



BUYER'S GUIDE

For Master Price and Services Agreements

Information Technology Professional Business Services

INDEPENDENT QUALITY MANAGEMENT SERVICES ("IQMS")

Version 2.0 dated 04/20/2020

(previously 1.2 dated 02/22/19)



THE SERVICES INCLUDED IN THESE MASTER PRICE AND SERVICES AGREEMENTS RELATE PRIMARILY TO QUALITY MANAGEMENT SERVICES FOR INFORMATION TECHNOLOGY INITIATIVES AS DEFINED IN ORS 276A.223.

THIS BUYER'S GUIDE FOCUSES ON ONLY ONE OF THE MORE THAN 40 PROVIDED INFORMATION TECHNOLOGY ("IT") PROFESSIONAL BUSINESS SERVICES: INDEPENDENT INFORMATION TECHNOLOGY QUALITY MANAGEMENT SERVICES ("IQMS"). FOR ALL OTHER PROVIDED IT PROFESSIONAL BUSINESS SERVICES PLEASE REFER TO THE CURRENT VERSION OF THE SEPARATE BUYER'S GUIDE TITLED, INFORMATION TECHNOLOGY PROFESSIONAL BUSINESS SERVICES.

1.0 PURPOSE. As part of a broader effort to provide Authorized Purchasers with access to a wide variety of information technology professional business services ("IT Pro Services"), the Basecamp Program within Department of Administrative Services, Procurement Services ("DAS PS") and the Office of the Chief Information Officer ("OSCIO") have established nearly THIRTY (30) Master Price and Services Agreements ("MPSA") through which Authorized Purchasers can establish derivative Work Order Contracts ("WOC") for assorted IT Pro Services in different service categories, **including iQMS.**

- Each IT Pro Services Consultant has a MPSA covering one or more of the IT Pro Services listed on the IT Pro Services Matrix. The link below is to the Matrix, which includes the Consultants by name, the services awarded, and MPSA number. Only thirteen (13) of these Consultants may provide iQMS (the *Buyer's Guide* identifies them in a subsequent section of the guide) :

<https://www.oregon.gov/das/procurement/documents/ITProfBusSrvsMatrix.xlsx>

- From time to time, DAS PS may award additional MPSAs or add IT Pro Services.

1.1 iQMS. The OSCIO has responsibility for oversight of most State Agency-sponsored major IT initiatives (IT initiatives can include single projects or portfolios of projects in OSCIO-authorized portfolios). In part, OSCIO relies on the involvement of iQMS Consultants, project-by-project, to facilitate this oversight. Accordingly, State law and related statewide policy promulgated by the OSCIO require deployment of iQMS in the State's major IT initiatives. (See, **ORS 276A.223, Requirement that State Agency or Public Corporation Obtain Quality Management Services When Implementing Information Technology Initiative**, and **Statewide Policy and Procedures #107-004-030, Independent Quality Management Services for Information Technology**, hereafter "iQMS Law and Regulation").

- In order to facilitate effective deployment of iQMS in the State’s major IT initiatives, DAS and OSCIO have established a pool of vetted iQMS Consultants. Through these Consultants Authorized Purchasers who are subject to iQMS Law and Regulation MUST acquire iQMS for their major IT initiatives. All other Authorized Purchasers may acquire iQMS from this pool of Consultants.
- DAS and OSCIO first established the pool of iQMS Consultants nearly ten (10) years ago. The currently active pool is comprised of eight (8) Consultants. Their MPSAs are coterminous and set to expire after December 31, 2018. Basecamp conducted a formal, competitive procurement to establish a new set of MPSAs through which Authorized Purchasers could continue to acquire any needed iQMS. Under this procurement each of the eight (8) current iQMS Consultants, and five (5) new Consultants, received new MPSA awards for delivery of iQMS to Authorized Purchasers. These thirteen (13) iQMS MPSAs are effective as of December 17, 2018. (See, Section 1.3 of this *Buyer’s Guide* for information concerning transition of pre-existing contracts for iQMS, executed under the expiring MPSAs, to an affected Consultant’s new MPSA).

