

**ATTACHMENT A**  
**SCOPE OF WORK**

## **Scope of Services**

The Contractor shall provide On-Call IT Services for the Fulton County Department of Information Technology.

- A. The contractor shall provide the temporary staffing positions detailed in Attachment C as well as other critical positions determined by the Chief Information Officer to address business continuity and operations.

- B. Normal Hours of Work

Normal business hours are 8:30 AM to 5:00 PM, Monday through Friday. Completed. Exceptions to these hours (including holidays, Saturdays, and Sundays) must have prior written approval of the County.

- C. Observed Holidays

The County observes the following holidays (see Exhibit 1):

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Veteran's Day
Memorial Day	Thanksgiving
Juneteenth Day	Christmas
Independence Day	New Year's Eve

- D. Pay Period

The Contractor's pay periods shall coincide with the County's pay periods (See Exhibit 1).

- E. Automated Time and Attendance System

The Agency must utilize an automated time and attendance system to document employees' time and attendance.

- F. Dashboard

The contractor shall provide the County with access to the Dashboard to track recruitment and on-boarding efforts.

- G. Reporting Responsibility

The Contractor will report directly to the Chief Information Officer of the Department of Information Technology or his designated representative.

- H. Work Locations

Temporary Staff positions identified will report to the locations as directed by the County.

- I. Contractor shall provide information technology (IT) vendor managed services. The IT vendor managed service is the provision and management of an organization's contingent workforce by Contractor using an end-to-end web-based technology solution. Typical responsibilities of Contractor will include overall program management, reporting and tracking, resource acquisition, performance oversight, need analysis and consultation, consolidated billing, and help desk support.

### **Web Based Solution**

- The Contractor shall implement and maintain a customized web-based vendor management solution, which should be provided as a service and not as a licensed software that minimally includes the following capabilities:
  - o IT professional staffing search and recruitment capabilities, including specialized and niche IT area.
  - o IT professional candidate resume submission and selection capabilities.
  - o IT professional candidate ranking capabilities.
  - o Reporting capabilities for both standard and ad hoc reports
  - o On-line search and query functions
  - o Ability to capture and manage expenditures.
  - o Ability to track, monitor and manage IT professional performance.
  - o Customization to meet needs.
  - o Timekeeping and invoicing functionality
  - o Ability to complete, approve and transmit SOW to contractor.
  - o Maintain active links to contractor's service level agreements, escalation policy, procedure, and contact information.
  - o Contractor performance feedback capability
  - o Other capabilities related to services as requested.
- Contactor shall provide qualified, competent, licensed, and certified IT professionals with the specific technical expertise, experience, licenses, certifications, and other qualifications requested.
- In cases where special licenses, accreditations, or certification within five business days upon request.
- Contractor shall require any IT professional provided by Contractor to adhere to FCIT and standards.
- Contractor shall submit billing to include frequency minimally, billing must include:
  - o Contractor federal tax identification number
  - o Purchase order number

- o IT professional's name and position
- o Actual hours worked (billed)
- o Hourly rate billed
- o Vendor management services fee
- The contractor is solely responsible for the payment of all salaries, wages, bonuses, social security, taxes, federal and state unemployment insurance, liability and workers' compensation, employee benefits, and all taxes related to IT professionals. The contractor is solely responsible for compliance with all applicable laws relating to its employees, such as wages and hour laws, safety and health requirements and collective bargaining laws, policies, and standards.

## **Ordering**

- Request for services or deliverables must be submitted in the form of a SOW through Contractor's vendor management solution. The contractor shall prepare a written proposal with pricing and transmit it to the requesting entity within five days of the request being submitted.

## **Requirements for Statements of Work**

- Each SOW must, at a minimum, set forth the following:
  - o Hours, schedule, location of workplace
  - o Clearly defined milestones and deliverables (services) to be provided by Contractor
  - o FCIT requirement for reporting requirements
  - o Documents required from the Contractor (reports, manuals, analysis, other documentation as identified by FCIT)
  - o Applicable technical standards required
  - o FCIT policies and procedures
  - o Applicable time frames or implementation schedule for the deliverable and services
  - o Evaluation, testing, and acceptance requirements
  - o Cost of the deliverables and services per product and pricing schedule, and a payment schedule for the same
  - o Position title and name of IT professional(s) performing under SOW
  - o Support and maintenance obligations, if required
  - o Additional background checks if warranted
- Revisions outside of the scope of the SOW or changing the scope of the SOW will not be allowed. A new SOW must be submitted and approved by all parties.
- Replacement of IT Professional
  - o If an IT professional currently performing work separates from the Contractor's employment, the Contractor shall notify FCIT as soon as it becomes aware of said IT professional's departure or ten business days advance notification, whichever is longer. The contractor shall notify FCIT in writing within twenty-four hours in the event of anticipated departure of an IT professional.

