PURCHASING AUTHORITY PURCHASE ORDER STD. 65 (REV.03/2020)

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STATEMENT OF WORK

A. BACKGROUND

The California Department of Motor Vehicles (DMV) online customer self-service tools provide Californians the ability to complete five (5) DMV services; Request for Duplicate Drivers License, Change of Address, Driver's License History, Driver License / Identification Card Renewal, and Vehicle History. Secure access to these online tool is facilitated through an Identity Management system.

The COVID-19 guidelines designed to reduce social contact has necessitated the expansion of the DMV online self-service tools. The Identity Management system must be transformed and expanded to support progress customer authentication and product federation. The expansion of the Identity Management system and the ability of Californians to complete DMV business transaction online will significantly reduce Field Office visit and social contact.

B. CONTRACT DESCRIPTION AND SCOPE

The purpose of this contract is to acquire a contractor to assist the DMV with progressive authentication extending the CA DMV Web Site Infrastructure (WSI) Identity and Access Management (IdAM) solution to provide security for new online services and architectural changes.

Taking into account the current guidance for COVID-19 social distancing and to reduce costs for the department, as well as maximize the opportunity for knowledge transfer, the department is requesting that most of work be performed remotely (as consultative and guiding in nature) allowing for departmental staff to be directly involved in performance of the work effort.

The Contractor shall be directly responsible for ensuring the accuracy, timeliness, and completeness of all approved tasks and deliverables.

C. CONTRACT TERM

The base term of this contract is one year, with two (2) one (1) year options to extend. The base term and optional years of the contract shall not to exceed \$500,000.

D. STAFF QUALIFICATIONS

All Contractor staff listed in this contract must meet the classification qualifications for their assigned classification as outlined in the Contractor's California Multiple Award Schedule (CMAS). The Contractor must provide the following classifications, in the minimum number specified:

- a. Project Manager V minimum 1 individual
- b. Lab Services minimum 1 individual
- c. Consultant V minimum 1 individual
- d. Tech Specialist V minimum 3 individuals

E. CONTRACTOR'S RESPONSIBILITIES

- 1. The Contractor shall assume responsibility for completion of work identified in Exhibit A, Statement of Work.
- 2. The Contractor's staff listed in this contract must have legal authority to work in the United States during the term of the entire contract.
- 3. The Contractor's staff listed in this contract must undergo and clear a background check prior to that individual commencing any work under this contract. The background check must be processed by an authorized Department of Justice Live scan site. Failure of the proposed staff to pass the background check will ban that individual from commencing any work under this contract and the Contractor must propose a replacement staff person.
- 4. The Contractor shall prepare all deliverables, where applicable, in accordance with the State's, and DMV's, applicable business and information technology documentation standards and requirements, including format and content.
- 5. If requested, the Contractor will attend project meetings and periodic briefings for DMV's management as indicated by the DMV Contract Manager.
- 6. The Contractor's staff listed in this contract shall comply with Government Code 87302 and the Fair Political Practices Commission rules. The Contractor shall not permit any staff to work on this contract unless the staff is in compliance with Government Code 87302 and the Fair Political Practices Commission rules (http://www.fppc.ca.gov/the-law/fppc-regulations/regulations-index.html).
- 7. The Contractor's staff listed in this contract shall comply with Conflict of Interest Program: Article 12 (commencing with section 11146) of Chapter 1 of Part 1 of Division 3 of Title 2 of the Government Code requires that all staff in designated conflict of interest (COI) positions attend ethics orientation training within six months of becoming a filer, and at least once during every consecutive period of two calendar years commencing on the first odd-numbered year thereafter. The purpose of the orientation is to familiarize staff with California's ethics policies in order to help avoid conflict of interest situations. No compensation for completion of the Ethics training or related expenses may be included in this final response.
- 8. The Contractor's staff listed in this contract shall:
 - a. Complete the Department of Motor Vehicles online Security Awareness Program.
 - b. Provide a signed hardcopy of Exhibit G, Department of Motor Vehicles Annual Information Security Policy and Computer Use Statement (DMV Acceptable Use Statement, DMV 350).
 - c. Provide a signed hardcopy of Exhibit E, Confidentiality Statement prior to commencement of work on this contract.
 - d. Complete the Department of Motor Vehicles Telework/Remote Access Security Standard Training (when applicable).

9. The Contractor Official responsible for overseeing completion of services, approval of Deliverable Expectation Documents (DED), Deliverable Acceptance Documents (DAD), approval of Personnel Change Orders (PCO), and to whom all communications relative to those services be addressed is:

A CONTROL OF THE CONT					
Name:					
Telephone Number:					
Email Address:					

