STATEMENT OF WORK USER GUIDE

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TEXAS DEPARTMENT OF INFORMATION RESOURCES
WWW.DIR.TEXAS.GOV

Rev 09 01 2017

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System Requirements and Browser Compatibility
Browser Version

System features are best viewed in the browser versions listed below. Other browsers or versions may not display correctly.

- Google Chrome 34+(Recommended)
- Firefox 26+
- Internet Explorer 10+

Who Should Use this System?

- State agencies should utilize the form to submit their Draft and Final SOWs to DIR for review and approval.
- State agency purchasers who have been identified by their agency as:
  - Users - The submitter will only have access to the SOWs that they submitted
  - Superusers - A super user will have access to all of the SOW's for that particular agency

Customer Portal Login

To gain access to the SOW Application, approved Agency Users must log in to the Customer Portal by selecting "Sign in to My DIR" from the DIR home page (http://dir.texas.gov).

- Requests to add, change or remove Users need to be submitted from a Superuser at the agency to: identity.support@dir.texas.gov.

Once the User is authenticated, the Customer Portal will be displayed for the appropriate agency. On the left navigation pane, there will be a link to the SOW Application. Select the *SOW link* to launch your agency's instance of the SOW Application.
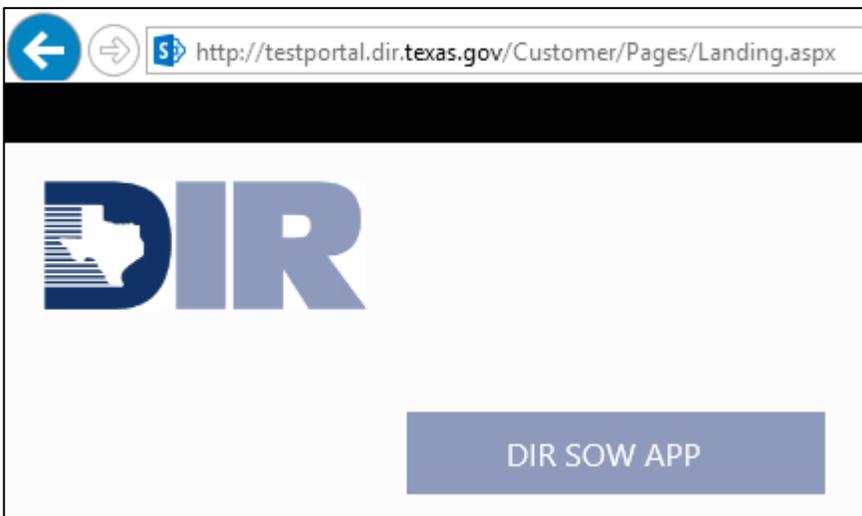
SOW Application

This application contains all previously submitted SOW records for your agency. The initial page displayed is the *application landing page*. From this page, Agency Users may view existing SOWs, initiate the submission process for new SOWs, upload additional documents or withdraw an SOW. This page also serves as the central location for Users to monitor the status of submitted SOWs.

- Note – Those users who have been established as "super users" will be able to view any/all SOWs submitted by an agency. All other users will only see those SOWs which they submitted.

On the landing page, you will see several columns:

- SOW ID – A system generated, unique, ID assigned to each Statement of Work.
  - There is a naming convention applied to each new (Draft) submission.
  - This ID will be used throughout the life of a SOW. It serves as the parent ID for the subsequent submissions/documents related to the SOW/contact.
    - When the Final of the SOW is submitted, it will be associated with this ID.
    - When/if one submits Amendments, it will be associated with this ID.
- Name – The name of the document to be uploaded for review.
  - Note: Avoid using special characters in the name given to the files that are uploaded to the SOW Application. Examples of special characters include: !, ", #, $, &, (,), *, +
- SOW Type - Indicates the type of SOW submission
  - Draft SOW
  - Final SOW
  - Amendment Draft
  - Amendment Final
- SOW Status - Reflects the current status of a submitted SOW.
- SOW Name – The name that the user gives to a submission (record) in the SOW Application. This is a free form text field.
  - Note: Avoid using special characters in the name. Examples of special characters include: !, ", #, $, &, (,), *, +
- Created - Date on which the SOW was submitted for review.
- DIR Due Date - Anticipated date for DIR to complete processing the SOW; thirty (30) business days for draft and three (3) business days for final reviews, with day one beginning the 1st full day from date submitted.
- DIR Contract Manager Assigned - Name of the Contract Manager assigned to process the SOW.
- Expedite - Indicates whether the Submitter's request to review a SOW must be Expedited; Expedited Requests require a letter from Agency Executive Director, or their designee, and gives DIR three (3) business days to review.