1.2 “INDEPENDENCE” AND STATE IV&V REQUIREMENTS. iQMS for State major IT initiatives are based on quality and risk management principles and concepts from the Project Management Body of Knowledge (“PMBOK”). The planned and systematic activities undertaken by an iQMS Consultant enable independent verification and validation (“IV&V”) of an IT initiative, including processes used and work products or services delivered therein. These IV&V activities are based on a five-task iQMS Statement of Work (“SOW”), and implement a formal quality and risk management system with the following characteristics:

- Deployment of QMS by an “Independent” Consultant;
 - “Independence” means freedom from any actual and apparent company-level and team member-level conflicts of interest with the Authorized Purchaser and its personnel and other contractors. Conflicts of interest can arise from any number of different circumstances, including:
 - Economic,
 - Personal, or
 - Political.
- Task 1: Risk Assessment and Management;
- Task 2: Quality Management Planning;
- Task 3: Quality Control (“Static” QC review of written documents, code, and data);
- Task 4: Quality Assurance (“QA”); and
- Task 5: IV&V Testing (“Dynamic” QC of software by running the software).

Among other exhibits, each MPSA includes:

- An iQMS Scope of Services exhibit that fully describes the listed five (5) iQMS Tasks, identifies all Task-related Deliverables, and details acceptance criteria for the identified Deliverables; and

- A WOC template exhibit, including a Statement of Work derived from the iQMS Scope of Services, which Authorized Purchasers and their selected iQMS Consultants must modify to reasonably relate to an Authorized Purchaser’s underlying IT initiative.
 - Five (5) Appendices to the iQMS Scope of Services and derivative Statement of Work serve as guides and templates for Authorized Purchasers and their selected iQMS Consultants concerning diverse project-related issues and activities.

1.3 SPECIAL CONSIDERATIONS. This section of the *Buyer’s Guide* addresses certain special considerations related to iQMS contracting, including transition of existing iQMS WOCs post-December 17, 2018.

1.3.1 Transition of Existing iQMS WOCs post-December 17, 2018. There are currently more than twenty (20) iQMS WOCs in force (“Survivor WOCs”). They involve different iQMS Consultants, with some Consultants involved in multiple WOCs (“Survivor Consultants”). All of these WOCs were executed under the original iQMS MPSAs, which expired after December 31, 2018.

Each Survivor WOC includes a “survival” provision which allows it to remain active under certain current terms and conditions even after expiration of its parent MPSA. However, in order for an Authorized Purchaser to further amend a Survivor WOC after its parent MPSA’s expiration; Basecamp intends to amend each Survivor Consultant’s new MPSA to sweep in all of its Survivor WOCs so that affected Authorized Purchasers can further amend their Survivor WOCs as needed and appropriate.¹

1.3.2 DAS PS Involvement in all iQMS WOC Contracting. DAS PS requires early involvement in development of each iQMS WOC. The level of involvement will depend upon the Authorized Purchaser seeking to acquire iQMS under the MPSAs.

- **Authorized Purchasers Under DAS Contracting Authority.** DAS PS requires early involvement in development of iQMS WOCs for Authorized Purchasers under DAS Contracting Authority, regardless of the anticipated dollar value of planned iQMS WOCs. OSCIO Enterprise IT Governance will work with DAS PS as necessary and appropriate to facilitate this early coordination.
- **Authorized Purchasers Not Under DAS Contracting Authority.** DAS PS expects early notice via email to the iQMS Contract Administrator and iQMS Vendor Manager concerning the planned development of iQMS WOCs for Authorized Purchasers NOT under DAS Contracting Authority. Following such notice, the parties can determine the level of DAS PS involvement, if any.

1.3.3 iQMS Guides and Templates. This *Buyer’s Guide for iQMS* is uploaded in ORPIN as an attachment to each MPSA, along with a copy of the executed MPSA (or MPSA Amendment as appropriate), its MPSA Attachment B (the iQMS hourly rate card), and other MPSA-related

¹ Two (2) of the original iQMS Consultants (*Case Associates* and *MTG Consultants*) do not have new MPSA awards. Each of these consultants has two (2) Survivor WOCs. The affected Authorized Purchasers will be able to amend these Survivor WOCs, as needed and appropriate, pursuant to Special Procurement # SP-1008-18.

documents as disclosed below. The *Buyer's Guide* also includes two (2) embedded attachments: a Request for Quotes Template and instructions for creating a derivative Work Order Contract and related contract number in ORPIN.

