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Header 1

List View

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Procurement Folder: 883157

Procurement Type: Central Purchase Order

Vendor ID: VS0000017785

Legal Name: PRECISE SOFTWARE SOLUTIONS INC

Alias/DBA:

Total Bid: \$31,862.64

Response Date: 05/24/2021

Response Time: 14:22

Responded By User ID: PSSIWV

First Name: drew

Last Name: polulak

Email: statecontracts@precise-s

Phone: 301-340-1418

SO Doc Code: CRFQ

SO Dept: 1400

SO Doc ID: AGR2100000021

Published Date: 5/24/21

Close Date: 6/8/21

Close Time: 13:30

Status: Closed

Solicitation Description: USAFOODSAFETY Maintenance & Support

Total of Header Attachments: 1

Total of All Attachments: 1



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 883157
Solicitation Description: USAFOODSAFETY Maintenance & Support
Proc Type: Central Purchase Order

Solicitation Closes	Solicitation Response	Version
2021-06-08 13:30	SR 1400 ESR05242100000007775	1

VENDOR
 VS0000017785
 PRECISE SOFTWARE SOLUTIONS INC

Solicitation Number: CRFQ 1400 AGR2100000021
Total Bid: 31862.63999999999941792339086 **Response Date:** 2021-05-24 **Response Time:** 14:22:41
Comments:

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers
 (304) 558-0246
 jessica.s.chambers@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	USAFOODSAFETY Maintenance & Support Year One				31862.64

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments: This bid is for year one only - July 1, 2021 - June 30, 2022

Extended Description:

USAFOODSAFETY Maintenance & Support Year One

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	USAFOODSAFETY Maintenance & Support Year Two				0.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

USAFOODSAFETY Maintenance & Support Year Two

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	USAFOODSAFETY Maintenance & Support Year Three				0.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

USAFOODSAFETY Maintenance & Support Year Three

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	USAFOODSAFETY Maintenance & Support Year Four				0.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

USAFOODSAFETY Maintenance & Support Year Four

February 9, 2021
Updated: 4/13/2021

RE: West Virginia Department of Agriculture

Jonathan Adkins
Director – Information Technology
West Virginia Department of Agriculture
163 Gus R. Douglass Lane
Charleston, WV 25312

Jonathan Adkins,

Please accept this quotation from Precise Software Solutions (Precise), UBI: UF001064111001, for the maintenance, support, and hosting services for the 7/1/2021 until and 6/30/2022. We are presenting this statement of work based on the services provided by the Association of Food and Drug Officials (AFDO) Full Applications Lifecycle Management Support, System Integration Service, and Organizational Assessment Services for USA Food Safety (AFDO-19-001) contract associated terms and conditions as well as the State's terms and conditions. As outlined in this Maintenance and Support, we propose providing the West Virginia Department of Agriculture (WVDA) a baseline block of hours for State Maintenance Support Baseline and Help Desk Support Baseline support that is currently needed by every state.

Please review the information provided below and let me know if you have any questions or need any additional information.

Thank you for the opportunity to present our services to the West Virginia Department of Agriculture.

Precise is very pleased to provide these services to WVDA. If you have any questions, please contact:

Drew Polulak
1445 Research Blvd. Suite #500
Rockville, MD 20850
Office: 717-723-3359
Drew.Polulak@AFDO-Support.com
StateContracts@precise-soft.com

Maintenance and Support

The US Food and Drug Administration (FDA) provided funding through a cooperative agreement with the AFDO to support the underlying infrastructure of the USAFoodSafety (USFS) with one vendor, to develop master contracts, and to facilitate collaboration between states. FDA funding provides support to AFDO for the costs of the procurement and support of the underlying systems. WVDA would be responsible for funding the state specific support for the USAFoodSafety application that includes: WVDA configuration, enhancements, and help desk support.

The number of supported users significantly varies from state to state. The contractual mechanism to successfully support state-specific programs contained within USFS must be scalable to the size of the user community within each participating state. The amount of support that each state will require is dependent on several factors. Some of these include unique configurations of the environment, any additional security requirements required by the state, system integrations, integration with different credit card providers, and the size of the user base needing support.

To align with the AFDO contract, we will be providing a baseline block of hours for maintenance and help desk support needed by WVDA. In the event WVDA is needing additional support above the baseline maintenance and help desk level, funding can be procured by the process described and at rates indicated in the AFDO contract.

Service Period: 7/1/2021- 6/30/2022

State Maintenance Support Baseline:

Our maintenance release schedule will include agreed upon change requests in a structured methodology and process. We will provide a major release during the period of performance (POP) and provide emergency releases for any critical production issues. These emergency releases will be tested and deployed as needed.

Using this approach, our dedicated team will carefully coordinate with the AFDO Project Manager, User Group Governing Council, and WVDA Point of Contact (POC) to prioritize and complete the requested work items within the allocated hours. These hours will be used for any state touch points from our team to plan/discuss the state specific deployments and configuration, state specific monthly meetings, and state backlog grooming/break fix/enhancements. We will provide utilization reports of State backlog grooming/Break Fix/Enhancements to AFDO and WVDA on a monthly basis to ensure that the hours are properly planned for and consumed within the annual period of performance. Any unallocated unused hours will expire at the end of the annual POP.

