



SUPPLY CHAIN MANAGEMENT (SCM)



REQUEST FOR PROPOSAL

Exhibit 3.4 Reports Matrix

VA-240920-NTT: Managed Public Cloud Services

**COMMONWEALTH OF VIRGINIA
VIRGINIA IT AGENCY
SUPPLY CHAIN MANAGEMENT**

7325 BEAUFONT SPRINGS DR.
RICHMOND, VA, 23225

Table of Contents

1.0 Introduction3

2.0 Cross Functional Services Reports.....3

3.0 Tower Specific Services Reports3

4.0 Administrative Services Reports.....5

1.0 Introduction

This Exhibit contains a summary description of the format, content, and frequency of key reports required by VITA. This Exhibit may not include all reports currently provided by the In-Scope organizations or otherwise requested or required pursuant to the Agreement. However, the Supplier is required to provide any and all such reports regardless of their inclusion in this Exhibit.

The Supplier will continue to work with VITA, over the life of the Agreement, to determine any key reports required that are not included in the tables below.

2.0 Cross Functional Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
IT Technology Planning	Technology Advances	Report related to new technology advances and evolutions applicable to the ITISP environment (uses data from MSI and Service Tower Suppliers).	<ul style="list-style-type: none"> Conducted learning sessions with Agencies on upcoming capabilities within the CSP. 	Quarterly Due the 10 th business day of the next reporting period
IT Technology Planning	Regulatory Issues and Changes	Report and analysis of regulatory issues and changes that could affect the ITISP environment directly or indirectly.		Quarterly Due the 10 th business day of the next reporting period

3.0 Tower Specific Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
	CSP Service End of Life Report	This report details services currently being consumed in the environment/tenet which are nearing End of Life and need action by the Agency and/or VITA.		Quarterly

Report Category	Report Name	Description	KPI Examples	Frequency
	Service Improvement Plan Report	Conduct end-to-end service reviews with representatives of relevant Service Tower Suppliers to assess required measurements and Service Improvement Plans (SIP). The content for the report must be in sync with a fully maintained Continual Service Improvement Register (CSIR) that records all identified improvement opportunities. Each opportunity should be categorized and prioritized then scheduled for implementation as approved by ITISP Governance. This includes reporting on progress in any Service Improvement Plan implementation.		Semi-Annually
	Service Management Manual Currency Report	The Supplier will provide for currency of the Service Management Manual in accordance with the requirements of the Agreement. The Supplier will provide a schedule for reviewing and updating all sections of the Service Management Manual, as applicable. The Supplier will provide a semi-annual report of the review findings which demonstrates the currency and accuracy of the Service Management Manual sections reviewed in that period, as applicable.		Semi-Annually

4.0 Administrative Services Reports

Report Category	Report Name	Description	KPI Examples	Frequency
Contract Management	Report of Sales	Reports Supplier's monthly sales data and IFA fees owed to VITA under this agreement (Section 14.7 of MSA).	IFA fees related to Supplier's monthly sales.	Monthly
Contract Management	Small Business Procurement and Subcontracting Report	Described in Section 14.7 of MSA.	Percentage of Supplier's monthly revenue from VITA spent on SWaM certified subcontractors. Percentage of Supplier's monthly subcontractor spend spent on SWaM certified subcontractors.	Monthly on or before the 10th
Invoicing and Chargeback	Financial Planning and Forecasting	Provide forecast of Charges and associated volumes by Customer and Resource Unit Category (or other charge type as appropriate) for the next 3 years immediately following the time in and for which each such forecast is provided.		Semi-Annual Due on the 20th
Financial	Financial Stability	Provide Dunn & Bradstreet report. Provide copies of the most recent audited financial statements.		Annual