel available to attend meeting, reviews, demonstrations, as required by the Detailed Project Work Plan		X
10. Respond to Vendor requests for information, clarification, and make project related decisions within three (3) working days (unless there is another agreed upon timeframe)		X
11. Assist in scheduling meetings and providing meeting and demonstration rooms as necessary		X
<b>2. Requirements Verification</b>		
1. Develop meeting schedule with Commission staff for Requirements verification	X	
2. Document proposed requirements modifications	X	
3. Obtain Commission concurrence on modifications	X	
4. Update SRS	X	
5. Update Use Cases	X	
6. Meet with Vendor to verify requirements		X
7. Validate and approve modifications to requirements		X
8. Approve updated SRS		X
<b>3. Detailed Architecture Design</b>		
1. Review SRS and technology requirements	X	
2. Document Architecture Design	X	
3. Review and approve architecture design		X
<b>4. Detailed System/Software Design</b>		
1. Review Functional Requirements	X	
2. Meet with the Commission to understand business, database, interface, security and report requirements	X	
3. Confirm the specifications required	X	
4. Design or document databases and Interfaces for each database and interface Complete TEPC Requirements Traceability Matrix	X	
5. Review and approve the design of processes, screens, databases, interfaces, security and reports		X

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6. Develop the Operational Procedures for each interface		X
7. Review and approve TEPC Requirements Traceability Matrix		X
<b>5. Database Deliverable</b>		
1. Define Data Stores	X	
2. Load Tables	X	
3. Load test data	X	
4. Run test queries	X	
5. Define Data Stores		X
6. Provide security access to Vendor staff		X
7. Assist with loading of tables		X
8. Validate results of test queries		X
<b>6. System Development</b>		
1. Develop System Software	X	
2. Develop, implement and document rigorous and professionally sound unit, system, integration and regression test procedures	X	
3. Update the Detailed System/Software Design Document	X	
4. Develop up to 15 application reports and system queries as specified by TEPC	X	
5. Review and accept the Revised System/Software Modification Design		X
6. Identify the application reports and system queries for the Vendor		X
7. Review and accept the application reports and system queries		X
<b>7. System/Integration Testing</b>		
1. Develop System and Integration Test Plan	X	
2. Develop System and Integration Checklists for each Business Area	X	
3. Develop System and Integration Test Criteria (Commission and Vendor joint effort)	X	

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<b>Roles and Responsibilities</b>	<b>Vendor</b>	<b>TEPC</b>
4. Create System and Integration Test Report	X	
5. Create System backup, fail over, and recovery test plans	X	
6. Review and accept the System and Integration Test Plan		X
7. Review and accept the System and Integration Checklists for each Business Area		X
8. Activate the System backup, fail over, and recovery test		X
9. Review and accept the System and Integration Test Criteria (Commission and Vendor joint effort)		X
10. Review and accept the System and Integration Test Report		X
11. Review and accept an e-permitting system that passes all System and Integration test requirements		X
<b>8. Stress Performance Testing</b>		
1. Develop stress/performance test plans	X	
2. Execute stress/performance test plans	X	
3. Establish stress/performance measurements and criteria with TEPC	X	
4. Test scripts/data to perform stress/performance tests and recording defects in a log for resolution	X	
5. Review and accept Stress/Performance Test Plan		X
6. Review and accept Stress/Performance Test Scripts		X
7. Assist Vendor in developing stress/performance measurements and criteria		X
8. Review and accept Stress/Performance Test Results Document		X
9. Review that e-Permitting System passes all Stress Criteria		X
<b>9. User Acceptance Testing (UAT)</b>		
1. Provide general test support and advice	X	
2. Commission and Vendor, in a joint effort, will develop the User Acceptance Criteria	X	
3. Commission and Vendor, in a joint effort, will develop	X	

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<b>Roles and Responsibilities</b>	<b>Vendor</b>	<b>TEPC</b>
the User Acceptance Test Results Document		
4. Identify and correct any production issues	X	
5. The Vendor will assist the Commission in the organization, planning and development of the test scripts	X	
6. Develop the User Acceptance Test Plan and User Acceptance Test Scripts		X
7. Collect representative test data required to validate the system		X
8. Prepare test plan, test cases and checklist		X
9. Identify the schedule for user acceptance test cycles and delivery of output		X
10. Provide maintenance and operation of the User Acceptance Test environment, ensuring that a current, thoroughly tested User Acceptance Test environment is available at all times		X
11. Commission and Vendor, in a joint effort, will develop the User Acceptance Test Criteria and Results Document	X	X
12. Prepare acceptance test data		X
13. Execute the acceptance test data and validate the test results		X
14. Retest any corrected deficiencies		X
15. Acceptance of system and approval to Go Live		X
<b>10. Application and Technical Training (Knowledge transfer)</b>		
1. Develop Application and Technical Training Plan	X	
2. Provide Application and Technical Training including Knowledge Transfer	X	
3. Review and Accept the Application and Technical Training Plan		X
4. Assign staff for Application and Technical Training		X
5. Assign staff to participate in Application and Technical Training/Knowledge Transfer		X
6. Assign staff to provide training to end users		X