Key Points about the landing page.

- Each column can be used to sort the information (rows) displayed, and filters can be applied to some of these columns, except for the "name" column.
  - To sort – click on the column heading (text).
    - An arrow will appear next to the column heading. It will either point up (indicating it's sorting by acceding order) or down (indicating the list is being sorted in descending order). Clicking the column heading a second time will reverse the order.
  - To filter – one must be careful to click immediately to the right of the column heading. A pop up box will appear.
    - To apply the filter, check the box or boxes you wish to include in the filter and then click the close button.

The submission process consists of multiple steps. The submission, review and approval process for Statements of Work includes Draft SOW Submission(s) and Final SOW Submission(s). The submission of the Draft SOW is expected to take place prior to vendor solicitation. After the Draft SOW is reviewed and approved by DIR, the Agency User submits the approved SOW to the selected DIR vendors. After the agency and vendor execute a final version of the SOW, submit the Final SOW, containing signatures of the selected vendors and Agency management, for DIR's final approval and signature.

Notes: Since Statements of Work may be awarded to multiple vendors. It is possible, within the SOW Approval Application, to submit multiple "Final" SOWs for one Draft (Parent record).

Should a signed and approved (Final) SOW/Contract needs to be amended, a similar process will be followed. Users will need to locate the Final (Signed and Closed) SOW which is to be amended. A Draft Amendment will need to be submitted. Once it is approved, signatures from the Vendor and the Agency Management should be collected, so that the signed copy can be submitted as a Final Amendment. The same review time applies to Amendments as Draft and Final submittals.

Instructions for Draft Statement of Work Submissions

Click the **Submit SOW to DIR link** at the top of the application landing page to launch the SOW Draft Submission page.

This page allows users to submit a Draft SOW document along with all data relevant to the request.

Draft SOW Header

1. **Enter SOW Name**: The name of your project. This should be used throughout the submission process for reference.
2. **Enter SOW Scope**: Enter a brief description of the SOW Scope (750 characters or less).
3. **Enter Estimated Value**: Enter the estimated value of your procurement. This should include the purchase order amount and any anticipated Purchase Order Change Notices (POCNs). *Note: Maximum value is $1,000,000. You may include commas, but do not enter dollar sign. Do not include decimals or cents.*

Services Type

1. Select the appropriate service type for the SOW.
2. The service type selected should correspond to the DIR vendor contract(s) to whom you will submit your pricing request.

Contract Numbers and Vendors

- This field will auto-populate by the application with the relevant Contract Numbers and Vendor names for the selected Service Type. It should correspond to the DIR vendor contract(s) to whom you will submit your pricing request. If your Estimated Value is more than $50,000 but less than $1 million you will be required to select three (3) or more contracts. If the Estimated Value is greater than $1 million but not more than $5 million, you will be required to select six (6) or more contracts. If the number of contracts available is less than the required amount, you will be required to select all available contracts.
- Select the *Select/Deselect all checkbox* to select all entries in this list.

Additional Contract Numbers

If an active DIR contract is not available for selection, you may enter that number here. The DIR SOW review process will determine if that contract should be in the list of available contracts for the Service Types selected.

Comments

Please insert any information that you determine to be relevant. For example, add descriptive text explaining any additional contract numbers that were not available to be selected.