State Maintenance Support Baseline	Annual Number of Hours
State Specific Deployments and Configuration	100 hours
State Specific Monthly Meetings	35 Hours
State backlog grooming/Break Fix/Enhancements	65 hours
Total State Maintenance Support Baseline	200 hours

For workload planning purposes, within the first 120 days of the period of performance, the state will need to request the Precise PM to review the request item(s) for inclusion of the item(s) to be completed within the current POP.

State Help Desk Support Baseline:

Precise will establish and maintain a help desk ticket tracking system to record and manage incident tickets and monitor SLA goals. The cloud-based JIRA Service Desk is leveraged based on its rich features, flexibility, integration capabilities, and cost. The State Help Desk Support Baseline will be used to support the help desk needs for the state. This includes any item that is reported and researched for the specific state. To clarify, help desk hours may not be used for maintenance work items. Any unused hours will expire at the end of the annual POP.

Help Desk Support Baseline	Included Number of Hours
State Help Desk Support Baseline	50 hours

The Help Desk will provide a single POC for issue tracking and resolution for support requests. Our Help Desk team will work in conjunction with our subject matter experts (SMEs) to identify solutions and ensure a timely incident response and resolution to any issues or needs identified. All problem calls will be logged and tracked by the help desk representative through resolution. Our Tier-1 support service will be available from 8:00 a.m. to 5:00 p.m. EST on business workdays.

Additional Support/Enhancements

Precise will provide additional support and/or software enhancements at the rate outlined in the *Pricing & Deliverables* section. For specific enhancements, we will provide an estimate, confirm the scope with WVDA, and invoice it as a fixed-price statement of work (SOW). Any changes to this SOW will be mutually agreeable and made via Change Order first approved by the Agency and AFDO. Unused enhancement hours will carry over from year-to-year.

Service Level Agreement (SLA)

Precise will follow our ITIL-based problem management process to provide responsive and proactive operations support and meet SLAs defined in the AFDO contract. The below outlines the SLAs and our proposed resolution plan.

Level of Severity	Description	Initial Response	Resolution plan
Severity Level 1 (Critical)	Incident (a) renders the Contractor provided application un-Available, substantially un-Available or seriously impacts normal business operations, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function.	1 hour	Resolution within 4 hours for fixes without code changes. Incidents that extend for multiple days, update notification intervals with the AFDO PM and State POC will be mutually agreed upon. Resolution with emergency release upon AFDO PM prioritization and approval for fixes requiring code changes
Severity Level 2 (High)	Incident that is characterized by the following attributes: the Incident (a) does not render the Contractor provided application un-Available or substantially unavailable, but a function or functions are not Available, substantially Available or functioning as they should, in each case prohibiting the execution of productive work, and (b) affects either (i) a group or groups of people, or (ii) a single individual performing a critical business function.	1 hour	Resolution within 1 business day for fixes without code changes. Incidents that extend for multiple days, update notification intervals with the AFDO PM and State POC will be mutually agreed upon. Resolution with emergency release upon AFDO PM prioritization and approval for fixes requiring code changes
Severity Level 3 (Medium)	Incident that is characterized by the following attributes: the Incident causes a group or individual to experience an Incident with accessing the Contractor provided application or a key feature thereof and a reasonable workaround is not available, but does not prohibit the execution of productive work.	2 hours	Resolution with maintenance release upon AFDO PM prioritization and approval for fixes requiring code changes
Severity Level 4 (Low)	Incident that is characterized by the following attributes: the Incident reflects that a group or individual requires guidance in the proper use of the system.	4 hours	Resolution with maintenance release upon AFDO PM prioritization and approval for fixes requiring code changes

If AFDO or WVDA needs to escalate an incident for which a resolution has not been provided and/or has not been addressed in a timely or appropriate manner, the below describes our escalation path of communication. The AFDO PM will also be notified and kept up to date and we will assign a lead support and/or technical resource to coordinate and oversee resolution of such defect or request. In this scenario, resolution efforts will be communicated through daily emails and/or calls. If these escalation procedures fail to produce a satisfactory resolution, the executive advisor will discuss a corrective action plan to resolve the timeliness of correcting defects or requests.

Escalation Level	Contact
Level 1	State Outreach Coordinator, Katie Gaughan
Level 2	Project Manager, Ashley Wright
Level 3	Executive Advisor, Drew Polulak
Level 4	Precise President & CEO, Zhensen Huang

Pricing & Deliverables

Description	Amount	Acceptance Criteria
State Maintenance Support Baseline Period of Performance 7/1/2021- 6/30/2022	\$31,862.64	Start of the period of performance.
Total Amount	\$31,862.64	

Assumptions:

- a. Precise will provide additional support and/or software enhancements at the rate of \$131.33 per hour.
- b. The production release schedule will be dependent on state and current vendor availability.
- c. To align the out-year costs with the AFDO contract this will include a yearly 2.5% escalation on Maintenance Support Baseline, hosting, and enhancement rates.

STATEMENT OF WORK APPROVAL

The signature below acknowledges and confirms WVDA's agreement/approval to proceed with the statement of work.

WVDA

By

Name

Title

Date