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<b>11. Implementation and Deployment</b>		
1. Develop ePermitting Implementation Plan (Commission and Vendor joint effort)	X	X
2. Provide general support and advice	X	
3. Assist users with any technical ePermitting issues or system understanding	X	
4. Develop ePermitting Implementation Plan (Commission and Vendor joint effort)	X	X
5. Provide and train ePermitting trainers for implementation		X
6. Prepare and provide training materials		X
7. Conduct ePermitting training classes to Commission staff		X
8. Assume responsibility for day-to-day operations of the system		X
9. Report any ePermitting issues encountered to the Vendor		X
<b>12. Documentation</b>		
1. Provide ePermitting Technical, System Administration, Security Administration and User Documentation	X	
2. Review and accept ePermitting Technical, System Administration, Security Administration and User Documentation that includes modifications (if applicable)		X
<b>13. Final Report</b>		
1. Develop Final Report that includes an executive summary, a one-page letter summarizing report, any unresolved issues, and lessons learned	X	
2. Submit final invoice including all funds withheld	X	
3. Review and Accept the Final Report		X
<b>14. Final System Acceptance</b>		
1. Complete SOW obligations	X	
2. Reconcile SOW deliverables and payments		X
3. Process final payment		X

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**7. Period of Performance**

The Commission will monitor the Vendor performance under this Statement of Work. All services performed under the SOW shall be performed at an acceptable service level and in a manner consistent with the acceptable Project Management Institute (PMI) standards and software delivery artifacts identified within the DIR Project Delivery Framework extensions and other referenced standards. The period of performance in which the Vendor shall conduct and complete the work associated with this SOW are as follows:

- The Project Start Date shall commence no later than five (5) business days after the Commission’s issuance of a Purchase Order, which includes a fully executed Statement of Work signed by the Vendor and the Commission.
- Deliverable 4.1.1, Detailed Project Work Plan, is due one week (5 business days) after the Project Start Date.
- The period within which the Vendor will execute the Detailed Project Work Plan shall be based on a project schedule that conforms to the Commission’s timeline for delivery of key milestones and project deliverables (Section 4.2.1), but shall end no later than July 1, 2015.

**8. Performance and Service Level Expectations**

The Texas Environment Protection Commission contracts for results. A successful result may be defined as the generation of discrete, defined, measurable, and beneficial outcomes that support the Commission’s Statement of Work goals, service delivery agreements, and product specifications.

The Texas Environment Protection Commission will monitor performance under this Statement of Work. All services and deliverables under this SOW shall be provided at an acceptable quality level and in a manner consistent with acceptable industry standard, custom, and practice.

Conformance to deliverable submission dates as agreed to with the Commission will be monitored. The Vendor must meet dates on deliverables unless the Texas Environment Protection Commission agrees in writing that a delay is acceptable.

Liquidated damages for not meeting Service Level Agreements (SLA’s) are specified in the table below.

<b>SLA</b>	<b>SLA Name</b>	<b>Performance Evaluated</b>	<b>Non-conformance</b>	<b>Frequency of Measurement</b>
SLA1	Deliverables Timeliness	All deliverables must be must be prepared and routed through email to the attention	Liquidated Damages in the amount of \$500 for each	Monthly

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SLA	SLA Name	Performance Evaluated	Non-conformance	Frequency of Measurement
		of the ePermitting System Project Lead by the date specified in the Detailed Project Work Plan.	occurrence, not to exceed \$2,500 in any given month.	

**9. Invoices**

Upon completion of a deliverable and acceptance by the Commission, the Vendor will submit an invoice to the Commission setting forth amounts due to the Vendor in accordance with DIR-SDD-XXXX requirements.

Each invoice submitted must include the Purchase Order number and deliverable invoiced. Payment shall be in accordance with the Texas Prompt Payment Act, Texas Govt. Code, Section 2251.

Invoices shall be sent to:

The Texas Environment Protection Commission  
 Attn: Invoice-Commission Accounting  
 The Texas Environment Protection Commission  
 800 Bluebonnet Lane  
 Austin, TX 78701  
 Phone: 512-463-5555  
 Fax: 512-463-6666  
 Email: the Commission\_AP@tepc.texas.gov

Prior to any payment being made, the Commission must certify that the goods and services being invoiced have been received and approved by the Commission.

