North Carolina
Department of Environment
and Natural Resources

P R O C E D U R E S

Section: Information Technology Services **Number:**

Subject: Convenience Contract for Systems Integration and Systems Support Services

Approved By: DENR Secretary

Eff. Date: Mar 19, 1995
Revised:

I. PURPOSE

This procedure defines the process that Divisions use to request Information Technology Support (microcomputer, local area network (LAN), wide area network (WAN), analysis, planning, and programming). This procedure also covers the use of SIPS, SIPS Convenience Contracts, and outside contractor support if ITS personnel are not available.

II. SCOPE

This procedure applies to DENR Administration, Environmental, and Natural Resources Divisions.

III. RESPONSIBILITY FOR COMPLIANCE

OSC - IRM
OSC - SIPS
SIPS - SIS
SIPS - CSS
DENR - ITS
DENR - DIVISIONS

IV. INFORMATION AND INSTRUCTIONS

G.S 143-341(9) authorizes SIPS, with the approval of the Information Resources Management Commission (IRMC), to adopt rules for the acquisition, management, and use of information processing equipment and personnel. The individual agency

Information Resource Management Directors and line managers (Information Technology Services) are responsible for enforcing the Information Resource Management Commissions policies, procedures, and guidelines.

A. Request for Information Technology Support

1. Prepare a "Systems Support Request" Form SMG3001 or SMG3002 (Exhibit A& B) including the following information:

   A. Job title(s) of people required
   B. Number of people required
   C. Assignment period - from/to date
   D. Description of assignment(s)
   E. Special Skills (hardware/software) of people required
   G. Prior assignment experience required
   H. Who will interview
   I. Agency project leader to work with DCS to determine if resources needed can be provided by ITS, SIPS, Convenience Contractors, Outside Contractors

2. Obtain the signature of the requesting Divisions Director or pre-arranged alternate. **Please note:** The name of the alternate signature authority must be on file with ITS or the request will be returned.

3. Send request to: Director, Information Technology Services
   (or your official contact person in ITS)
   512 North Salisbury Street
   Raleigh, NC 27604-1148
   Fax 919-715-0357

B. ITS Response:

1. Within five working days after receipt Systems Support Request Form SMG3001 or SMG3002, ITS will evaluate the requirements in the Systems Support Request against staff skills and availability and arrange an interview with the requesting Division to discuss possible options. Upon agreement for ITS to provide services, ITS will schedule staff interview.

2. If there are no ITS personnel available, or additional external staff is needed, for the assignment, the assigned ITS personnel will:

   a. Calculate an estimated cost, using the average hourly rate for the contractor type being requested and apply two financial thresholds. If either of the thresholds are exceeded, and independent review of the request will be done by SIPS. The thresholds are:

      $250,000 - The request will be forwarded for review and written comments
      $50,000 - The request will be forwarded for review and verbal comments

   b. Will coordinate with SIPS to determine if this request represents a project that requires experience beyond the scope of SIPS, SIPS contractors, or has a requirement for complete vendor responsibilities. Based on this determination, ITS may recommend, in writing, the issuance of an RFP.

3. If applicable, inform the requesting Division that they are recommended to use SIPS or Sips Convenience Contractors for full or partially needed support. ITS will work with requesting Division and provide coordination and oversite of services.

   There are 2 ways in which SIPS services may be used:

   a. Division may be directed by ITS to contract directly with SIPS and/or it's contractors
   b. If ITS is providing project management, ITS may contract directly and bill the agency for

contractor services

C. Requesting Division will:

1. Select a project leader to act as business manager for the duration of the project and work with the designated agency (SIPS ITS).

2. Provide clearly defined business objective(s) in detail. ITS support is available to provide guidance upon request based on available of staff and skill needed.

3. Provide agreed upon resources needed for project support. This may include but not be limited to software, hardware, office space and amenities, and fees for contractor support.

D. If B.3.a applies...

The Requesting Division will:

1. Prepare SIPS required Service Request forms

   There are 2 types of service request:

   a. SIPS provided service require SIPS service request
   b. SIPS Convenience Contractor support required
      1. Complete SIPS form SMG3001 (Systems Support) or SMG3002 (Systems Integration Support) and a purchase order
      2. Prepare to interview contractor to determine if required skills are available
      3. Interview (if needed) with SIPS contractor and select candidate(s) for category of personnel needed and document the selection to assure contract compliance
      4. If requested provide documentation of process

2. Budget the required resource for project
3. Monitor SIPS and/or Contractors support
4. Approve all time sheets
5. Advise ITS of any change in scope, time, or dollars
6. Notify ITS and SIPS at least one week prior to assignment conclusion
7. Approve payment of Invoices and process for payment
8. Notify ITS and SIPS of any performance problems

ITS will:

1. Act as coordinator of services

SIPS will:

1. Bill Department IRM Division for work performed
2. Advise ITS of any change in contract scope or time
3. Provide the request services

SIPS Convenience Contractors will:

1. Bill Division directly for work performed
2. Advise SIPS and ITS of any change in contract scope or time

E. If B.3.b. applies...

The Division will:

1. Assist ITS and/or SIPS in candidate selection (if desired)
2. Monitor SIPS or contractor's work (if support resides at client site)
3. Approve all time sheets and immediately send copies to assigned ITS Manager (if contractor support and support resides at client site)
4. Advise ITS of any change in contract scope, time, or dollars
5. Notify vendor (if applicable), SIPS, and ITS at least one week prior to assignment conclusion
6. Notify ITS, SIPS, and Vendor (if applicable) of any performance problems

ITS will:

1. Complete SIPS form SMG3001 (Systems Support) or SMG3002 (Systems Integration Support) and a purchase order
2. Prepare to interview contractor to determine if required skills are available
3. Interview (if needed) with SIPS contractor and select candidate(s) for category of personnel needed and document the selection to assure contract compliance
4. If requested provide documentation of process

5. Issue Purchase Order to designated Vendor (if funds transferred to ITS)
6. Assign the contractor to a ITS manager and notify the requesting agency
7. Monitor project against original scope and requirements
8. Monitor contractor's work (if contractor is on-site with ITS)
9. Approve timesheets (if contractor is on-site with ITS)
10. Approve Vendor invoices
11. Pay invoice (if funds transferred to ITS) or forward approved invoice to Division for payment
12. Act as contract administrator

SIPS will:

1. Act as Convenience Contract administrator

The Vendor will (if applicable):

1. Bill ITS directly for work performed
2. Advise ITS and SIPS of any change in contract scope, time, or dollars