

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

The Office of MN.IT Services @ The Department of Public Safety

Project Title: MNLARS

Category OR Categories: Web Application Design and Development

Business Need

The Minnesota Department of Public Safety (DPS) is in need of an individual to provide the Minnesota Department of Public Safety, Driver and Vehicle Services Minnesota License and Registration System MNLARS project with staff augmentation for the following skill set: User Interface/User Experience (UI/UX) Manager. This individual will be responsible for ensuring high-quality user experiences by incorporating principles of user-centered design throughout the project including the following:

- Develop a clear understanding of users, their goals and supporting tasks as requested by Business team members.
- Incorporate user feedback during the refinement of requirements for UI/UX, and during user acceptance testing (UAT)
- Involve users in the evaluation of designs at multiple stages as requested by Business leadership and Agile scrum product owners.
- Integrate user-centered design with other development activities.
- Conduct usability reviews with users; collect and incorporate discoveries.

The User Experience Manager is fundamentally responsible for evolving the best possible user-experience within the MNLARS application through the process of:

- understanding the business need
- designing the method to address the need within an application feature set
- reviewing that design with relevant stakeholders
- creating draft storyboards, wireframes, mockups, and prototype of the user interface (using tools such as sketches/whiteboards/Visio).
- creating final user interface designs including graphic elements (using tools such as Illustrator/Photoshop/HTML5)
- aligning the stakeholders during the collection of their feedback on articulated requirements including the user interface designs
- refining the solution approach based on stakeholder input
- overseeing the user acceptance testing of the application feature set in regards to meeting the requirements adopted by the impacted stakeholders

- ensuring MNLARS meets State’s accessibility guidelines
- collecting insights from observation and feedback of ongoing user experiences in order to drive future improvements.

Goal

The goal of the MNLARS project is to improve system operability, stability, record keeping, security, and customer service for the Minnesota driver’s license and motor vehicle registration systems.

Outcomes included in this MNLARS project work will be:

- Updating interfaces with other state and federal entities, DVS remote locations, subcontractors, law enforcement and the public
- Improving and updating methods of operation when necessary
- Adding additional data to current driver’s license and motor vehicle records that will be able to be recorded and retrieved electronically upon demand

The results of these systems operations will be the federally mandated automatic electronic operation of driver’s license and motor vehicle record checks for all official DVS sites, and the transmission of data to and from law enforcement, federal agencies, and other states. These functions must be able to be performed in an electronic manner and be verifiable and updated, as required by state and federal legislation.

The contractors’ staff (contractor) selected and assigned by the MNLARS Project Director for this project will augment existing MNLARS staff that is assigned, and consult on MNLARS projects as directed.

The contractor will interface with the MNLARS staff to work on integrated projects to make modifications and enhancements to existing DVS systems and implement new DVS systems that conform to the overall MNLARS goals. The MNLARS architecture will be consistent with the State of Minnesota Enterprise Technical Architecture.

Required Skills (to be scored as pass/fail)

Required minimum qualifications:

Skill or Experience	# of Years
Experience creating style guides for complex applications with both internal and external customers	7
Experience in designing cohesive user interface across overall application architecture	7
Experience in Agile project environments with ongoing iterative UI / UX refinement	5
Creation of enhanced wireframes for prescriptive guidance to development team	7
Experience in facilitation with joint business and technology JADS, stand-ups, showcases, and, UA sessions.	5
Facilitation and collection of UX data for ongoing application improvements; both in pilot and lab based UX environments	3

Desired Skills

Skill or Experience

Knowledge\experience with Axure or similar software	2
Front-End Development (HTML5, Illustrator, Photoshop, CSS, JavaScript, jQuery, Ajax, ASP.NET Web Forms, MVC)	2

Process Schedule

Deadline for Questions: Questions are due at 2:30 p.m. Central Time (CT), December 10, 2014. Questions and responses to the questions will be posted as an Addendum by 3:00 p.m. CT, December 12, 2014.

Proposals due	December 15, 2014
Anticipated proposal evaluation begins	December 16, 2014
Anticipated proposal evaluation & decision	December 23, 2014

Questions

Any questions regarding this Request for Offer should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Patrick Obele
 Organization: MN.IT @ Department of Public Safety, MNLARS Project
 Email Address: patrick.obele@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

RFO Evaluation Process

All responses received by the End Date and time will be reviewed by the State. Proposals will first be reviewed for responsiveness to determine if the minimum requirements have been met. Proposals that fail to meet minimum requirements will not advance to the next phase of the evaluation. The State reserves the right, based on the scores of the proposals, to interview a short-listing of candidates who have received the highest scores. In the event interviews are conducted, the State reserves the right to adjust the scores given to the written submissions based on additional information derived during the interview process. During the interview process candidates may be asked to display and explain UI work portfolio during interviews (State will provide projector and screen). Additionally, candidates must also have the ability to demonstrate constructive criticism of existing solution U/I during interviews.

The state reserves the right to seek best and final offers from one or more responders. A 100-point scale will be used to create the final evaluation recommendation.

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Evaluation Factors

The factors and weighting on which proposals will be judged are:

- Capabilities of candidate based on experience and background on similar projects (70%)
- Cost (30%)

Contract Term

The term of this contract is anticipated to run from approximately December 15, 2014, through November 14, 2016, with the option to extend 2 additional 1 year periods.

Location of Work

All persons selected through this Request for Proposals process are required to work on-site at the department's office located at 445 Minnesota Street, Suite 200, St. Paul, Minnesota 55101.

Background Check

The individual selected for this project must first pass a full criminal background check, including fingerprints. The background investigation and fingerprinting will be conducted by the BCA, and the MN.IT @ DPS reserves the right to decline any contractor's staff accordingly. The selected individual(s) from this RFO process will be required to complete and submit the Background Investigation forms to the BCA within a designated time period which will be defined and provided to the individual should the individual be selected to advance in the selection process. Contractor companies are responsible for the cost of the background check as charged to the BCA by the FBI. Payment (\$24.25) is due upon submission of the background packet for processing.

Submission Format

The proposal should be assembled as follows:

Cover Page:

Vendor Name
Vendor Address
Vendor City, State, Zip
Contact Name for Vendor
Contact's direct phone/cell phone (if applicable)
Contact's email
Resource Name being submitted

Overall Experience:

1. Provide narrative, including companies and contacts where your resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.
2. Points will also be awarded based on the desired skills noted above. Provide one paragraph which highlights the resource's desired skills noted above.

3. Attach a resume(s) for proposed resource(s) in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant. Limit the length of the resume to no more than 5 pages.
 4. Also include the name of 2 references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.
- Conflict of interest statement as it relates to this project
 - Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
 - c) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
 - d) Certification Regarding Lobbying (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - e) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - f) Resident Vendor Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

- Response Information:
 - Patrick Obele
 - Label the response “Attention: MNLARS UI/UX Solicitation”
 - Submit via email to patrick.obele@state.mn.us and cc Deb Johnson at debra.a.johnson@state.mn.us.
 - All responses should include the following separately attached documents:
 - A Technical Proposal
 - A Cost Proposal.
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this Contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the State, to the extent caused by Contractor's:

- a) Intentional, willful, or negligent acts or omissions; or
- b) Actions that give rise to strict liability; or
- c) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this Contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise

impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/oet/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses that are majority-owned and operated by veterans.**

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.