

## eGov Services – Citizen-Facing Websites/Applications and Supporting Services

The Virginia Information Technologies Agency (VITA) has awarded contracts to multiple suppliers for the commonwealth's electronic government (eGov) websites/applications and supporting services after a competitive procurement process. Awards were made to the following suppliers:

- AIS Network (3Sixty Holdings, LLC dba AIS Network)
- SiteVision, Inc.
- Virginia Interactive, LLC

### Scope:

Each awarded contract provides a holistic solution for Citizen-Facing Websites/Applications and Supporting Services to the Commonwealth of Virginia ("Commonwealth") and all public bodies as defined by § 2.2-4301 and referenced by § 2.2-4304 and § 2.2-2012 of the Code of Virginia ("Code"), and private institutions of higher education that are listed at: <http://www.cicv.org/Our-Colleges/Profiles.aspx>.

**Services:** The solution provides for services supporting citizen-facing websites/applications, to include design, development, hosting, operations/ maintenance, full life-cycle support, and payment processing services. All services must be directly associated with the specific site or application being developed and managed by the supplier. These contracts are available for the procurement of services as part of an entire supplier-provisioned citizen-facing web site/application solution; but may not be used for the procurement of separate independent services.

**Data:** Contract solutions are intended for public, citizen-facing data and not all web services may be procured through these contracts. Proposed services that include sensitive data, particularly data that is sensitive for confidentiality or integrity, may not be suitable under this contract. These contracts are not intended to replace Enterprise Cloud Oversight Services (ECOS) oversight or processes required for solutions that include sensitive data. Contact [eGovquestions@vita.virginia.gov](mailto:eGovquestions@vita.virginia.gov) for additional information if you have questions.

### Ordering:

VITA believes this multi-award provides enhanced value to the commonwealth, greater transparency, broader participation by multiple suppliers and cost-effective access to best-of-class technology services. Our goal has been for citizens to have access to web sites, applications, and services that meet citizen needs, and public bodies to have the contract vehicle to provision reliable web services at reasonable cost.

**Quotes:** This multi-award allows public bodies the opportunity to obtain single or multiple competitive quotes for complete services to meet their web needs; and VITA encourages users to obtain quotes from more than one supplier when procuring services.

**Orders and Statements of Work (SOW):** A SOW is required for any orders placed through these contracts. SOWs, in accordance with Contract section 17.F "Ordering" and 17.G "Statement of Work", will be of a fixed price type, with payment tied to defined deliverables, unless VITA issues a written authorization for a time and materials type SOW. The SOW shall include (a) a detailed description of each product or service proposed, including any applicable components, at the Exhibit B line item fee level; (b) the quantity of each line item; (c) the total contract price; (d) any additional percentage discount offered; (e) an extended price; (f) any optional or alternate pricing; (g) any pricing assumptions; and (h) this Contract number. See section 17 of the Contract for additional information on orders, SOWs and change orders.

### eGov Services Advisor

VITA offers assistance in determining the next steps for eGOV services and retains oversight responsibilities. Executive-branch agency SOWs are subject to VITA review. [Learn more about eGov processes](#). Questions or concerns may be addressed to [eGovquestions@vita.virginia.gov](mailto:eGovquestions@vita.virginia.gov).