

STATEMENT OF WORK (SOW)
DIR-TSO-2531-SOW1-CTO

***Texas Application Development
Decision Framework (ADDF)
Content Formation Project***

***Texas Department of Information
Resources (TxDIR)***

Texas Application Development Decision Framework

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1. Introduction

DIR seeks to leverage DIR-TSO-2531 to engage Gartner, Inc. for the provision of IT Research and Advisory services and assistance in the content creation for an Application Development Decision Framework (ADDF) to be used by State of Texas agencies. Gartner will perform content formation with input from DIR regarding the structure and function of the ADDF.

The purpose of the ADDF is to:

- Provide agencies a matrix of choices that supports application development decision-making based on broad and deep criteria.
- Support new solutions and modernization of legacy systems.
- Direct agencies toward justifiable, informed decisions about application development approaches or Commercial off the Shelf (COTS) options.
- Support documentation of those decisions, using a common vocabulary.
- Provide standard templates, where possible, to use for application development activities, such as: a business case for moving an application to the cloud as opposed to hosting on premise; a use case for regression testing; defect template; standardized definitions distinguishing enhancement vs. maintenance; etc.

Because of the in-depth descriptive and potentially proscriptive nature of the ADDF, participation in this project could provide a competitive advantage to the selected Vendor for any future procurement of development and remediation efforts guided by this document. Under Texas Government Code, § 2155.004, a state agency may not accept a bid or award a contract that includes proposed financial participation by a person who received compensation from the agency to participate in preparing the specifications or request for proposals on which the bid or contract is based. The selected Vendor and the employees of that Vendor will be required to sign a Non-Disclosure Agreement and may be ineligible to respond to certain future solicitations that are guided by this framework.

Gartner will own its preexisting intellectual product, together with modifications it produces during the term of this agreement, and also any further intellectual property that Gartner produces in performance of this agreement. The foregoing property rights are subject to the following exceptions. First, Gartner will have no rights whatsoever in DIR's preexisting intellectual property, or in any intellectual property, or personal or confidential information provided to Gartner by DIR during the term of this agreement. The foregoing limitation will apply even if Gartner has incorporated any such property or information into its product: Gartner must obtain DIR's prior written approval in order to use any product or information that incorporates such property or information. Second, Gartner grants to DIR a fully paid, irrevocable, license limited to the following: use, modify, reproduce, and distribute the product produced by Gartner in performance of this agreement to Texas state agencies.

2. Background

In response to the [Legacy Systems Study](#) presented by DIR on October 1, 2014, the 84th Texas Legislature (2015) passed [House Bill 1890](#), which charged DIR with developing a strategy to guide the state in legacy system modernization efforts. The strategy includes:

- Guiding plans for modernization of legacy systems statewide and at the agency level.
- Establishing a statewide [Application Development Decision Framework](#).

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- Facilitating standardization and collaboration among state agencies.
- Promoting the use of common technology solutions and collective purchasing by the state.

DIR's Enterprise Solution Services (ESS) Team has overall oversight of developing the strategy, and coordinating creation of the ADDF.

3. Scope

A. Project-Based Services

1. Scope of work

- a) Gartner will review with DIR the DIR proposed outline of content (Appendix A), and propose improvements and address gaps.
- b) Gartner will formulate content supporting the outline by leveraging knowledge of best practices, current industry trends, experience in the practice of application development, and an understanding of state of Texas government environments.
- c) Gartner will create a decision matrix that supports application development decision making based on broad and deep criteria.
- d) Gartner will create a definitions document that supports the content created.
- e) All content with associated documents, graphical content, and design shall be considered the property of the state of Texas.

2. Roles and responsibilities

a) Gartner:

- (1) *Create general structure and detailed content for the ADDF.*
- (2) *Provide knowledge set expertise for content creation.*
- (3) *Maintain integrity of the technical meaning and application.*

b) DIR ESS:

- (1) *Provide requirements guidance.*
- (2) *Establish State of Texas government perspective.*
- (3) *Enhance with state agencies' content and practices.*

3. Project risks, assumptions and constraints

- a) Risks - The ADDF must be created and available for use by agencies for

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development of their Legislative Appropriations Requests (LAR), which are due to the Legislative Budget Board (LBB) during July-August of 2016.

b) Assumptions

(1) The content formation effort will be completed within a two (2) month period

c) Constraints - DIR ESS resources have existing time commitment to related legislative initiatives, and a limited budget for outsourced content creation services.

4. Detailed description of project stages

a) **Project stage #1:** Outline review and finalization - Gartner will review with DIR the DIR proposed outline of content (Appendix A), and propose improvements and address any gaps in the outline. Gartner must base any proposed changes on the original content in Appendix A, and provide supporting documentation for any modifications.

b) **Project stage #2:** Content creation - Gartner will create a document with content supporting the outline (Appendix A) by leveraging knowledge of best practices, current industry trends, and experience in the practice of application development.

c) **Project stage #3:** Decision matrix – Gartner will create a decision matrix that supports application development decision making based on broad and deep criteria. The matrix must address facets including:

(1) Identification of desired business outcomes

(2) Development approach

(3) Financial drivers and approach

(4) Technology direction

(5) Process improvement and simplification of application portfolio

(6) Cultural change

d) **Project stage #4:** Definitions document containing representative list of terms and acronyms with definitions.

