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Oracle/Peoplesoft Services

- Contractor shall provide Oracle/ PeopleSoft project management, administration, development, technical support, problem resolution and training required to support the State’s “Core-CT” system. The following Oracle/PeopleSoft modules have been implemented in Core-CT:

Core-CT Financials		
General Ledger	Accounts Receivable	eProcurement
Accounts Payable	Purchasing	Catalog Management
Asset Management	Inventory	Billing
Project Costing	Customer Contracts	Commitment Control
Vendor Self-Serve (eSupplier)	Supplier Contract Management	Cash Management (future)
Grants	PCard (future)	Direct Connect (future)
eSettlements (future)	Strategic Sourcing (future)	Fluid User Interface
Core-CT HRMS		
Hire Workforce	Monitor Health & Safety	Time & Labor
Maintain Workforce	Benefit Administration	Administer Salary Plans
Payroll for North America	ePay	eProfile
eBenefits	Enterprise Learning	Pension Administration
CRM	TAM/CG (future)	eCompensation (future)
Core-CT EPM		
Enterprise Warehouse	Ascential DataStage 7.52	Oracle Data Integrator (ODI)
Core-CT Portal		
Enterprise Portal	Core-CT UPK	OBIEE
	All modules	All Modules

Selection Process

- The requesting Client Agency shall provide Contractor(s) with a written statement of work (“SOW”) that sets forth the deliverables, the desired outcome and the timeframe by which Contractor must complete the SOW requirements.
- Upon receipt of a written request from the Client Agency, Contractor shall have at least two (2) business days, but no more than four (4) business days, to submit a minimum of two (2), but no more than three (3), resumes of available information technology professionals (“IT Professionals”) qualified to complete the services per the SOW.
- When submitting resumes, the Contractor shall provide identification in the form of a valid driver’s license or Form I-9 (Employment Eligibility Verification Form) issued by the U.S. Department of Justice Immigration and Naturalization Service documenting each consultant’s eligibility to work in the United States. Any IT

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Professional recommended by Contractor must be available to begin work within one (1) week from date of the Client Agency's Purchase Order unless otherwise agreed to by the Client Agency.

4. The Client Agency shall have the opportunity to interview and accept or reject any IT Professional recommended by the Contractor to provide services to Client Agency. Contractor must provide contact information for the IT Professional's previous or current work with the State, if any, to the Client Agency at time of, or prior to, the interview. Contractor shall fully disclose any known performance issues involving the IT Professional at the time Contractor recommends him/her to the Client Agency.
5. Client Agency shall have the discretion, but not the obligation, to conduct interviews by phone. The State shall not be responsible for any travel-related costs that are incurred because of a Client Agency's request for an in-person interview.
6. Contractor shall be responsible for ensuring that the individual participating in the phone interview is the individual represented in the resume submitted to the Client Agency. Individuals whose credentials are offered for consideration must also be able to describe his/her relevant experience, method and results for all of the activities required under the relevant SOW.
7. The Contractor shall prepare and submit to the Client Agency a not-to-exceed estimate of cost for the SOW and may propose revisions or modifications to the SOW for the Client Agency's consideration.
8. If Contractor is selected to perform the SOW, Contractor must allocate the approved IT Professional(s) full-time, unless otherwise noted by the Client Agency.
9. A SOW will only be effective if attached to a fully executed Purchase Order. The SOW may be revised only in a written document issued by the Client Agency and the Purchase Order will be amended accordingly.

Additional Terms and Conditions

1. Contractor shall recommend IT Professional(s) for each SOW based on the classification titles listed and defined in Attachment 1, attached to this Exhibit 2 and made a part hereof, and the pricing rates submitted by the successful Contractors in Exhibit 3.
2. The State shall supervise and manage Contractor in the performance of a SOW. All work under this Contract will be performed on site at the Client Agency specified location. Normal working hours are between 7AM and 6PM (ET). Contractors shall have no ownership of or rights to modifications, associated documentation, designs, software developed or installed. At the Client Agency's discretion, Contractor may be required to attend meetings, provide progress reports or participate in other like activities. The State will provide Contractor with a workstation, including equipment, telephones and PC workstations connected to the appropriate network and environment.
3. Project length times vary, and project duration may be short term or multi-year and will be specified in the SOW.

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4. Relationship of Contractor provided IT Professionals To The State

- a. Contractor and Contractor provided IT Professionals do not constitute State employees, as defined by Connecticut General Statutes § 5-196, and shall not be eligible for any compensation, pension, health care or other similar benefits to which a State employee may be eligible to receive, regardless of the duration of the IT Professional's working relationship with the State or any similarity, intentional or otherwise, to an existing State classified job description.
- b. Although not State employees, Contractor and Contractor provided IT Professionals shall adhere to the State's Code of Ethics as outlined by Connecticut General Statutes § 1-97 through § 1-101, while employed by Contractor and assigned to the Client Agency to provide Services under this Contract.
- c. Contractor and Contractor provided IT Professionals shall not be assigned to, or function in, any role that requires them to directly supervise or manage State employees or exercise any authority that is considered consistent with the roles and responsibilities of a State official. Contractor and Contractor provided IT Professionals shall not be a signatory on behalf of the State, provide direct day to day supervision and direction to State employees, approve procurements or other similar activities.
- d. Contractor and Contractor provided IT Professionals shall identify themselves as a Contractor. Contractor and Contractor provided IT Professionals shall include such designation as part of their email signature. Client Agency shall communicate to any relevant parties that Contractor or Contractor provided IT Professional is serving in a consulting capacity and is not a State employee.
- e. No act or omission of the Client Agency in the enforcement of this section shall waive any of the provisions in this section.