Upload SOW Draft File

Upload SOW draft file(s). *Note: If you have more than one document to attach, consider scanning or consolidating files into one (1) file prior to attaching. Additional documents may be uploaded after a draft or final SOW has been submitted. Instructions for this is provided later in this User Guide.*
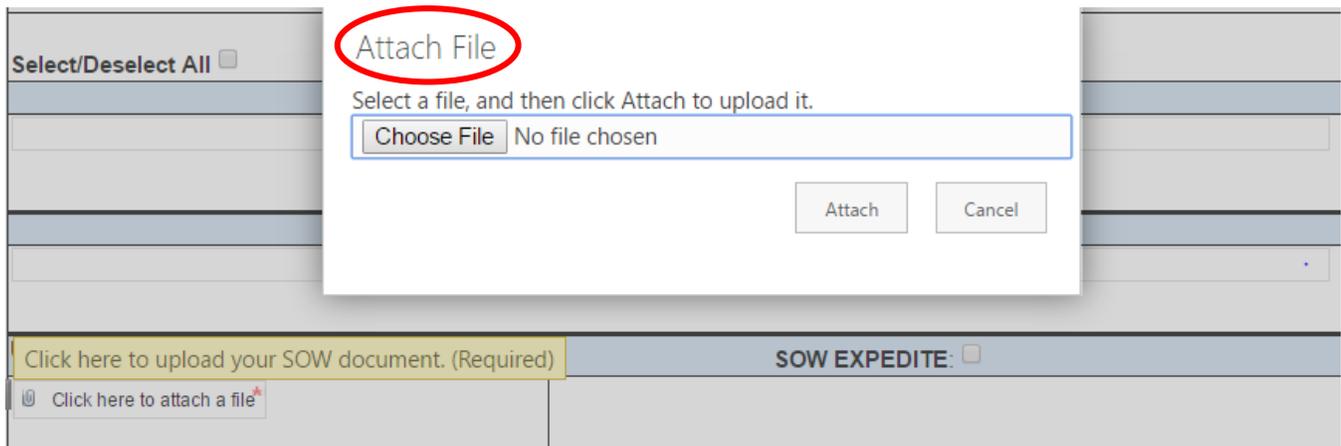
SOW Expedite

If an Expedited review is needed, please select the *SOW Expedite checkbox.* You will then be required to upload your agency's Expedite letter signed by Executive Director (or designee). A letter is required to select this option.

DIR Due Date

This is an auto-generated field.

- Expedite not checked = thirty (30) business days with day one (1) beginning the 1st full day from date submitted.
- Expedite checked = three (3) business days with day one (1) beginning the 1st full day from date submitted.

Review and Submit button

Select the Review and Submit button to confirm and complete your submission.

Edit

Select edit button to edit any field as necessary. Once you are done editing, you will need to select the Review and Submit button to proceed.

Confirm Submit

Select Confirm Submit button to save the record and submit it to DIR for processing.

Once a Draft SOW is submitted successfully, a confirmation message is displayed with the SOW ID and the SOW Name. The Agency User will also receive an automated email with more details around the request.

Instructions for Final Statement of Work Submissions

To submit a final version of an SOW for approval (The final version should include signatures of the Vendor and Agency), first locate the Parent record for the SOW that was established when the Draft SOW was submitted. (Put more simply, locate the Draft SOW that should now be in an "Approved" status.

Next, click the ellipsis icon (...), in the row for the SOW record, and select the "Final SOW" option in the menu.

A screen for submitting the Final (signed) SOW will appear.

Final SOW Header

1. **SOW ID:** Note: Only *approved* SOW Drafts will be displayed in this dropdown list. This reference number was provided when receipt of your Draft SOW was confirmed. Please use this reference number throughout the submission process. *Note: Draft SOWs created prior to March 7, 2016 may have been issued a new SOW ID# with the launch of the new portal. Please contact the DIR Contract Manager that reviewed the SOW if you cannot locate the ID#.*
2. **SOW Name**: This is the name of the SOW that was provided during the Draft SOW Submission.
3. **SOW Scope**: SOW Draft Scope will be displayed. This is an editable field and can be modified as necessary.
4. **SOW Estimated Value**: This is the estimated value that was provided during the Draft SOW Submission.
5. **SOW Final Value:** Enter the final value for the SOW. This should include the purchase order amount and any anticipated Purchase Order Change Notices (POCNs). *Note: Maximum value is $5,000,000. You may include commas, but do not enter dollar signs. Do not include decimals or cents.*
6. **SOW Start Date:** Enter the anticipated start date for the SOW. NOTE: The start date may not be sooner than the DIR Due Date.
7. **SOW End Date:** Enter the expected end date for the SOW.

Contract Awarded

Select the awarded DIR contract from the dropdown list.

The selected contract will be displayed here.