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5. Acceptance criteria

- a) The material provided by Gartner is consistent with the project stage descriptions.
- b) The material is reliable for the function described in the ADDF, in the context of modern application development practices, technologies, and business needs.

6. Project completion criteria

- a) All stages provided on-time and per acceptance criteria.

4. Project Requirements

A. Process

1. Project stage content must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the DIR contract manager or designate.
2. All content must be submitted in a format approved by the DIR contract manager.
3. If the content cannot be provided within the scheduled time frame, Gartner is required to contact the DIR contract manager 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.
4. A request for a revised schedule must be reviewed and approved by the DIR contract manager before placed in effect. Contract Terms and Conditions may dictate remedies, costs, and other actions based on the facts related to the request for a revised schedule.
5. The Customer will complete a review of each submitted content within five (5) working days for the date of receipt
6. A kickoff meeting will be held at a location and time selected by the Customer where Gartner and its staff will be introduced to the Customer.
7. The DIR Project manager is designated signature authority for approval of content.
8. Gartner will identify in their response the individual(s) within their organization with signature authority for approval and submission of content.

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B. Delivery Schedule

No.	Item	SOW Paragraph	Due Date	Recipient
1	Completed outline of the proposed ADDF content.	3.A.4.a)	4/29/16	DIR Project Mgr.
2	Completed document with content based on the ADDF outline.	3.A.4.b)	5/20/16	DIR Project Mgr.
3	Decision matrix that guides application development decision-making based on broad and deep criteria.	3.A.4.c)	5/27/16	DIR Project Mgr.
4	Definitions document.	3.A.4.d)	6/10/16	DIR Project Mgr.

5. Reports and Meetings

A. Progress reports

Gartner is required to provide the DIR project manager with weekly written progress reports of this project. These are due to the DIR project manager by the close of business on Friday each week throughout the life of the project.

B. Progress reports scope

The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.

C. Progress report purpose

The progress 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.

D. Status meetings

Gartner will be responsible for conducting weekly status meetings with the DIR project manager. The meetings will be held on Monday of each week at a time and place so designated by the DIR project manager - unless revised by the DIR project manager. The meetings can be in person or over the phone at the discretion of the DIR project manager.

6. Glossary

Framework - A framework is intended to provide the structure that describes intended outcomes and the related artifacts. In application development, a framework establishes recommended, or even standard, mechanisms for creating applications – and describes the basis and key tenants for any approach to a final system, while being flexible enough to adapt to changes in conditions using understood and accepted practices.

Methodology - A methodology is the evaluation of possible approaches to doing the work, including identifying the appropriate tools, defined rules, processes, testing activity, and deliverables needed for an application development project.

Process - Process may also be referred to as method, and describes the well-defined activity used to perform an action, such as creating one or more functional components within an application

SOW Evaluation Team – Statewide Data Coordinator, Enterprise Solution Services (ESS), DIR's Information Technology Services (ITS), and Pilot agency representatives.

7. Period of Performance

Gartner is expected to begin work immediately upon agreement to SOW requirements and provide completed content with DIR approvals by June 10, 2016.

8. Invoices

Gartner shall submit invoice to the DIR's PM. Payment will be made for the project accepted in writing by DIR and in accordance with Appendix A, Standard Terms and Conditions for Services, of the Contract.

9. DIR/Gartner-Furnished Equipment and Work Space

If necessary, upon request, DIR may provide temporary work space at DIR's work location.

10. DIR Point of Contact

All communications will be directed through the following Point of Contacts:

Department of Information Resources (DIR)

John Van Hoorn
Project Manager – Enterprise Solution Services
Texas Department of Information Resources
300 W. 15th Street
Austin, Texas 78701
Office: (512) 463-9351
Email: john.vanhoorn@dir.texas.gov

Shannon Kelley
Contract Manager – Technology Sourcing Office
Texas Department of Information Resources
300 W. 15th Street
Austin, Texas 78701
Office: (512) 463-7666
Email: shannon.kelley@dir.texas.gov

Gartner, Inc.

George A. Love
Engagement Manager / QA Reviewer
Gartner, Inc.
Office: (480) 370-6472
Email: george.love@gartner.com

11. Pricing

All pricing shall be based on the hourly rates providing in Appendix C, DIR-TSO-2531.
Total price for work as described:

<u>Deliverable Name</u>	<u>Price</u>
Completed outline of the proposed ADDF content. Completed document with content based on the ADDF outline. Decision matrix that guides application development decision-making based on broad and deep criteria. Definitions document.	\$49,425

12. Period of Performance

The term for this SOW will be upon signature through October 31, 2016.

13. Appendixes

A. Application Development Decision Framework (outline)

DIR has prepared an outline of key items determined necessary for the ADDF. Gartner is expected to enhance this outline based on experience and perspective on expected trends in the application development practice. This file is labeled "Appendix A - Application Development Decision Framework (outline).docx".

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This Statement of Work (SOW) is executed to be effective as of the date of last signature. This SOW is submitted under the term and conditions of the State of Texas Contract DIR-TSO-2531 dated January 17, 2014.

Gartner, Inc.

Authorized By: signature on file

Printed Name: George A. Love III

Title: Senior Managing Partner

Date: 04/19/16

Texas Department of Information Resources

Authorized By: signature on file

Printed Name: John Hoffman

Title: Chief Technology Officer

Date: 04/26/16

Office of General Counsel: signature on file

Date: 04/25/16