- 10. The Contractor will not begin work on a deliverable until the DMV (DMV IT Acquisitions Manager, and DMV Contract Manager) and the Contractor Official have approved the deliverable's DED.
- 11. It is DMV policy that user authentication and access authorization decisions will be performed within a security layer that is separate from the application business logic. Before application business logic is initiated, the security layer will verify the user's authorization to perform the requested process. For any proposed applications that will be used by DMV employees or Government and Industry Partner employees, the contractor must integrate the web-based application with the Secure Access Infrastructure (SAI) (ISAM and ISIM) deployment, including security header contents and proposed access groups or the non-web based application will utilize Microsoft Active Directory (AD) or some other repository that utilizes Lightweight Directory Access Protocol (LDAP).
- 12. The Contractor staff shall provide, with each deliverable, detailed Network and/or System Architecture Diagrams for any network/system created or altered.
- 13. All tasks associated with this agreement must be performed at the DMV's Headquarters Campus (2415 First Ave. Sacramento, CA.). Contractor staff shall perform their duties on the premises of the DMV, during DMV's regular workdays and normal work hours, except as specifically agreed to otherwise in writing by the DMV Contract Manager. There will be no increase in hourly rates for extended hours or days.
- 14. The Contractor shall finalize the detailed work plan proposed in the Contractors offer, including schedule for completing the deliverables and the level of effort for each of the tasks identified. The final work plan must be provided to the DMV Contract Manager for final approval (or rejection) within 15 days of contract start.
- 15. The Contractor shall provide with each deliverable, an updated schedule and/or work plan as necessary.

F. DMV'S RESPONSIBILITIES

- 1. Provide access to business and technical documentation as necessary for the contractor to complete the tasks identified under this contract.
- 2. Provide access to the DMV staff, management, offices and operation areas as required to complete the tasks defined under this contract.
- 3. Coordinate with California Department of Technology (CDT) for those tasks requiring their assistance.
- 4. Provide contractor staff with normal office working facilities and equipment.
- 5. If needed, invite the contractor to appropriate project meetings.
- 6. The <u>DMV Contract Manager</u> responsible for overseeing the Contractor's performance, the Contractor's completion of requested services, approval of the DEDs, DADs, approval of the PCOs, and approval of invoices are:

Name:	
Telephone Number:	
Or	
Name:	
Telephone Number:	
Email Address:	

7. The <u>DMV Contract Administrator</u> identified below is the department's point of contact responsible for coordinating all communication and documentation (including DEDs, deliverables, and DADs) between the Contractor and the DMV Contract Manager and to whom all communications relative to those services be addressed. The DMV Contract Administrator is also responsible for forwarding approved invoice(s), the related DAD(s), deliverable(s), status reports, and timesheets to the Information Technology (IT) Acquisitions Unit for auditing purposes.

Name:	
Telephone Number:	
Email Address:	

G. CONTRACTOR TASKS

The following table identifies Contractor tasks that <u>may</u> be initiated by the DMV. As specific tasks and deliverables are identified, DMV and the Contractor will execute a DED in accordance with the process described in Section H of this SOW.

TASKS

Task 1: Extending WSI IdAM Solution for Progressive Authentication

- a. Develop High Level Design for IdAM Progressive Authentication.
- b. Establish Cloud Identity As A Service (IdAAS).
- c. Establish virtualized reverse proxy functionality.
- d. Support DMV SDLC.
- e. Support Cutover / Launch of new Security Layer to Production.

Task 2: Migrate WSI to Hybrid Cloud

- a. Develop High Level Design for WSI Hybrid Cloud.
- b. Provision and Configure Development Environment.
- c. Iterative Build, Remediation, and Integration of WSI.
- d. Provision and Configure IT, ST, UAT, and Prod Environments.
- e. Support DMV SDLC.
- f. Support Cutover / Launch of new WSI Hybrid Cloud to Production.

Task 3: Implement APIs, DevOps, and Cloud Native App

- a. Develop High Level Design for APIs, DevOps, and Cloud Native App.
- b. Establish DevOps Pipeline.
- c. Support DMV in agile development of one Cloud Native App (4 sprints).

<u>Task 4: Ongoing Maintenance and Operations of the Progressive Authentication</u>

a. Provide Maintenance and Operations services of Progressive Authentication Solution.

Task 5: Knowledge Transfer

a. Conduct knowledge sharing/mentoring sessions, including documentation.

H. DELIVERABLE EXPECTATION DOCUMENT (DED)

The DED process is as follows:

- 1. All work performed under this contract shall be initiated using Exhibit B, Deliverable Expectation Document (DED).
- 2. The DED establishes that the DMV and Contractor have a common understanding of the scope, schedule, format, content (depth and breadth), estimated hours per task by staff member, cost, and acceptance criteria of work products required prior to the Contractor beginning work. The DMV and Contractor will define and develop acceptance criteria, including specific, measurable success factors, to be set forth in the DED. The DED details Contractor services required to meet project objectives.
- The Contractor will not begin work on a task until the DMV and the Contractor have approved the DED. Each DED will include a description of tasks, deliverables, the number of estimated hours, by role/person, to complete the work and cost.