This *Buyer's Guide for iQMS* and the following additional items are uploaded as ORPIN attachments and are also available on the OSCIO Quality Program website at:

<https://www.oregon.gov/das/OSCIO/Pages/IndependentQA.aspx>

- **MPSA Attachment A, iQMS Scope of Services;**
- **MPSA Attachment C, iQMS Work Order Contract Template** (less its Statement of Work and Appendices A – E);
- **iQMS Statement of Work** (less its Appendices A-E);
- **iQMS Statement of Work Appendices A-E;**
- **Appendix E-1 – Sample Project Assessment Report;**
- **Appendix E-2 – Sample Project Variance Report;** and
- **OSCIO Policy and Procedures 107-004-030, *iQMS for Information Technology*; and OSCIO Quality Program Guides related to iQMS.**

NOTE: The guides, templates, and related documents listed above may be revised from time to time. Therefore, Authorized Purchasers should access the Statewide QA Program webpage identified above to ensure use of current versions of the listed documents.

SELECTION OF iQMS CONSULTANT; CONTRACT

2.0 SELECTION OF iQMS CONSULTANT. Unless Authorized Purchaser can justify some other sourcing method under ORS 279B.050, Authorized Purchaser shall select a particular Consultant for a single project, phased project or portfolio of projects through a best value analysis process (“BVA”) within the pool of Consultants holding a MPSA for the Service(s) desired.

Authorized Purchasers are responsible for selecting and contracting with an iQMS Consultant in accordance with the process described in the MPSA. **ORCPP Participants are responsible for selecting and contracting with iQMS Consultant(s) in accordance with the participant’s own statutes, rules and policies.**

2.1 DIRECT AWARD. If the estimated value of the Contract qualifies as a small procurement (currently \$10,000 or less for Authorized Purchasers subject to DAS Contracting Authority), Authorized Purchaser may issue a Contract to the iQMS Consultant of its choice without a BVA Process.

2.2 BEST VALUE ANALYSIS PROCESS. If the estimated value of the Contract is over the current value of a small procurement, Authorized Purchaser must select an iQMS Consultant using the BVA Process. Authorized Purchaser will develop and document the screening and selection criteria that detail the standard of best value for the Request for Quotes. Authorized Purchaser may consider many best value factors including without limitation:²

- Operating environment and technical requirements implicated in the underlying IT initiative (hereafter “project”);
- Consultant’s capacity for Independence in connection with the underlying project;
- Consultant’s approach and related cost proposed for the Services;
- Qualifications, credentials, and experience of personnel Consultant will deploy to deliver the Services;
- Consultant’s past performance and history;
- Consultant’s demonstrated skill and experience;
- Consultant’s expertise or certification in a given specialty area;
- Total price, delivery, service levels;
- References; and
- Consultant’s availability and resource capacity.

2.2.1 Request for Quotes. Authorized Purchasers shall use an electronic Request for Quote process. Authorized Purchasers will send the Request for Quote to all of the MPSA holders eligible to respond to iQMS opportunities. The Request for Quote will include:

- Designation of MPSA holders within the iQMS category;
- Authorized Purchaser contact information;
- Description of the underlying project;
- Description of the required Services (in the context of the iQMS Scope of Services by Task and related Deliverables);
- Time frames related to the underlying project;
- Consultant submission requirements, e.g., (i) experience delivering iQMS in comparable projects; (ii) approach to deliver Services; (iii) proposed project plan and schedule; (iv) identification of proposed personnel; (v) proposed personnel resumes attesting to their relevant qualifications and experience; (vi) references; (vii) work examples; and (viii) proposed cost for Services;
- Submittal time, date and place; and
- Evaluation and scoring criteria and description of the evaluation process (BVA).

2.2.2 Process. Authorized Purchaser will contact the selected pool of iQMS Consultants electronically. Consultant(s) must respond to Authorized Purchaser with a quote as provided in the Request for Quotes. **Note: Rates provided by Consultant in any offer or quote may not exceed the most competitive rates and discounts set forth in Attachment B of the Consultant’s MPSA. However, Consultant may agree to extend specialized, discounted**

² Authorized Purchasers are responsible for complying with any applicable requirements regarding prescribed weighted evaluation of particular best value factors, e.g., price.

pricing based on the requirements by providing a specific offer or quote in response to the Request for Quote.

