

SAMPLE SOW

1. Program Objectives

The objective is to conduct a systematic process for determining and addressing needs, or "gaps" between current conditions and desired conditions or "wants". The discrepancy between the current condition and wanted condition must be measured to appropriately identify the need.

2. Contract Objectives

(a) Conduct an assessment of the IT infrastructure, hardware and software used by the agency.

(1) The offeror will explore, assess and report on these key areas of your organization/operations:

- Business Needs and Strategic Opportunities
- IT Strategy
- Business Systems
- Application Environment
- Technical Infrastructure
- Overall IT Investment
- Potential Costs and Benefits of the Technology Investment

The overall approach to the "Assessment" is to collect information that will document existing information needs of the technology community, current infrastructure for meeting those needs, and perceived gaps. Needs Assessment data collection consisted of interviews with officials and a review of available documentation for existing data systems. The first and most critical step for any needs assessment is "Problem Definition." Problem definition consists of three main tasks:(1) executive visioning, (2) stakeholder analysis, and (3) evaluation of the current system.

Executive Visioning. The objective of this step is to get officials to articulate a vision for the ideal system. The visioning exercise is a half-day or full-day workshop that is facilitated by the contractor. We will define the scope of the financial system, the long-term functionality that the system is expected to have, and the major organizational issues that the existing must address.

Stakeholder Analysis. Stakeholder analysis generally involves individual and group meetings with different constituencies that support and use the financial or information system. The main objective of stakeholder analysis is to identify information needs and assess the extent to which the current system meets those needs.

Evaluation of the Current System. A system consists of people, processes (including policies and procedures), and technology. This step involves systematically reviewing the technology, policy and procedures, and staffing by function (e.g., accounting, human resources). Sometimes these steps are also conducted as part of an organization's IT Strategic Plan. The overall objective of examining the current system is to permit the evaluator to develop appropriate options and recommendations. This step examines the main financial system as well as the many standalone systems that proliferate throughout the organization.

(b) To provide recommendations on potential changes to software, hardware and infrastructure that will maximize the security of our financial systems and our Return on Investment (ROI).

3. Management Objectives

The management objectives are to allow the offeror the maximum flexibility to innovatively manage the projected schedule, performance, risks, warranties, and data to provide the goods or services that satisfies the agency's performance requirements. The assessment will thoroughly evaluate the strengths and weaknesses of our IT infrastructure and processes. It will also examine key aspects of how technology is used in the organization. This assessment will enable us to gain insights into how your IT is functioning to support our mission, and to gain perspective on potential profitability benefits of implementing certain technology solutions in the organization.