- 4. Once the DED has been reviewed and accepted, the Contractor and the DMV will sign it. This will constitute acceptance of the DED. The originally approved DED will be retained by the DMV with copies sent to the Contractor.
- 5. All DEDs must be in writing and approved (signed) by the Contractor Contract Official, DMV Contract Manager and DMV IT Acquisitions Manager prior to the Contractor beginning work specified within the DED.
- 6. The start of work will occur upon the start date of the DED or upon approval by the DMV IT Acquisitions Manager, whichever occurs later.
- It is understood and agreed by both parties that all of the terms and conditions
 of this contract shall remain in force with the inclusion of any such approved
 DED.
- 8. The DMV has the right to require the Contractor to stop or suspend work on any previously approved DED.
- 9. The DMV will pay based on the hourly rate in accordance with Exhibit F, Cost Data Sheet, but no more than the agreed amount of hours shown on the DMV approved DED.
- 10. If, in the performance of the work, the Contractor determines that the work approved through the DED cannot be accomplished within the estimated hours, the Contractor will immediately notify the DMV Contract Manager in writing of the Contractor's estimate of the additional hours to complete the work in full. Upon receipt of such notification, the DMV may:
 - a. Alter the scope of the DED, via an approved amendment to the DED, in order to define tasks that can be accomplished within the remaining estimated hours by issuance of an approved DED amendment, or
 - b. Terminate the DED.
- 11. The following is a list of required information for the DED. This list is not all inclusive therefore, any additional information deemed relevant to the work identified in the DED should be included. Each DED shall include the following:
 - a. A work description which shall include the purpose, objective, or goals to be undertaken by the Contractor;
 - b. An identification of tasks and any associated work products (deliverable) to be completed by the Contractor;
 - c. Acceptance criteria for the work to be performed/deliverables;
 - d. The name or identification of the Contractor staff to be assigned;
 - e. The Contractor's estimated hours required to accomplish the purpose, objective or goals;
 - f. The Contractor's billing rates per hour which shall be in accordance with the rates identified in Exhibit F, Cost Data Sheet; and
 - g. The Contractor's total cost for the DED.

I. DELIVERABLE ACCEPTANCE OR REJECTION

All work shall be submitted to the DMV Contract Manager for review and approval or rejection with the following process:

- 1. The Contractor will submit each deliverable with level of detail and quality consistent with the DED approved by the DMV.
- 2. A signed DAD is required from the DMV Contract Manager before processing an invoice for payment. The DAD must accompany any invoice submitted by the Contractor. Should deficiencies be identified in a deliverable, the DMV and the Contractor will meet to determine what work products are acceptable and the level of effort and strategy for correction of any deficiencies. The DMV may issue a DAD for a portion of the Deliverable. The DMV and the Contractor will document the strategy and level of effort for the Contractor's correction of deficiencies through an amended DED.
- 3. All Deliverables shall be provided in a format compatible with the DMV Project Office standard applications (currently, Microsoft Office 2016). In all cases, the Contractor must verify application compatibility with the DMV Contract Manager prior to creation or delivery of any electronic documentation. Any deviations to these standards must be approved by the DMV Information Systems Division (ISD) and Information Security Office (ISO).
- 4. Hardcopy deliverables must be on standard paper as appropriate. Electronic versions must be stored in a DMV designated central repository and remain the sole property of the DMV.
- 5. Payment for tasks performed under this contract shall be by deliverable. It shall be the DMV's sole determination as to whether a deliverable has been successfully completed and is acceptable to the DMV.

J. SCRUM MEETINGS (As Applicable)

1. Sprint Zero/Planning Meeting

Prior to the start of each sprint, the project team will hold a Sprint Planning meeting. In the meeting, the product owner will describe the highest priority features to the team. The Development team will participate in the Sprint Planning Meeting. The artifacts resulting from the meetings include the sprint goal and the sprint backlog.

2. Daily Stand Up/Scrum Meeting

Each day of the contract, the project team will hold a daily stand up meeting. The Development team will participate in the daily stand up meeting. These meetings will be brief, typically held in the morning, and will set the context for the coming day's work.

3. Sprint/Deliverable Review

On a deliverable basis, the Contractor will participate in a Deliverable Review Meeting to review their work with state executives and relevant stakeholders. The Contractor will then document the Deliverable Review and submit it to the State.

4. Sprint/Deliverable Package

On a deliverable basis, the State requires the Contractor to prepare and submit a Deliverable Package that contains all work products and acceptance criteria.

5. Sprint Retrospective

The Development Team will participate in a Sprint Retrospective meeting to reflect on lessons learned during the sprint.

K. PAYMENT TERMS AND INVOICING REQUIREMENTS

- 1. The Contractor may submit an invoice to the DMV but payment will not be issued until the DMV Contract Manager and Contractor Official have approved the DAD as stipulated in this contract.
- 2. Invoices submitted must reference DAD number and the IT Acquisitions Contract Number #TA-19321.
- 3. The State shall pay the Contractor for each completed deliverable and in no event shall the State pay more for a deliverable than the agreed maximum cost for the deliverable as provided in the DAD.
- 4. The DMV shall not be obligated to pay on an invoice until the status reports and time sheets required herein are received by the DMV Contract Manager and Administrator. The department may dispute an invoice which does not comply with these requirements, including requirements for invoices, timesheets and status reports, and a dispute notice given on that basis shall satisfy the requirements of the California Prompt Payment Act.
- 5. In the event a deliverable is not completed prior to the contract expiration or termination date, the DMV may pay for partial work completed in accordance with the terms referenced in the contractor's CMAS contract.
- 6. Project costs related to items such as travel, per diem and travel time to the designated base of operation for the engagement are costs to be included within the contractor rates. DMV shall not pay for such costs as a separate item.
- 7. Accounts Payable will pay only those invoices approved by the DMV Contract Manager and verified by the IT Acquisitions Unit.
- 8. Invoices must be submitted to:

Department of Motor Vehicles P.O. Box 932382 Sacramento, CA 94232-3820

L. REPORTING REQUIREMENTS

- The Contractor must prepare a weekly written status report to the DMV's Contract Manager and Administrator with the current status and future activities. This report shall include, but not be limited to the following information:
 - A summary of the work completed during the reporting period, including the identity of the person doing the work and the task or deliverable to which the work is attributable;
 - A summary of the work planned for the next reporting period including the identity of the person doing the work and the task or deliverable to which the work is attributable;
 - c. The status of the over-all project, including all phases and tasks, and including a discussion regarding each problem encountered and solutions implemented or proposed.
 - d. List and description of issues encountered during the reporting period.
- Contractor staff shall provide, on a weekly basis, detailed timesheets identifying
 the number of labor hours expended by each Contractor resource (staff) on
 tasks authorized under the terms of this contract. The completion and submission
 of staff timesheets for any given DAD are not considered deliverables under this
 contract.
- 3. The contractor shall submit each timesheet in an electronic format. The electronic format version may be submitted to DMV as an e-mail attachment addressed to the DMV Contract Manager and Administrator.
- 4. The DMV will not be obligated to pay for any services provided during a period for which the contractor has not provided weekly status reports and time sheets.
- 5. Time sheets and status reports must be submitted with the invoices.

M. PROBLEM OR ISSUE ESCALATION

The parties acknowledge and agree that certain technical and project-related problems or issues may arise, and that such matters shall be brought to the DMV's or Contractor's attention from the moment a service problem is discovered to resolution. Problems or issues shall also be reported in status reports. However, there may be instances where the severity of the problem or issue justifies escalated reporting. To this extent, the DMV or the Contractor will notify the appropriate party as follows:

1. 1st Level of Escalation:

- A. Problem or issue (deviation) is identified by the DMV or the Contractor as follows:
 - 1. Project output, samples, or deliverables are not consistent with the requested status or quality, or
 - 2. Exceeded deadlines, or
 - 3. Services by DMV or Contractor are not efficient or were not implemented.

B. Action(s):

 On-site meeting at DMV headquarters in Sacramento, CA with Contractor and DMV Contract Manager about the deviation and approach for resolution.

C. Consequence(s):

- 1. Define necessary actions for deviation troubleshooting, resolution and completion time.
- 2. Monitoring of status reports concerning deviation.

If actions are processed and successful at 1st Level of Escalation, no further process shall follow. If actions are deemed not successful by the DMV or the Contractor, proceed to 2nd level of escalation.

2. 2nd Level of Escalation:

- A. Problem or issue (deviation) is identified by the DMV or the Contractor as follows:
 - 1. Declaration by DMV or Contractor that 1st Level of Escalation was not effective.

B. Action(s):

1. Meeting with Contractor's Senior Management and DMV Contract Manager about the deviation and approach for resolution.

C. Consequence(s):

- 1. Define necessary actions for deviation troubleshooting, resolution and completion time.
- 2. Monitoring of status reports concerning deviation.

If actions are processed and successful at 2nd Level of Escalation, no further process shall follow. If not successful, proceed to 3rd Level of Escalation.

3. 3rd Level of Escalation:

- A. Problem or issue (deviation) is identified by the DMV or the Contractor as follows:
 - 1. Declarations by the DMV or the Contractor that 2nd Level of Escalation was not effective.

B. Action(s):

- Meeting with the Contractor Executive(s) who holds the authority to bind the contract and DMV Executive(s) about the deviation and approach for resolution. DMV Executive(s) will include the following: Project Director, Enterprise Applications Branch Chief, Chief Information Officer, Information Systems Division Deputy Director, or Director.
- 2. If necessary, place project "On Hold", in accordance with Contractor's CMAS General Provisions Information Technology, for "Stop Work".

C. Consequence(s):

- 1. Analysis by the Contractor or DMV for immediate resolution, subject to DMV or Contractor approval.
- 2. If a deviation is in result of the Contractor's performance, the Contractor shall submit an action plan documenting results of the 3rd Level Escalation meeting for DMV approval.

If actions are processed and successful at 3rd Level of Escalation, no further process shall follow. If not successful, and the deviation is in result of the Contractor's performance, the DMV will issue a Cure Notice, in accordance with Section N, Cure Notices, of this contract.

N. CURE NOTICES

DMV will issue a cure notice to inform the Contractor in the event the Contractor fails to meet a contract requirement or performance. The cure notice specifies ten (10) days for the Contractor to remedy the condition. If the condition is not corrected within this period, the cure notice states that the Contractor may face the termination of its contract for default. Cure notices may be triggered by the any of the following conditions, or other conditions that arise in performance of the contract:

- 1. The Contractor continues to miss agreed-upon deadlines;
- 2. Quantifiable evidence is lacking to show that work is being accomplished;
- 3. Quality of deliverables does not meet DMV's standards;
- 4. The Contractor is non-responsive to DMV requests; or The Contractor does not replace its Staff in a timely manner.

O. STAFF ADDITION OR REPLACEMENT

- 1. The Contractor will act as the prime contractor under this contract. In addition to identifying all classifications and staff proposed to work under this contract, the Contractor must also identify their sub-contractor affiliation as applicable.
- 2. The DMV reserves the right to require the Contractor to provide <u>additional staff</u> (during the contract and optional years) based on the hourly rates provided in Exhibit F, Cost Data Sheet that meets or exceed the Staff Mandatory Qualifications in this SOW. Upon request of the DMV, the Contractor will submit the resume(s) for the additional staff possessing the experience, which meets or exceeds the Staff Mandatory Qualification for the requested role. Before services can be rendered, each additional Contractor staff added to this contract will require approval by DMV in accordance with the Personnel Change Order (PCO) process described in paragraph 7 below. An amendment to the contract is not required for adding Contractor staff to this contract.