2.3 SELECTION. Authorized Purchaser shall evaluate the Offers and may award the Contract to the highest ranked Offeror without a conflict (e.g., Offeror is not providing other IT Pro Services to the Authorized Purchaser on the same project).

iQMS Consultant(s) chosen through the selection process in accordance with the Best Value Analysis Process are Authorized Purchaser's final decision.

FOR FULL CONTRACT DETAILS, ALWAYS REFER TO THE MPSA DIRECTLY.

3.0 DOJ AND DAS PS REVIEW.

For State Agency Authorized Purchasers: Unless otherwise exempt, State Agency Authorized Purchasers must submit all Public Contracts over \$150,000 to the Department of Justice for legal sufficiency review and approval. State Agency Authorized Purchasers under DAS Contracting Authority must also submit a purchase request through ORPIN to DAS PS.

4.0 CREATING AND ENTERING THE WOC IN ORPIN. For Authorized Purchasers under DAS Contracting Authority any WOC that is over the value of a small procurement must be posted on ORPIN under the iQMS Consultant's MPSA. For directions on creating a derivative WOC and related Contract Number in ORPIN, please refer to Attachment No. 2 of the *Buyer's Guide*.

PRIMARY CONTACTS:

CONTRACT ADMINISTRATOR:

DAS PS – Laura Barna, IT Procurement Strategist

Phone: (503) 378-2468

Email: laura.barna@oregon.gov

VENDOR MANAGER:

DAS OSCIO – Tara Maffeo, Strategic Sourcing Specialist

Phone: (503) 871-0366

Email: tara.maffeo@oregon.gov

iQMS CONSULTANT	MPSA #	CONTACT	EMAIL	PHONE #
Berry Dunn, LLC	8292	Kevin Scheirer	kscheirer@berrydunn.com and pgcv@berrydunn.com	207.541.2262
Bluecrane, Inc.	8462	Allen Mills	allen.mills@bluecranesolutions.com	O: 310.793.5000 C: 310.200.8535
NTT DATA State Health Consulting, LLC (formerly Cognosante Consulting, LLC)	8356 (formerly 8463)	Janet Miller Dave Rudolph	janet.miller@nttdata.com david.rudolph@nttdata.com	480.481.5946 503-975-6010
CSG Government Solutions	8470	Collen May	cmay@csgdelivers.com and rfp@csgdelivers.com	208.371.8193
First Data Govt Solutions	8293	Kevin Doyle	kevin.doyle@firstdata.com	916.835.4053
Gartner, Inc.	8480	Heide Cassidy	heide.cassidy@gartner.com	206.245.8321
Grant Thornton	8294	Graeme Finley	Graeme.finley@us.gt.com and pubsecstateandlocalgovtcontracts@us.gt.com	571-242-0478
Hittner & Associates, Inc.	8295	Ron Hittner	rhittner@hittnerandassociates.com	503.580.5722
Maximus, Inc.	8471	Brian Shea Ellen Thompson	briandshea@maximus.com StateandLocalMSA@maximus.com ellenthompson@maximus.com	804.510.1325
Public Knowledge, LLC	8296	Kristin Sparks	ksparks@pubknow.com and marketing@pubknow.com	208.863.4217
SLI Govt Solutions, LLC	8297	Robert Tafoya	rtafoya@sligov.com and sliprocurement@sligov.com	303.257.7102
The North Highland Co.	8477	Jon Burchard	Jon.burchard@northhighland.com	916.208.4530

RESTRICTIONS

Restrictions for MPSAs are based on the Policies and authority to which Authorized Purchaser is subject.

ALL AUTHORIZED PURCHASERS must comply with all:

- Statutes and Rules to which they are subject
- Policies to which they are subject

- Limits to their Statutory and Delegated Contracting Authority
- MPSA instructions

BASECAMP, Additional Information

These MPSAs are part of the Basecamp Program. The Basecamp Program was established to provide greater access and improve the quality and delivery of information technology (IT) solutions across the state. The Program provides vendor management services by managing costs, supporting technology alignment, managing contractor compliance, improving stakeholder-contractor relationships, and strategically working with Authorized Purchasers.

