**O&M FAQs**

**What is an operations and maintenance (O&M) statement of work (SOW)?**

An O&M SOW is a documented scope of work that defines recurring operational and maintenance activities to be performed on an IT system, applications, programs or software for a fixed monthly service fee through VITA's statewide information technology (IT) contingent labor (ITCL) contract with Computer Aid Inc. (CAI).

**How is this SOW different from the current project-based SOW?**

Both the current and new SOW are used when a customer wants to engage SOW consultants to perform predefined work activities, deliverables and expected outcomes typically as part of a project timeline. Under a project-based SOW, work is billed based on the completion and acceptance of fixed-price deliverables or upon achieving specific milestones. The new O&M SOW will be billed based on a fixed monthly fee for O&M services performed. It also can include a time-and-materials (T&M) hourly rate for support work not included in the defined scope of services.

**When should my organization use an O&M SOW?**

If your organization needs resources to support daily production operations and maintenance activities for an IT system or business application, the O&M SOW may be used. The O&M SOW is used only for engagement of IT labor to perform support work. Support services requested are detailed in the O&M statement of requirements (SOR) template, which outlines specific activities, reporting and service levels needed. Once an O&M SOW has been competed, and a firm selected, the customer will pay a set monthly fee for these services.

**When should my organization use the T&M hourly component?**

The T&M component allows the customer to request a blended, fixed hourly rate to cover ad hoc support work. This blended rate would be based on the different skillsets needed to fully support the customer's IT system, programs and applications. When the T&M component is used, the customer would budget separately for hourly work. This would be in addition to fixed monthly fees.

**How does my organization request services for the O&M SOW?**

SOW labor is requested by the customer documenting business requirements using the ITCL SOR template (available on 6/1/17). In the case of the O&M SOW, the customer should request an hourly rate for the optional T&M.

**How long can I commit to for an O&M SOW and is there a maximum dollar limit for a SOW contract through the ITCL program?**

All SOWs are limited to a maximum value of $2 million over the life of the SOW. O&M SOWs are also limited to a maximum term of three years, including all renewals. If the total value after two years exceeds $2 million, the SOW cannot be renewed for a third year.

**What type of work would not be suited for an O&M SOW?**

O&M SOW is not intended for use for work involving:

* New applications development and major system enhancements that classify as a new project
* Purchase of software, hardware and maintenance services
* Work for other IT systems or applications not scoped in the original SOW

**Will the procurement governance request (PGR) process apply?**

Yes. A PGR must be submitted to VITA for any SOW exceeding $250,000.

**What type of subcontractors in the CAI supplier network will be able to bid on my O&M SOR?**

Subcontractors in the CAI supplier network prequalified to perform work in applications development and IT infrastructure can bid on O&M SOR.