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- 3. The DMV reserves the right to require the Contractor to provide replacement staff (during the contract and optional years) based on the hourly rates provided in Exhibit F, Cost Data Sheet that meets or exceed the Staff Mandatory Qualifications of the staff required to be replaced. Upon request of the DMV, the Contractor will submit the resume(s) for the replacement staff possessing the experience, which meets or exceeds the Staff Mandatory Qualification for the requested role. Before services can be rendered, each replacement Contractor staff added to this contract will require approval by DMV in accordance with the PCO process described in paragraph 7 below. An amendment to the contract is not required for Contractor staff replacements.
- 4. The Contractor must notify the DMV's Contract Manager, at least five (5) business days prior to any Contractor staff being replaced or removed by the Contractor under the terms of this contract and their sub-contractor affiliation as applicable. The Contractor will submit with its notification to the DMV, the resume(s) for the replacement staff possessing the experience, which meets or exceeds the qualification of the staff being replaced. Before services can be rendered each Contractor staff replacement will require approval by DMV in accordance with the PCO process described in paragraph 7 below. An amendment to the contract is not required for Contractor staff changes.
- 5. The DMV reserves the right, in its sole discretion, to disapprove the continuing assignment of Contractor staff provided to the DMV under this contract. If the DMV exercises this right, the Contractor must terminate the staff from the contract within three (3) business days of notice by the DMV. The Contractor must then provide qualified replacement staff and their resume(s) that meet or exceed the qualifications of the staff being replaced. The Contractor must provide the replacement staff within five (5) business days of the DMV's notice exercising its rights under this paragraph. Before services can be rendered, each Contractor staff replacement will require approval by DMV in accordance with the PCO process described in paragraph 7 below. An amendment to the contract is not required for staff changes.
- 6. The DMV Contract Manager will review the resumes and approve or reject the additional or replacement staff. In the event such additional or replacement staff is disapproved by the DMV Contract Manager, the Contractor shall continue to submit resumes until the DMV Contract Manager approves such additional or replacement staff. A failure to provide suitable replacement staff, as determined solely by the DMV, shall constitute a breach of this agreement and shall entitle the DMV, at its sole election, to pursue all of its available legal remedies.
- 7. Upon approval of the additional or replacement staff's resume by the DMV Contract Manager, a PCO must be initiated as follows:
 - a. Contractor staff changes must be initiated by the Contractor with Exhibit D, Personnel Change Order.
 - b. Each PCO must include the additional or replacement staff's resume accepted by the DMV Contract Manager.

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- c. The additional or replacement staff will not begin work on a contract deliverable until the Contractor Official, DMV Contract Manager, DMV IT Acquisitions Analyst, and DMV IT Acquisitions Manager have approved the PCO.
- 8. The PCO must be initiated when contractor staff leave the contract (removal of staff) or are added to the contract (addition or replacement of staff).
- Replacement of the DMV Contract Manager, DMV Contract Administrator, and Contractor Official may be completed through the PCO process described above. An amendment to the contract is not required for replacement of the DMV Contract Manager, Administrator, and Contractor Official.
- 10. All replacement staff or staff added to this contract must undergo and pass the Department of Justice background check prior to that individual commencing any work under this contract (See Section E, #3 of this SOW).

P. AMENDMENTS

- 1. Should, during the course of the resulting contract, it become necessary to modify the terms of the Statement of Work (Exhibit A), those modifications may be made by mutual agreement by the contracting parties through a written amendment to the contract. A contract amendment shall not be effective unless in writing and until fully executed by both parties. No oral understanding or agreement not incorporated through the proper contractual process shall be binding on either the Contractor or the DMV. All amendments will follow the rules and regulations set forth by the State Contracting Manual Volume 3.
- 2. Contractor resources will not be expended, at a cost to the DMV, in excess of the authorized contract cost without written authorization from the DMV, in the form of a written contract amendment. Additionally, a contract amendment is required in the event that additional work is required that both parties agree was unanticipated, is necessary to successfully complete the project, and is within the project scope. All contract amendments will be processed utilizing the guidelines of the current rules from the State Contracting Manual Volume 3 and a contractor cannot begin work until they have received a fully executed copy of the written amendment from the DMV Information Technology Acquisitions Unit. Any amendment to a contract that increases the dollar amount of the contract, and/or adds additional tasks, and/or time not in the scope of the contract, will be required to follow the Non-Competitive Bid (NCB) process as described in the State Contracting Manual Volume 3.