Purchasing Transparency:

The Basecamp program maintains a catalog about these MPSAs that can be used by Authorized Purchasers to make data-driven decisions including: vendor performance, who's using the MPSAs, rates being paid, solutions purchased, market related trends, and contacts to learn more.

To see what's available on the Basecamp IT Catalog visit:

<https://www.oregon.gov/basecamp/Pages/IT-Catalog.aspx>

Improvement Requests:

Basecamp's vendor managers work with Authorized Purchasers to provide an additional layer of support with managing vendor relationships, including issue resolution. If you would like assistance we invite you to contact us. Filling out an improvement request will initiate this process:

<https://www.oregon.gov/basecamp/Pages/Vendor-Management.aspx>

Feedback:

Ensuring these agreements meet the needs of Authorized Purchasers, Basecamp occasionally engages purchasers to seek feedback regarding experiences working with awarded price agreements. The information provided is critical to the successful use of these agreements across the state. Authorized Purchasers contributions are the foundation of our performance management and aides in improving vendor engagements and procurement decisions.

The Vendor Management program sends a quarterly customer satisfaction survey to a sample of Authorized Purchasers. This survey is designed to be completed in approximately 5 minutes.

Knowledge Center:

Basecamp is developing a repository for lessons learned, helpful project documents, and a collaboration forum for current and potential purchasers. When the knowledge center is launched Basecamp will update this Buyer's Guide with more information.



REQUEST FOR QUOTES (RFQ)

Best Value Analysis Process for iQMS

Issuing Office: _____ (Authorized Purchaser)

Authorized Purchaser Contact
Information

(Authorized Representative): _____

Address: _____

Phone: _____

E-mail: _____

Offer Due Date and Time: _____

Issued to: **MPSA Holders name and MPSA #**

1. Introduction

Authorized Purchaser is issuing this RFQ for Independent Quality Management Services ("iQMS") (hereafter the "Services").

The length of the Work Order Contract ("WOC") is estimated to be _____.

2. Background Information

3. Scope of Services:

The iQMS Scope of Services applies to this RFQ. An iQMS Work Order Contract (“WOC”) Template with Statement of Work modified for the underlying IT initiative is attached, with instructions for Offeror response at selected points in the WOC and its SOW. Offerors responding to the RFQ must comply with any additional WOC & SOW instructions and return the modified WOC & SOW along with other required submissions set out at item No. 5 and item No. 6.

4. Questions and Requests for Clarification:

All questions and requests for clarification regarding this RFQ must be submitted in writing by e-mail, regular mail or hand delivery to the Authorized Representative and must be received no later than _____ at _____.

When appropriate, as determined by Authorized Purchaser in its sole discretion, revisions, substitutions or clarifications of the RFQ will be sent electronically.

5. Quotation Submittal:

Quotes must be received on or before the Offer Due Date and Time at the location identified above to be considered. Quotes will not be accepted after the Offer Due Date and Time. Quotes will be accepted by e-mail, regular mail or hand delivery to the Authorized Representative identified above. Authorized Purchaser may extend the Offer Due Date when it is in the best interest of Authorized Purchaser.

Authorized Purchaser may reject all Quotes or to cancel this RFQ if in its sole determination, it is in the best interest of Authorized Purchaser.

6. Minimum Submittal Requirements:

- a. Quotes must include a description of Offeror’s approach for providing the Services; and a draft Quality Management Plan based upon the Scope of Services above.
- b. As applicable based upon the Scope of Services, Quotes must include a description of Offeror’s Key Persons, other staff, and their experience.
- c. As applicable based upon the Scope of Services, Quotes must include a description of past iQMS Offeror has successfully provided that are similar in scope to what is being requested in this RFQ (Comparable Services).

