

Technology Services

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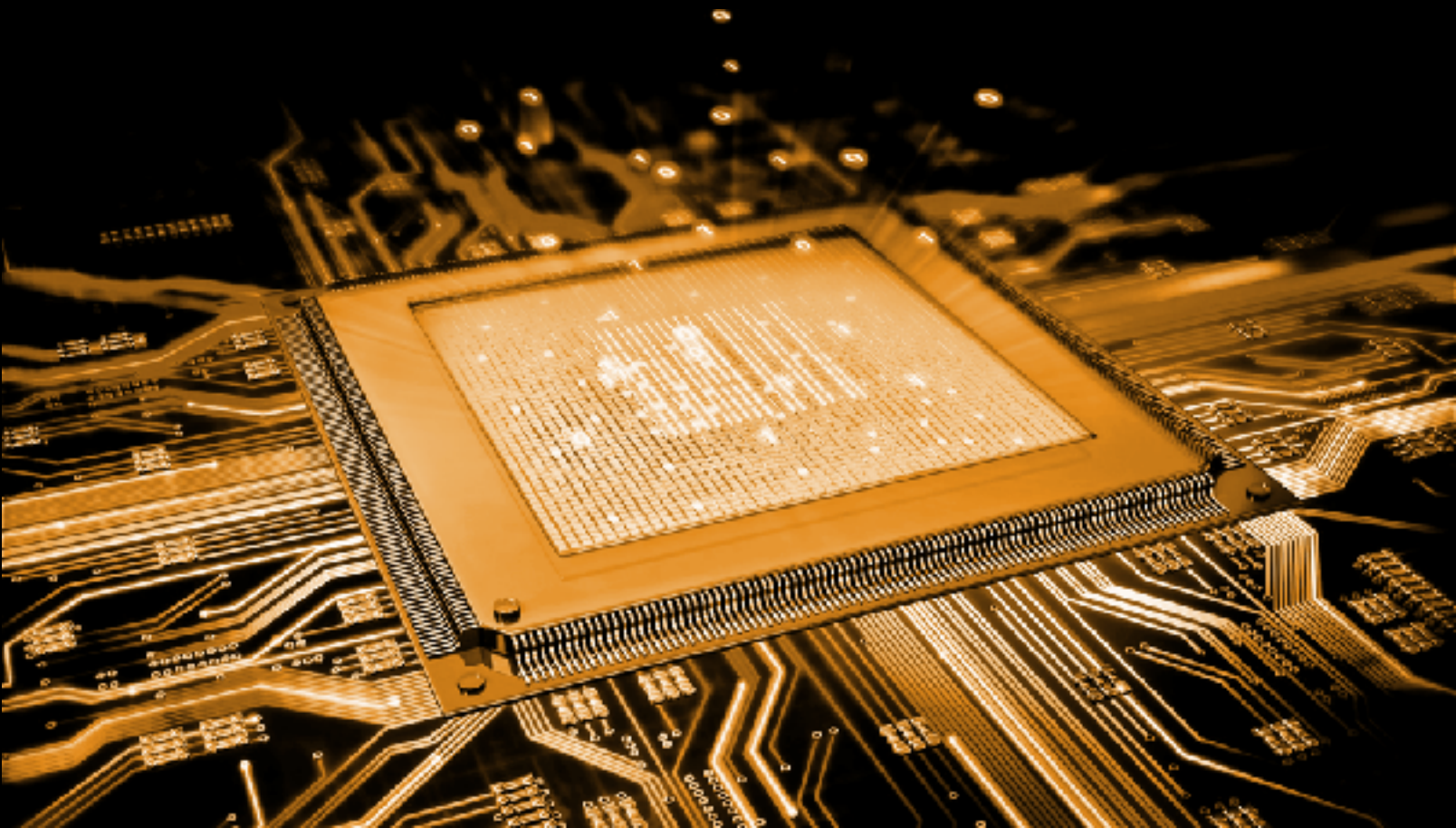


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Documents are reviewed quarterly and updated as necessary

Reviewed & Approved By: Ron Smith, Executive Director of IT - CTO & CISO & Chris Martin, Executive Director of Enterprise Applications

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Cloud/Hosted Applications

Cloud/Hosted applications must be evaluated by the Executive Director, Enterprise Applications to ensure the application meets college technology integration, security, usability, and disaster recovery standards. The Executive Director, Enterprise Applications may assign resources as needed to complete the evaluation and work with purchasing and the Office of the General Counsel to ensure contractual agreements meet the requirements. The Executive Director, Enterprise Applications will provide the evaluation and recommendation to the Chief Technology Officer (CTO) for final approval.