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit B, Page 1 of 1

DELIVERABLE EXPECTATION DOCUMENT (DED)

CONTRACTOR NAME:						
DMV CONTRACT NUMBER:	DED NUMBER	DED NUMBER:				
DELIVERABLE TITLE:	20					
DELIVERABLE START DATE:	DELIVERABLE ENI	D DATE:				
Deliverable start date is the date of whichever occurs later.	bove or date signed by the IT Acc	luisitions Manag	er,			
LIST THE CONTRACTOR STAFF / CLAS	SSIFICATION / HOURS / RATE ASSIG	NED TO THIS DED	<u>):</u>			
Name	CMAS Classification	Hours	Rate			
not more than the agreed "Maxim Tasks and Deliverables described be Section G, Task # DESCRIPTION OF TASKS: DESCRIPTION OF DELIVERABLE:	oelow are in accordance with Cor	ntract TA-19321,				
Signatures below indicate that this associated with this DED will be pe Contract Number: TA-19321. AUTHORIZED AND APPROVED:	DED has been review and agreed rformed in accordance with the D	d upon and all w ED and the pro	vork visions of			
CONTRACTOR OFFICIAL PRINT NAME, SIGN, AND DATE DMV IT ACQUISITIONS MANAGER PRINT NAME, SIGN, AND DATE	DMV CONTRACT MANA PRINT NAME, SIGNE, ANI					

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit C, Page 1 of 1

DELIVERABLE ACCEPTANCE DOCUMENT (DAD)

CONTRACTOR NAME:			
DMV CONTRACT NUMBER:		DAD NUMBER:	
DELIVERABLE TITLE:			
DELIVERABLE COMPLETION DATE	i:		
TOTAL COST OF APPROVED DELI	VERABLE:	\$	
DELIVERABLE DESCRIPTION:	· · · · · · · · · · · · · · · · · · ·		
		s	
DMV'S ACCEPTANCE OR REJEC	CTION:		
SWY O'NO SET THINGE ON RESERVE	7110111		
authorized and approved:	***************************************		
CONTRACTOR OFFICIAL		DMV CONTRACT MANAGER	

Note: The Contractor may submit an invoice to the DMV but payment will not be issued until the DMV Contract Manager and Contractor Official have approved the DAD as stipulated in this contract (See SOW Section K, Payment Terms and Invoicing Requirements).

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit D, Page 1 of 1

Personnel Change Order

CHANGE OR	DER NO				
Contractor Name=	Contract Number =				
<u>Start Date</u> =or upon approval by the DMV IT Acquisitions Manager, whichever occurs later					
Description of Change:					
New Staff (including phone number and em	nail address):				
SOW Staff Role:	<u>Hourly Rate</u> :				
CMAS Staff Classification:	Resume Attached: Yes				
	No of Pages:				
Reason for Change:					
Approval:					
Changes identified above are in accordance with the	TO DESCRIPTION OF THE STATE OF THE PROPERTY OF				
By signing below, the Contractor Official has confirme classification requirements and any requirements lister Contract Manager's signature below indicates that he the requirements listed in the Statement of Work (Exhib	d in the Statement of Work (Exhibit A). The DMV /she has confirmed that the proposed staff meets				
Contractor Official (Print name & Sign)/Date	DMV Contract Manager (Print Name & Sign)/Date				
By signing below, the DMV IT Acquisitions Manager & DMV IT Acquisitions Analyst have confirmed that the proposed staff meets the CMAS staff classification requirements.					
DMV IT Acquisitions Manager/Date	DMV IT Acquisitions Analyst/Date				

Note: The DMV Contract Manager will submit Personnel Change Order Authorization forms to the IT Acquisitions Analyst to obtain DMV IT Acquisitions Manager approval.

CONFIDENTIALITY STATEMENTS

Confidentiality Statement for Vendor

As an authorized representative or corporate officer of the company named below, I have the authority to bind the company contractually, and I agree that all persons employed by this company will adhere to the following policy:

All information belonging to the California Department of Motor Vehicles (DMV) is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required to execute this Agreement, #TA-19321.

I certify that I will keep all project information including (but not limited to) information concerning the planning, processes, development or procedures of the project, and all communication with DMV or its affiliates related to any procurement process, confidential and secure. I will not copy, give or otherwise disclose such information to any other person unless DMV has on file a Confidentiality Statement signed by the other person(s), and the disclosure is authorized and necessary for the project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the project relating to the confidentiality of project information.

I fully understand that any unauthorized disclosure I make may be basis for civil and/or criminal penalties. I agree to advise the DMV Contract Manager immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

I warrant that if my company is awarded the Contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the DMV that such third party has an agreement with the DMV similar in nature to this one.

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by an authorized DMV representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction, which documents the destruction procedures, must be sent to the DMV Contract Manager before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the Contract period or the final payment, as determined by the DMV.

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit E, Page 2 of 3

CONFIDENTIALITY STATEMENTS (continued)

All staff assigned to this project shall be provided a Confidentiality Statement and will be expected to sign and return it to the DMV's Contract Manager before beginning work on this project.

Representative Name:	Title:	Phone Number:	
Company Name:			
Address:			
City/State/Zip Code:			and the second s
Signature:			
Date:			

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit E, Page 3 of 3

CONFIDENTIALITY STATEMENTS (continued)

Confidentiality Statement for Staff

As an authorized representative of the company named below, I agree to adhere to the following policy:

All information belonging to the California Department of Motor Vehicles (DMV) is considered sensitive and confidential and cannot be disclosed to any person or entity that is not directly approved to participate in the work required for this Agreement, #TA-19321.

I certify that I will keep all project information including (but not limited to) information concerning the planning, processes, development or procedures of the project, and all communication with DMV or its affiliates, confidential and secure. I will not copy, give or otherwise disclose such information to any other person unless DMV has on file a Confidentiality Statement signed by the other person(s), and the disclosure is authorized and necessary for the project. I understand that the information to be kept confidential includes, but is not limited to, specifications, administrative requirements, terms and conditions, concepts and discussions, as well as written and electronic materials. I further understand that if I leave this project before it ends, I must still keep all project information confidential. I agree to follow any instructions provided by the project relating to the confidentiality of project information.