SOW Comments

Please insert any information that you determine to be relevant in the Comments field.

Upload Final SOW Document

1. Upload Final SOW that has been signed by the agency and the awardee. The *Final SOW Document must be in Adobe (pdf) format. If you have more than one (1) document to attach, consider scanning or consolidating files into one (1) file prior to attaching.*

Note –

- It is important that the name of the file that you're uploading is unique, different from any other document that has been uploaded to this site/application in the past.
- Avoid using special characters in the name given to the files that are uploaded to the SOW Application. Examples of special characters include: !, ", #, $, &, (,), *, +

DIR Due Date

The DIR SOW review process is expected to take no more than three (3) business days with day one (1) beginning the 1st full day from date submitted.

Review and Submit

Select "Review and Submit" to complete validation of the Final SOW form to DIR for review, approval and signature.

Edit

Select this button to edit any field as necessary. Once you are done editing, you'll need to select the Review and Submit button to proceed.

Submit

Select this button to save the record and submit it to DIR's contract management staff for processing.

Once a Final SOW is submitted successfully, a confirmation message is displayed with the SOW ID and the estimated DIR Due Date.

Actions that can be taken at any point in the lifecycle of a SOW.

Withdrawing a Submittal

Both draft and final SOWs may be withdrawn by an Agency. Once an SOW is withdrawn, no further action can be taken by the submitting Agency or DIR.

From the SOW landing page, locate the SOW to be withdrawn. Click on the ellipsis (…) icon and select Withdraw:

A new page will appear. Enter a comment and select with Withdraw button. An Agency does not need to provide DIR justification for the withdrawal, only a statement advising the SOW is being withdrawn.

The Agency submitter will receive an acknowledgement e-mail for the withdrawal.

Upload Additional Documents

In instances where additional documentation is required, the following steps are taken.

From the SOW Portal, select Upload Additional Docs for the applicable SOW.

Upload the additional document and add comments in the comments box.

Select Review and Submit.

SOW Additional Document Submission

SOW ID: OAG-000719

Upload Additional Document

📎 2013.4.2 Government & Legislation.pdf
18.9 KB

Comments: NOTE: Word-wrap may not be automatic - please enter carriage returns

Additional documentation for SOW submitted

| Edit | Confirm Submit |

Note:

- It's important that the name of the file that you're uploading is unique, different from any other document that has been uploaded to this site/application in the past.
- Note: Avoid using special characters in the name given to the files that are uploaded to the SOW Application. Examples of special characters include: !, ", #, $, &, (,), *, +

You will have the option to edit prior to submitting. After you have reviewed your submission, select Confirm Submit.

A message will display advising the submission was successfully submitted to DIR.

Your SOW Additional Document has been successfully submitted to DIR!

Amendments or Change Orders

All amendments or change orders, are to be submitted to DIR for approval. This includes any changes to the scope regardless of cost. The Amendment Review is the same two-step review process as an SOW, Draft Amendment Review and Final Amendment review.

Submitting a Draft Amendment

To submit a Draft Amendment for an existing SOW for review and approval, the Final SOW must have the status of "Signed and Closed". If the Final SOW is not "Signed and Closed", then the option to submit a Draft Amendment will not be available.

Locate the Final SOW that you wish to amend.

Notes:
1. It may be useful to use the sort and/or filter features to locate the SOW you want to work with.
2. The system does allow for there to be multiple 'Final' SOWs for a single 'Draft' SOW. It is important to be diligent in locating and taking action on the correct 'Final' SOW.

Upon selecting "Draft Amendment", a screen will appear. This form is like the form used for the submission of Draft and Final SOWs.

SOW Draft Amendment

SOW ID: OAG-000792

SOW Amendment Type: AmendmentDraft

Current SOW Final Value: $ 75000
Revised SOW Final Value:$ [_____] *

Asterisks (*) denote a required field.

Current SOW End Date: 12/31/2016
Revised SOW End Date: [_____] * 📅

Comments: NOTE: Word-wrap may not be automatic - please enter carriage returns

[_____] *

SOW EXPEDITE: ☐

*File name must not contain the following common invalid characters: # % & * : < > ? / { | }*

Upload AmendmentDocument:

📎 Click here to attach a file *

DIR Due Date: 2/7/2017   [Review and Submit]

SOW Draft Amendment

Note:

- It is important that the name of the file that you're uploading is unique, different from any other document that has been uploaded to this site/application in the past.
- Avoid using special characters in the name given to the files that are uploaded to the SOW Application. Examples of special characters include: !, ", #, $, &, (,), *, +

The red text that you see in the header section, provide you with some reference material.