Contracted Programming Services

Contracted services required for application development or systems administration through contract FSCJ 2010-52 are required to follow the process outlined below. Additionally, all contracted services shall comply with the providers master services agreement. The process for requesting services is as follows:


1. Requestor schedules a meeting with Executive Director, Enterprise Applications and Director Technology Administration to establish budget parameters and needs related to: workspace, equipment, software licensing, and any other associated costs or requirements.
2. A request for application development or system support services is sent to the vendors who responded to FSCJ 2010-52. The request is sent electronically with a copy to the purchasing department. [Sample request at end of document.](#)
3. Vendors may respond with questions during the period, and collected questions and responses must be shared with each vendor.
4. The vendors will send resumes and any required supporting documentation to the requestor for evaluation. When the time period identified in the request has expired and vendor responses have been received, the requestor has the option to conduct interviews onsite or remote.
5. If no candidates are identified, the vendors may be informed and the time extended for a further search. If a further search is not successful or timelines do not permit an extension, the purchasing department should be contacted to continue additional contract options.
6. When the interviews are complete and a candidate or candidates have been selected, requestor obtains from vendor a 'quote' of the hourly rate for the selected resource which must be in alignment with RFP contracted pricing.
7. Requestor uses rate information to complete top portion of the "[Task Order Form](#)" for each resource in collaboration with the Director Technology Administration and Executive Director, Enterprise Applications to initiate the process of on-boarding. [See attached sample task order form at end of document.](#)
8. Once the [task order form](#) is complete, Director Technology Administration or delegate sends it electronically to the vendor to obtain personal address of contract employee. Vendor returns updated form electronically.
9. The [task order form](#) is then forwarded to AVP Human Resources with copy to Human Resources Coordinator or delegate to alert HR to the upcoming background screening process/results.

10. The Director Technology Administration or delegate forwards background screening process documentation to the vendor for resource actions. Documentation consists of instructions for resource to schedule appointment with College's contracted vendor for background screenings.
11. HR representatives will alert the Director Technology Administration once satisfactory results are received, at which time the requestor and vendor/resource can establish start date. Upon receipt of satisfactory results, Human Resources will sign the space on the [Task Order Form](#) and forward to Purchasing Contracts Coordinator.
12. The Director Technology Administration or delegate will cause a requisition to be generated, approved, and sent to Purchasing Contracts Coordinator who will issue Purchase Order for the resource, sign the space on the [Task Order Form](#), and return fully completed [Task Order Form](#) to Director, Technology Administration.
13. When the on-boarding process is complete and a start date for the service has been established, the technology department must cause the contractor ID card to be activated as follows with the ID card manager:
 - A. Mandatory Information
 - i. First & Last Name
 - ii. Position Title
 - iii. Email
 - iv. Supervisor
 - v. Room Access Specification (provided by supervisor)
 - vi. Start Date
 - vii. PID (if applicable)
 - viii. End Date (for contractors only)
 - B. Additional Preferred Information
 - i. Work Phone Number
 - ii. Cell Phone Number (if applicable)
 - iii. Bio for Tech Team website (excludes contractors and interns)
 - C. ID Card Process
 - i. Obtain employee/contractor information (see above lists)
 - ii. Schedule time with Swipe ID Manager for new hire to have photo taken for ID

- iii. Swipe ID Manager creates Swipe ID with photo, name, and title
 - iv. Swipe ID Manager communicates with Swipe ID Security Manager ID card number and access
 - v. Swipe ID Security Manager enters information into security system
 - vi. Swipe ID Manager fills out "Deerwood Key/Proximity Swipe Request" form (top portion)
 - vii. Obtains signature from supervisor
 - viii. Obtains signature from employee/contractor
 - ix. Makes digital copy for Technology Department records
 - x. Sends original to Deerwood DAS for signature
 - xi. DAS office sends signed original to security for records
14. Per FSCJ 2010-52, there is a two-week trial period for service evaluation. If within that period the service provided does not meet standards, the vendor is notified for replacement and task order process defined above must be repeated. After the two-week trial period, a contracted service due for completion or termination must be notified 30 days prior with written notice sent to the vendor.
15. All contracted services are required by FSCJ 2010-52 to comply with college policies and procedures.
16. All contracted services are required by FSCJ 201-52 to complete a confidentiality agreement.
17. Information or questions regarding FSCJ 2010-52 (Amended) and the vendor master services agreement can be found by contacting the Purchasing Contracts Coordinator.
18. When crossing fiscal years, terminations must be informed 30 days in advance. If contractors are being retained across fiscal years a new statement of work must be delivered and signed by each vendor prior to fiscal year end. The statement of work must identify the number of hours planned for the next fiscal year.
19. Upon termination of a contracted service, technology policy and procedure must be followed with regard to computing equipment. The following process must be completed with the ID card manager:
- A. Supervisor to inform Swipe ID Manager of terminated contracts
 - B. Supervisor to obtain Swipe ID card from employee/contractor
 - C. Supervisor returns card to Swipe ID Manager

- D. Swipe ID Manager fills out "Deerwood Key/Proximity Swipe Request" form (bottom portion)
 - i. Obtains signature from employee/contractor
 - ii. Makes digital copy for Technology Department records
 - iii. Sends signed original to security for records
 - iv. Informs Swipe ID Security Manager for removal of Swipe ID and employee/contractor from security system

Request for Application Development or System Support Services [SAMPLE]

Date  **Technology Department
Sample Document Only**

Ref: FSCJ2010-52 - Programming/Development Services

To Whom It May Concern:

<Insert description of programming project here> **SAMPLE:** Florida State College at Jacksonville is beginning a programming project that will result in the conversion of existing web applications for deployment to the SharePoint 2010 platform.