I fully understand that any unauthorized disclosure I make may be basis for civil and/or criminal penalties. I agree to advise the DMV Contract Manager immediately in the event of an unauthorized disclosure, inappropriate access, misuse, theft or loss of data.

All materials provided for this Project, except where explicitly stated will be promptly returned or destroyed, as instructed by an authorized DMV representative. If the materials are destroyed and not returned, a letter attesting to their complete destruction, which documents the destruction procedures, must be sent to the DMV Contract Manager before payment can be made for services rendered. In addition, all copies or derivations, including any working or archival backups of the information, will be physically and/or electronically destroyed within five (5) calendar days immediately following either the end of the Contract period or the final payment, as determined by the DMV.

Representative Name:	Title:	Phone Number:	
Company Name:			
Address:			
City/State/Zip Code:			
Signature:			
Date:			

COST DATA SHEET

The table below identifies the staff name and rates that will be used in this contract. At no time will the contract hourly rates be accepted that exceed a Contractor's approved CMAS hourly rates for a given classification.

There will be no increase in contract hourly rates for extended hours or days. Project costs related to items such as travel, per diem and travel time to the designated base of operation for the engagement are costs to be included within the Contractor rates. DMV shall not pay for such costs as a separate item.

Α	В	С	D	E	F	G	Н
Staff Name	Sub- contractor Company Name*	Statement of Work Classification	Contractor's CMAS Classification	CMAS Hourly Rates	Contract Hourly Rates	Est. Hours	Total Cost (F*G=H)
	Artech Information Systems	Project Manager V	Project Manager V	\$323.95	\$323.95	200	\$64,790.00
	Infinite Computer Solutions	Lab Services V	Software Lab Services V	\$342.34	\$342.34	500	\$171,170.00
		Consultant V	Consultant V	\$335.93	\$335.93	200	\$67,186.00
		Tech Specialist V	Tech Specialist V	\$265.95	\$265.95	300	\$79,785.00
		Tech Specialist V	Tech Specialist V	\$265.95	\$265.95	300	\$79,785.00
		Tech Specialist V	Tech Specialist V	\$265.95	\$265.95	140	\$37,233.00

^{*} If subcontractor personnel are proposed, indicate company name.

NOTE: CONTRACTORS ACTING AS FISCAL AGENTS ARE PROHIBITED.

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit G, Page 1 of 2

DEPARTMENT OF MOTOR VEHICLES ANNUAL INFORMATION SECURITY AND COMPUTER USE STATEMENT



ACCEPTABLE USE STATEMENT

The Department of Motor Vehicles (DMV) Information Security Awareness Program requires all individuals who access DMV information to sign this statement before beginning work and annually thereafter.

Failure to comply with information security and privacy policies, standards, and practices can have financial, criminal, and/or employment consequences for the general public, the DMV, and for you personally. All information must be treated carefully including information:

- On paper, within the DMV network, or other Information Assets (e.g., workstation, server, laptop, copier, smartphone, tablet, USB drive, software)
- · Describing how systems operate or are protected, and
- · Classified as confidential, sensitive, personal, or proprietary

To maintain the confidentiality, integrity, and availability of DMV's Information Assets and protect confidential, sensitive, personal, or proprietary information from unauthorized use, access, release, viewing by others, change, loss, or deletion, I will comply with the following:

Iv	will comply with the following:	1000 000 000, 000000, 100000, 1101	and by others, strange, loss, or deleast,			
SI	SECTION 1 — ACCESS (Please initial	after each statement.)				
1.	 I will only access DMV Information Asse protect my password. For example, I wi 					
2	2 I will not leave my unlocked workstation	unattended beyond a reasonable time	or distance			
3. I will scan files stored on any removable media for viruses prior to using on the DMV network						
4.	 I will not intentionally send confidential, access the information or files remotely or 		V information or files so that I can later			
5.	. I will not deliberately interfere with anoth	er user's network access.				
6.	I will not intentionally cause an interrupt	ion or denial of service, or interfere with	normal software functions			
7.	 I understand that the State may monitor workstation I use, information stored lot that the work of the DMV is conducted in 	cally on the hard drive, on removable in	nedia or other portable devices to ensure			
8.	3. I understand that I have no reasonable	expectation of privacy when using DM\	/ Information Assets.			
9.	 I will follow the DMV's Remote Access: Security Standard for remote connection 					
10	0. I understand that personal computing ex	quipment used for work purposes may	be subject to the possibility of subpoena.			
11	I understand that if the Department dee mobile device of all data	ms it necessary, a remote wipe may be	initiated that may wipe my personal			
12	 I will obtain written approval before conn DMV network. 	ecting a non-State device (personal or	contract staff laptop, for example) to the			
13.	 If authorized elevated access rights, I w the appropriate access is assigned to m 	ill attend annual training and rejustify a e based onmy duties	ny elevated access rights to ensure only			
SE	SECTION 2 — USE (Please initial after	each statement.)				
1.	. I will only download, copy, and/or store (OMV authorized software, audio (sound	d, music) or video files			
2	I agree to use DMV Information Assets of with the federal government and any cit					
3.	I will not make copies of DMV informatio without approval	n for personal use nor remove materia	ls or equipment from any DMV premises			
4.	Any private or personal use of DMV Information 8314.	rmation Assets will be incidental and m	inimal consistent with Government Code			
PRI	RINTED NAME	SIGNATURE	DATE			
		X				