5. During the term of the Contract, the Contractor shall provide the Client Agency with qualified and competent IT Professionals with specific technical expertise, or familiarity with a system or project.

6. Escalation Information

The Contractor shall provide 24 hour, 7-day per week contact information and problem solving escalation process procedures to be used by Client Agencies. Contact information must include business and home phone numbers, pager numbers, and e-mail addresses to reach supervisors, managers, directors, and company officers. Escalation information must be maintained and updated by the Contractor, and made available upon request by the Client Agency.

7. Compliance With State Policy, Standards And Practices

- a. Contractor and any Contractor provided IT Professional assigned to a Client Agency must adhere to applicable State policies and standards, as set forth in the following links, as they may be updated:
<http://www.ct.gov/best/cwp/view.asp?a=1245&q=253994&doitNav=|&bestNav=|>
<http://www.ct.gov/doitservices/cwp/view.asp?a=3941&Q=466098&doitservicesNav=|>.
- b. Client Agencies shall take the reasonable steps to ensure that any IT Professional(s) assigned to their agency has reviewed the relevant State and Client Agency policy(ies).
- c. Contractor shall comply with any Client Agency requirement for status reporting, management methodologies, related documentation, computer operations, standards, practices, and published security procedures.

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8. Financial Considerations

- a. The Client Agency shall allow billing for one-half hour increments.
- b. The Contractor shall require the Contractor provided IT Professional to work the hours and schedule approved by the Client Agency. All hours worked will be subject to verification of the Client Agency.
- c. The Contractor shall not allow a Contractor provided IT Professional to attend training courses at the expense of the Client Agency, unless such courses are in the best interests of the State and is approved by the Client Agency prior to entering into an approved SOW.
- d. The State assumes no liability, financial or otherwise, for the transportation of Contractor's personnel and their possessions into or out of the State of Connecticut.
- e. The Contractor shall not bill for travel time for travel from the Contractor provided IT Professional's place of residence and Client Agency location.
- f. The Contractor shall not be paid any out-of-pocket expenses incurred for travel to the Client Agency location. Contractor shall be entitled to reimbursement of travel expenses incurred only if the expenses were authorized beforehand, in writing, by the Client Agency. Payments may not exceed the State's then current State managerial rate. Current rate information may be found at <http://das.ct.gov/cr1.aspx?page=19>.

9. Contractor Document Requirements

For all its IT Professionals, Contractor shall obtain a background check consisting, minimally, of: employment history; professional references; criminal check; and educational verification (*i.e.*, degree, license, and/or official transcript). Each IT Professionals must pass the background check prior to placement under this contract. Contractor shall maintain a record of current background checks as well as Form I-9, Employment Eligibility Verification issued by the U.S. Department of Homeland Security, US Citizenship and Immigration Service supporting each IT Professional's authorization for employment in the United States (<http://www.uscis.gov/files/form/i-9.pdf>). DAS reserves the right to audit these documents.

10. Replacement of IT Professional

If an IT Professional currently Performing work for a Client Agency leaves the Contractor's employment, the Contractor shall notify the Client Agency as soon as it becomes aware of said IT Professional's impending departure. Contractor shall provide the Client Agency a minimum of fourteen (14) calendar days advance written notice of the planned departure of any IT Professional. The Contractor shall notify the Client Agency within twenty-four (24) hours in the event of an unanticipated departure of an IT Professional.

- a. At the discretion of the Client Agency, the Contractor may replace any IT Professional with an equally or more experienced IT Professional at no additional cost. The Contractor shall also arrange for orderly and timely transfer of knowledge related to the IT Professional's assignment(s).

11. Performance Failure

- a. If the ongoing Performance of any Contractor provided IT Professional does not conform to the provisions of this Contract or of an issued and accepted PO and SOW, the Client Agency may give Contractor written notice of nonconformance. Notwithstanding Section 11 of the Contract, Contractor shall have a five (5) calendar day period to correct any such deficiency. If, after the five (5) calendar days, the IT Professional's Performance continues to be in nonconformance with the provisions of the Contract

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or applicable PO or SOW, the Client Agency may require Contractor replace or remove the IT Professional with no further obligation or financial liability to the Client Agency.

b. Upon receipt of notice of replacement or removal of the IT Professional, the Contractor shall immediately re-direct the IT Professional's duties relative to the Client Agency in accordance with the requirements of the notice and, if requested, deliver to the Client Agency all data, drawings, specifications, reports, estimates, summaries, and such other information and materials as may have been accumulated by the IT Professional in providing services under this Contract, whether completed or in progress.

c. If Contractor's provided IT Professional fails to Perform as specified in the SOW or is found to lack the basic skills for which she/he was selected, or the Contractor dismisses any IT Professional prior to the end date specified in the Purchase Order, the Client Agency shall receive a credit based upon the following table:

<u>Number of Work Days</u> <u>Worked by the IT</u> <u>Professional</u>	<u>Calculation of Customer Credits</u>
1 thru 15 days	Credit for total charges plus 10% of such charges to cover Client Agency's administrative overhead
16 thru 30 days	Credit for one half (50%) of total charges
31 days and thereafter	Credit for ten (10) work days of charges

12. Contract Separately/Additional Savings Opportunities

DAS reserves the right to either seek additional discounts from the Contractor or to contract separately for a single purchase, if in the judgment of DAS, the quantity required is sufficiently large, to enable the State to realize a cost savings, over and above the prices set forth in Exhibit 3, whether or not such a savings actually occurs.

13. Security and/or Property Entrance Policies and Procedures

Contractor shall adhere to established security and property entrance policies and procedures for each requesting Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any Client Agency premises for the purpose of carrying out the scope of work described in this Contract.