<Insert vendor name here>, along with several other companies, was awarded contract 2010-52, which is entitled Programming/Development Services. On the basis of this contract, the college is inviting you to submit qualified resources you have available to begin work at Florida State College at Jacksonville (FSCJ) within the next 14 days for consideration. It is the college's intent to negotiate a mutually agreed scope of work from those companies whose staff has had both the formal educational and actual experience performing these services.

Please submit your response by <insert date here> and only include resumes, references and work history for resources that possess a verifiable and distinct record of success in the following skill sets:

<Insert position title here> **SAMPLE: Senior .NET/SharePoint Developer:**
<Insert position description here> **SAMPLE:** The primary role of the developer is to convert existing .NET web services to the .NET 4.0 Framework and existing .NET applications Visual Web Parts and Pages for deployment to the SharePoint 2010 platform. Must have extensive experience building enterprise-level solutions using Microsoft development tools and technologies (.NET framework, VB.NET, C#.NET, ADO.NET, ASP.NET, Visual Studio 2008/2010, Visual web Parts, SharePoint 2007/2010, Web services and SQL). Experience with VB.NET required. Strong background in user interface development (CSS, HTML, DHTML, JavaScript, jQuery) required. Excellent organizational, written and verbal communication skills are essential. Experience with Software AG technologies a plus.

Include reference accounts for specifically related projects with a summary of the project scope, budget, and schedule for each resource identified. Also specify the availability for each resource and indicate rates, if lower than stated in the awarded contract 2010-52.

If you have any questions, I can be reached via email at <insert contact email here> or by phone at <insert contact phone here>.


Sincerely,

Requestor Name
Requestor Title
Florida State College at Jacksonville

cc: AVP Enterprise Applications
Purchasing Contracts Coordinator

Task Order Form for Contracted IT Personnel [SAMPLE]

TASK ORDER FORM FOR CONTRACTED IT PERSONNEL



**Technology Department:
Sample Document Only**

Vendor providing contracted staff _____

Requesting Department _____

Department point of contact _____

Phone _____ (904) _____

College Employee Conducting Interviews _____

RFP 2010-52 Position Classification _____

RATES/HOUR

Column A	Column B	Column C	# Hours/Week
hr.	hr.	hr.	hr.

Desired Start Date _____ Desired End Date _____ Total Expenditure _____
 / / / / \$

Name of contract employee _____

Employee street address _____

City _____

State _____ Zip _____

Overview of contracted employee work history attached Yes _____ No _____

Requester Signature _____ Date _____
 Daniel A. Richardson _____ Date _____

Purchasing _____ Date _____ PO# _____

By signing below, I certify _____ has satisfactorily completed a 10 panel drug screening and alcohol screening and agree to allow Florida State College at Jacksonville to complete a Level II FDLE/FBI Live scan background check to ensure the above does not have a felony conviction, pleaded nolo contendere or had adjudication withheld.

Name of vendor representative _____

Vendor _____

Signature _____ Date _____

NOTE: Any staffing request requires pre-approval through Daniel Richardson AVP Human Resources

TC-0-52

Florida State College at Jacksonville Contractor Confidentiality Agreement [SAMPLE]



Technology Department
Sample Document Only

CONFIDENTIALITY AGREEMENT

I _____ (Contractor) represent and warrant to Florida State College at Jacksonville (College) that I have been advised if I receive access to any proprietary information, confidential information or trade secrets of the College, including but not limited to, business information, technical information, student information or data, that I am strictly prohibited from making any use, publishing or otherwise disclosing to others including future employers, or permitting others to use for their benefit, any such proprietary information, confidential information or trade secrets.

I further represent and warrant that upon the termination of the contract or service with the College, all documents and property of the College, including but not necessarily limited to: computer equipment, drawings, source code, manuals, software, documentation and all other materials and copies thereof relating in any way to the College's business, or in any way obtained under the contract will be returned. Contractor further agrees that no files, electronic documents, copies, notes or abstracts of any proprietary or confidential information shall be retained and that all proprietary information shall be removed from any and all contractor provided equipment including but not limited to computers, tablets, smartphones, flash drives or other storage devices.

Signed this _____ day of _____, 20_____.

Contractor

Witness

IT - CA
06/2011