- o At FCIT's discretion, the Contractor will replace any IT professional with an equally or more experienced IT professional at no additional cost. The Contractor shall submit to FCIT, no later than two business days after the removal of an IT professional, the cost value of the proposed replacement IT professional and such information as FCIT may request for review prior to having the IT professional begin to perform. The Contractor shall also arrange for orderly and timely transfer of knowledge related to the IT professional assignment(s).
- o Upon receipt of written notice of replacement or removal of the IT professional, the Contractor shall immediately re-direct the IT professional's duties relative to FCIT in accordance with the requirement or the notice and if requested, deliver to FCIT all records as may have been accumulated by the IT professional in performance, whether completed or in progress.
- If Contractor provided IT professionals fails to perform or is found to lack the basic skills for which she/he was selected, or the Contractor dismisses any IT professional prior to the end date specified in the purchase order, FCIT shall receive a credit based on the following table:

Number of Workday(s) by the IT Professional (1 through 20 days)

Calculation of Customer Credits

Credit for total charges of actual days worked or ten days, whichever is less.

### **1 through 20 days Requesting | Hiring State Entity Responsibility**

- FCIT shall have the right to interview any potential IT professional candidate to determine their ability to perform the services per the SOW request.
- FCIT shall provide all necessary supplies, equipment, workspace, and parking for the IT professional.
- FCIT shall pay the Contractor for hours worked when a Contractor provides personnel on a specified date and time, and the Contractor's personnel appears on time to perform the specified services.
- FCIT shall have the right to accept or reject any IT professional provided by the Contractor at any time with or without cause. Relationship of IT Professionals to FCIT
- Contractor and the IT professional do not constitute employees of FCIT and shall not be eligible for any compensation, pension, health care or other similar benefits to which an employee may be eligible to receive, regardless of the duration of the IT professional's working relationship with FCIT or any similarity, intentional or otherwise, to an existing classified job description.
- Contractor and IT professional shall identify themselves as Contractor. Contractor and IT professional shall include such designation as part of their email signature. FCIT shall communicate with any relevant parties that the Contractor or IT professional is serving in a consulting capacity and is not an FCIT employee.



<b>Resource Needed</b>	<b>FCIT Team</b>
Database Architect	Applications
Web Systems Engineer/Senior Intranet Specialist	Applications
Applications Support (Analyst or Engineer)	Applications
Datacenter Operations Engineer	Datacenter Operations
Network Engineer	Network
Storage and Compute Engineer/Systems Engineer	Infrastructure/Servers
Endpoint Support Engineer	Endpoint
Program Project Manager	Project Management Office "PMO"
Business Analyst	Project Management Office "PMO"
Vendor Relationship Manager	Administration
Organization Change Manager	Business Relationship/Organizational Change
Training Coordinator	Business Relationship/Organizational Change

**ATTACHMENT C**  
**SERVICE LEVEL AGREEMENT**





## SERVICE LEVEL AGREEMENT

Scope of Work Requirement	Performance Goal	Reporting Requirement
Requisition to selection ratio Average time to submit at least three (3) and no more than five (5) qualified candidates.	Three (3) business days.	Quarterly
Selected candidates will be available to start and assignment in no more than two (2) weeks.	Pre-employment Screening will be completed within two (2) weeks of the selection.	Quarterly
Selected candidate will not be released within 1 week, due to misrepresentation of qualifications.	95% Satisfaction	Quarterly
Employee will provide no less than a two (2) week notice when ending an active assignment before the agreed upon end date.	95% Compliance	Quarterly
A replacement resource will be provided with a gap of no more than three (3) business days.	95% Compliance	Quarterly
Contract compliance with state and federal employment regulations, contractor performance, employment regulations, taxes, and insurance.	100% Compliance	Annual audit report submitted to the DOAS Contract Administrator (unless otherwise requested)
Customer satisfaction results measuring effectiveness and responsiveness of Supplier to providing services within the scope of this contract.	No less than 90% Satisfaction	Quarterly
Supplier shall provide Contingent Workforce Labor to all current and potential sites within the Georgia for all job categories and must have strategies to meet employment demands rural and metro cities and counties. The quality of candidates must be consistent throughout the entire State.	No less than 90% Satisfaction	Quarterly
The supplier shall have a process to monitor for overcharges and to provide credits to the authorized user within no more than seven (7) business days.	100% Compliance	Quarterly