- d. Quotes must include submission of a separate Pricing Sheet (Exhibit No. 1). The Pricing Sheet must be signed by an authorized representative of the Offeror.
- e. Quotes must include _____ () references using the Reference Check Form (Exhibit No. 2). (**NOTE:** The Authorized Purchaser may require: (i) that the forms be completed and signed by the reference, returned to the Offeror and submitted with the quote; **OR** (ii) that the forms be partially completed by the Offeror and submitted with the quote (for example, *first five (5) lines of the form identifying the Offeror, the Client Reference, the Client Reference's Contact Person and that person's contact information. The Authorized Purchaser will follow up separately with the Client Reference and may provide additional guidance to the Offeror concerning Client Reference Checks*). References should be from customers for whom Offeror has provided Comparable Services within the past _____ () years.
- f. In a separate document, list the submitted information and data that Offeror regards as proprietary, privileged, or otherwise confidential; and provide a redacted submission along with their original submission.
- g. **[NOTE: Authorized Purchaser to list its other submittal requirements]**

7. Evaluation and Award:

Quote submissions will be reviewed to determine if all Submittal Requirements have been met. Those meeting the Submittal Requirements will be evaluated to determine the "Best Value" for the State. "Best Value" is based solely on the evaluator's determination of what best meets the needs of Authorized Purchaser taking into account price as well as the following considerations:

- a. Experience,
- b. Expertise,
- c. References,
- d. Availability and resource capacity, and
- e. **[NOTE: Authorized Purchaser to list its other considerations]**

The Offeror with the most advantageous quote will be awarded a contract in a form substantially similar to the Work Order Contract attached as Attachment C to the MPSA. Authorized Purchaser may negotiate contract terms and conditions with the successful Offeror.

AUTHORIZED PURCHASER'S DETERMINATION IS FINAL.

EXHIBIT NO. 1
RFQ PRICING SHEET

Deliverable	Description	Cost
1.1		
1.2		
2.1		
2.2		
2.3		
2.4		
2.5		
2.6		
3.1		
3.2		
3.3		
4.1		
5.1		
5.2		
5.3		
TOTAL MAXIMUM NOT-TO-EXCEED COST		

EXHIBIT NO. 2
REFERENCE CHECK FORM

Proposer Name: _____

Reference Entity: _____

Reference Contact Name: _____

Contact Telephone Number: _____

Contract Email Address: _____

PLEASE RESPOND TO THE FOLLOWING QUESTIONS.

Score: 1-5 for each response.

1. Detailed description of Qualifying Engagement.

Score:

Comments:

2. Proposer's role and functional area of Qualifying Engagement.

Score:

Comments:

3. Description of Services Provided.

Score:

Comments:

4. Description comparing Qualifying Engagement to RFQ Scope of Services.

Score:

Comments:

5. If given the opportunity, how likely would you use Proposer's services again?

Score:

Comments:

6. Any Additional Comments Concerning Proposer (Optional)

Score:


Comments:

Creating a Derivative Work Order Contract and related Contract Number in ORPIN under an existing Agreement to Agree

(the iQMS MPSAs are identified in ORPIN as Agreements to Agree)

These instructions assume that an Authorized Purchaser has already acted within its delegated contracting authority to: advertise an opportunity, conduct a best value analysis (as applicable) related to the opportunity, and select a proposing Contractor for Contract Award. (*“Acting within its contracting authority” means statutory and delegated contracting authority. Authorized Purchasers subject to DAS contracting authority must process any procurement that exceeds their contracting authority through DAS, both for advertising the opportunity and executing any resultant contract*).

For Authorized Purchasers with ORPIN access, please do not enter a MPSA Work Order into ORPIN as a contract award! Instead, please follow the steps below to enable ORPIN to generate a derivative Work Order Contract (WOC) with a unique Contract Number that the system will automatically link to the MPSA used to fulfill the contracting need.

1. Log in to ORPIN.
2. Go to the *Menu* bar on the left side of the screen, scroll down the *Menu* and select *Create Documents*.
3. At the next screen select *Create a Work Order*.
4. At the next screen select *Find Contract*.
5. There, enter the MPSA number assigned to the chosen Contractor, select *partial match* and then *submit* to open the next screen.
6. Find the MPSA number of the chosen Contractor. *Do not open the PA unless you need a copy*.
7. Find the *Information* box and click on the arrow icon  to initiate and create the WOC.
8. Thereafter, follow the prompts and enter the required information on each screen until reaching the Work Order summary page. ORPIN will automatically assign the WOC a number.
9. When ready to upload the executed WOC, complete all required fields.
10. When complete, attach the executed WOC.
11. Thereafter, follow the prompts to “issue” on ORPIN.

Need assistance in accessing ORPIN or entering WOCs? Please contact your Agency OAC or the ORPIN Help Desk at (503) 378-4642.