- o The Current SOW Value text displays the value that was provided in either the submission of the Final SOW or the last approved Final Amendment.
- o The Current SOW End Date should reflect the latest expected/estimated end date of the SOW/Contract that was provided in either the submission of the Final SOW or the last approved Final Amendment.

Submitting a Final Amendment

To submit a Final Amendment for review and approval, there must be an approved Draft Amendment. If the Draft Amendment is not "Approved", then the option to submit a Final Amendment will not be available.

The form that appears to you, will look exactly like the form that was presented for the submission of a Draft Amendment

SOW Final Amendment
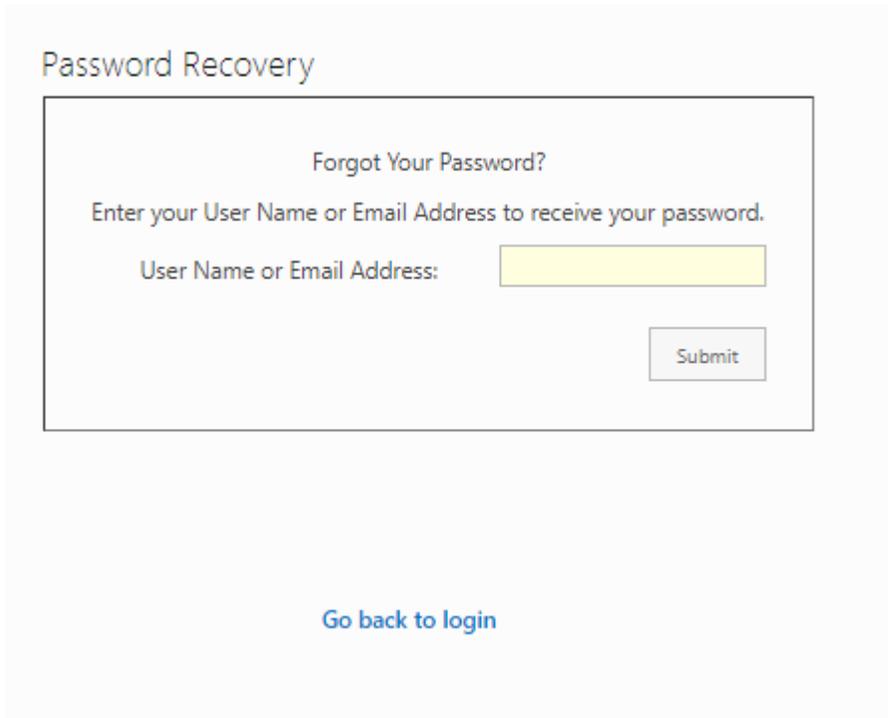
SOW ID: OAG-000794

SOW Amendment Type: AmendmentFinal

Current SOW Final Value: $ 78000
Revised SOW Final Value:$

Asterisks (*) denote a required field.

Current SOW End Date: 01/31/2017
Revised SOW End Date:

Comments: NOTE: Word-wrap may not be automatic - please enter carriage returns

File name must not contain the following common invalid characters: # % & * : < > ? / { | }

Upload AmendmentDocument:

📎 Click here to attach a file *

DIR Due Date: 12/28/2016   **Review and Submit**

SOW Final Amendment

Note:

- It is important that the name of the file that you're uploading is unique, different from any other document that has been uploaded to this site/application in the past.
- Avoid using special characters in the name given to the files that are uploaded to the SOW Application. Examples of special characters include: !, ", #, $, &, (,), *, +

Password Reset

Passwords can be reset from the sign in page. Simply select "Forgot Password" a screen will display requesting you to provide either your User Name or Email Address. Once you select submit, an e-mail will be auto-generated to the user providing a temporary password.

Technical Support

Should you require additional assistance with technical support simply email identity.support@dir.texas.gov and include a statement regarding your specific need.

Chief Procurement Office
Texas Department of Information Resources