**10. Customer/Vendor-Furnished Equipment and Work Space**

The Vendor will be expected to provide some services on-site, at a Commission-provided office space, in Austin, Texas. Some of the services, as agreed upon, may be provided off-site. The Commission will provide a facility space for work and meetings for the Vendor team at the Commission's office; however the Commission will not provide phones, PC desktops nor VPN connection to the agency network.

Access and communications with the ePermitting System Project Lead and State project team members will be through electronic mail, conference calls and scheduled meetings and other appointments.

The ePermitting System Vendor requires engagement with business and IT executives, subject matter experts, and internal IT staff. Vendor team members

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should be available by phone and e-mail during normal working hours. Normal working hours are from 8:00 AM until 5:00 PM Mondays through Fridays, except on holidays determined by the State of Texas.

**11. Additional Customer Terms and Conditions**

The Texas Department of Information Resources (DIR) Deliverables-Based IT Services (DBITS) terms and conditions are provided on the DIR Website. These terms and conditions have precedence; other terms required by TEPC may not conflict with or weaken the DIR terms.

In the SOW Response, the Vendor must identify any provision of TEPC Standard Terms and Conditions (found at <http://www.tepc.texas.gov/proc/tc.pdf>) that it takes exception to.

In the SOW Response, the Vendor must specify that it has reviewed, and will comply with, the TEPC Security Standards and Guidelines found in section 5 of the above-referenced document.

**12. Pricing**

The SOW Response must include pricing for each of the deliverables-based referenced by SOW paragraph number. The Vendor should also provide a summary of any assumptions and exclusions.

**Pricing Sheet**

<b>SOW Paragraph</b>	<b>Deliverable Name</b>	<b>Price</b>
4.1.1	Detailed Project Work Plan	
4.1.2	Updated Solution Requirements Specification (SRS)	
4.1.3	Detailed Architecture Design including Architecture Design diagram or schematic	
4.1.4	Detailed System/Software Design	
4.1.5	Operational ePermitting Transactional and Analytical Data Stores	
4.1.6	Developed ePermitting System that meets the functional specifications	
4.1.7	An ePermitting System that passes all System and Integration requirements and operates with no serious defects	
4.1.8	An ePermitting System that meets the performance requirements as specified in	

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SOW Paragraph	Deliverable Name	Price
	the System Technology Requirements	
4.1.9	User Acceptance Test Criteria and Results Document	
4.1.10	Application and Technical Training Plan and associated training	
4.1.11	ePermitting Implementation Plan and cutover	
4.1.12	ePermitting Technical, System Administration, Security Administration and User Documentation	
4.1.13	Final report	
4.1.14	System Acceptance and Closeout	

**13. Response Submission Requirements**

- The SOW Response must be in MS Word format with three (3) hard copies and one (1) electronic CD.
- The SOW Response must include a detailed plan that (1) addresses how work on the project will be performed; (2) includes the research, analyses, and methodologies to be used; and (3) a detailed description of each deliverable to be provided.
- The SOW Response must describe the Vendor's service capabilities including:
  1. Outline the capability to deliver the required services, including process, functional and technical expertise.
  2. The Vendor must demonstrate its knowledge and expertise of the environment (e.g., platforms software, applications, network, tools, etc.) for which work is to be performed.
- The SOW Response must describe the Vendor's staff capabilities including:
  1. Vendor organization chart
  2. Management team resumes
  3. Key project personnel resumes, including project roles.
- The SOW Response must include a binding cost for each deliverable in the format provided under Section 12, Pricing.
- The SOW Response must include a proposed deliverables schedule that fits with the Commission's legislative and funding obligations, which include project completion by no later than July 1, 2015.
- SOW schedule of events:
  1. Due date for submitting questions – July 11, 2014

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2. Due date for answering questions – July 16, 2014
3. Due date for SOW Response – August 4, 2014
4. Due date for SOW Award – September 2, 2014

- Inquires may be submitted in writing to the Commission Purchasing Office by e-mail to bob.starr@tepc.texas.gov by 5:00 pm (Central Time, Austin, Texas), July 11, 2014.
- Responses to all written email inquiries will be sent to all potential vendors no later than July 16, 2014.
- All SOW responses must be received at the Texas Environment Protection Commission, 800 Bluebonnet Lane, Room Number 1-10, Austin, Texas 78701, no later than 3:00 p.m. (Central Time) on August 4, 2014.
- SOW Responses must be placed in a separate envelope or package and correctly identified with the SOW number and submittal deadline date and time.

**14. Evaluation and Award**

- The Texas Environment Protection Commission shall evaluate and award a Statement of Work and issue a Purchase Order to the Vendor whose SOW Response is determined to provide the best value to the State of Texas. The Texas Environment Protection Commission reserves the right to award the Statement of Work without any negotiation and reserves the right not to make any award.
- The Texas Environment Protection Commission may, at its sole discretion, elect to require vendors to provide oral presentations or to respond in writing to inquiries from the evaluation committee related to their SOW Responses.