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit G, Page 2 of 2

DEPARTMENT OF MOTOR VEHICLES ANNUAL INFORMATION SECURITY AND COMPUTER USE STATEMENT, continued

SI	ECTION 3 — DISCLOSURE (Please initial after each statement.)						
1.	I will take reasonable precautions to protect all confidential, sensitive, or personal DMV information (e.g. credit car number, social security number, particularly those verified by the Social Security Administration) and all portable devices For example, use a privacy screen or secure in a locked cabinet.						
2	I will take necessary precautions to protect all DMV proprietary information, which includes details on DMV informatio systems. DMV proprietary information includes, but is not limited to, source/computer code, system diagrams, serve names, logins and passwords, system configurations, and all other system documentation(s).						
3.	I will obtain written approval before transporting or storing confidential, sensitive, personal, or proprietary information is a vehicle, private storage, or other off-site location. For example, attorneys and investigators may have written approvate as part of their duty statement or office procedures to take documents to a hearing.						
4.	I will only disclose DMV information, however communicated or transferred, to individuals authorized to lawfully receit through appropriate government statutes and departmental policies and procedures. For example, using secure en or authorized encrypted media						
SE	CTION 4 — INDIVIDUAL RESPONSIBILITY (Please initial after each statement.)						
1.	I will immediately notify management of any actual or attempted security violations I may observe such as individual misuse, computer viruses, unauthorized attempts to gain access to a DMV building, a system or data, or other incidents as described in publication DMV 145, Information Security Incident Reporting.						
2	I will only create, read, update, or delete DMV information for purposes necessary to perform my authorized job functions						
3.	I will only copy, change, or delete the files, documents, or software of another individual to perform my authorized job functions.						
4.	I will comply with Software License Agreements, I will not illegally use or copy software that is owned or licensed by DMV.						
5.	will comply with all applicable patent, trademark, copyright, and otherlaws.						
6.	Unless it is related to a Department investigation or similar authorized action, I will not intentionally send, receive, or store information that is in violation of departmental policy. For example, information that is discriminatory, harassing, derogatory, defamatory, threatening, or obscene.						
7.	I will not after, disable, or otherwise intentionally bypass the virus protection software, patching processes, or other security controls installed on or used by any DMV InformationAsset.						
8.	I will not intentionally destroy or dispose of any DMV information unless by authorized methods and in accordance with government statutes and DMV policy.						
9.	I will store my current files, data, and e-mail messages only for the duration of their intended business purpose in accordance with DMV policy and procedures unless I am notified of a different retention period.						
10.	. I understand it is my responsibility to contact my supervisor for additional information and applicability of these provisions to my job functions.						
11.	. I understand that this statement shall not affect the attorney-client privilege existing under applicable law.						
	I understand that failure to comply with any or all of these policies and/or provisions may result in loss or limitation of access to DMV Information Assets, disciplinary action, including dismissal, as well as civil or criminal penalties.						
13.	I acknowledge that I have read, understand, and received a copy of this statement.						
790	TEG NAME SIGNATURE DATE						

FEDERAL PROVISIONS

1. REMEDIES (if contract is \$250,000 or more)

- a. <u>Standard</u>. Contracts for more than the simplified acquisition threshold, currently set at \$250,000, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. See 2 C.F.R. Part 200, Appendix II(A).
- b. <u>Applicability</u>. This requirement applies to all FEMA grant and cooperative agreement programs.

2. TERMINATION FOR CAUSE AND CONVENIENCE (if contract is over \$10,000)

- a. <u>Standard</u>. All contracts in excess of \$10,000 must address termination for cause and for convenience by the non-Federal entity, including the manner by which it will be effected and the basis for settlement. <u>See</u> 2 C.F.R. Part 200, Appendix II(B).
- b. <u>Applicability</u>. This requirement applies to all FEMA grant and cooperative agreement programs.

3. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT

Clean Air Act

- The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- 2. The contractor agrees to report each violation to the CA DMV and understands and agrees that the CA DMV will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- 3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

1. The contractor agrees to comply with all applicablestandards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.

- The contractor agrees to report each violation to the CA DMV and understands and agrees that the CA DMV will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- 3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

4. DEBARMENT AND SUSPENSION

Suspension and Debarment

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- (2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- (3) This certification is a material representation of fact relied upon by CA DMV. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to CA DMV, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- (4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

5. BYRD ANTI-LOBBYING AMENDMENT (if contract is \$100,000 or more)

Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of

CA Department of Motor Vehicles and IBM Corporation Purchase Order #TA-19321 Exhibit H, Page 3 of 4

Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

a. <u>Required Certification</u>. If applicable, contractors must sign and submit to the non-federal entity the following certification.

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

By signing the quote/offer sheet, the vendor certifies, to the best of his or her knowledge and belief, that:

- 1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- 2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- 3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

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The Contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

6. PROCUREMENT OF RECOVERED MATERIALS (if purchase contains physical items)

- In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
 - 1. Competitively within a timeframe providing for compliance with the contract performance schedule;
 - 2. Meeting contract performance requirements; or
 - 3. At a reasonable price.
- i. Information about this requirement, along with the list of EPA- designated items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program.
- **ii.** The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act."