

IT Professional Technical Services

SITE Program

T#: 14ATM

Request for Offers (RFO)

For Technology Services

Issued By

Office of MN.IT Services (“MN.IT”) @ Department of Employment and Economic Development (“DEED”)

Project Title: Capture, FileNet, WebSphere Upgrades

Category: Systems Analyst

Business Need

The Office of MN.IT Services (“MN.IT”) @ Department of Employment and Economic Development (“DEED”) is seeking a minimum of 1 resource but up to 3 resources, all from the same vendor. MN.IT @ DEED is planning to upgrade the following technologies that integrate with the Unemployment Insurance (UI) application. The upgrades will provide newer technologies and avoid additional costs associated with extended support for versions that are being sunset by the vendor.

- IBM FileNet Capture v 5.2.0 to 5.2.1 plus latest Interim Fixes and/or Fix Packs
- IBM FileNet core components v 4.5.x to 5.2.1 plus latest Interim Fixes and/or Fix Packs
- IBM WebSphere (Network Deployed) v 7.0.0 to 8.5.5 plus latest Interim Fixes and/or Fix Packs

Project Deliverables

Each of the technology upgrades will be implemented within all three UI system environments:

Integration, Acceptance and Production.

The general anticipated approach includes MNIT @ DEED setting up new virtual machines with the base software that is required, followed by copying of content stores or databases to the new location. Then the upgrade process and any applicable patches can be applied, followed by MNIT@ DEED deployment of the UI application for testing. When testing is successful the implementation for an environment will be complete.

MNIT @ DEED anticipates that the following minimum deliverables will be included in the SOW.

These may be refined or expanded upon review and consideration of the RFO responses.

- 1) Analysis and definition of requirements
- 2) Development of written specifications for the upgrades
- 3) Written detailed work plan done in advance of the upgrades
- 4) Assist MN.IT@ DEED technical resource with the upgrade of the Integration environment and documenting steps for the upgrade process and documentation of configuration(s) applied
- 5) Assist MN.IT@ DEED technical resource with the upgrade of the Acceptance environment and provide knowledge transfer

- 6) Assist MN.IT@ DEED technical resource with the upgrade of the Production environment and provide knowledge transfer
- 7) Provide mentoring, technical support and knowledge transfer during the User Acceptance Testing
- 8) Provide a minimum of 30 days warranty period of technical support after each Implementation.

Project Milestones and Schedule

MN.IT@ DEED expects to begin in May 2015 with the Capture upgrade, followed by the FileNet and WebSphere upgrades. Capture will be implemented across all three environments (Integration, Acceptance and Production), followed by the concurrent upgrade of FileNet and WebSphere on the same three environments.

The UI system has a high volume season which runs from approximately mid-November thru March, therefore the timing of the Production implementations will ideally be scheduled outside of the busy season. If project timelines will not allow for production upgrades to be completed before mid-November of 2015, the production implementation(s) may be deferred until March 2016 depending upon anticipated risks and Agency business needs.

Project Environment

MN.IT@ DEED will make available the following resources for this project: Infrastructure Lead Analyst/SME, Database Analyst, and Network Analyst(s)

Appropriate technical person(s) for issues outside the base Capture, FileNet, or WebSphere software.

MN.IT @ DEED will coordinate with the UI Division to allocate UI system Subject Matter Experts/User Acceptance Testers.

See also Appendix A: MNIT@ DEED FileNet/WebSphere Environment Diagrams (imbedded PDF).

Project Requirements

- The vendor must provide at least one Systems Analyst technical resource but no more than three who will fulfill the required duties of this project.
- MN.IT @ DEED will provide computers for the resources.
- The following work by the vendor is required to be done on-site at Department of Employment and Economic Development (DEED) at the First National Bank Building, 332 Minnesota St, Suite E200, St. Paul, MN 55101
 - Analysis and definition of requirements
 - Assist the MN.IT@ DEED technical resources, as needed for up to a minimum of two days post implementation of the Upgrade of Acceptance environment and first two (2) business days post implementation.
 - Assist the MN.IT@ DEED technical resource Upgrade of Production environment and first three (3) business days post implementation
- The following work by the vendor resources may be done remotely, and if done remotely MN.IT @ DEED will supply necessary VPN and/or Lync connection for remote access when applicable.
 - Development of written specifications for the upgrades
 - Written documentation of the upgrade work plan in advance of the upgrades
 - Assist the MN.IT @ DEED technical resource with the upgrade of Integration environment and documenting steps for the upgrade process and documentation of configuration(s) applied
 - Provide technical support during User Acceptance Testing
 - Provide a minimum of 30 days warranty period of technical support after each Implementation.

Responsibilities Expected of the Selected Vendor

- A written work plan and regular status reports
- The vendor will assist the MN.IT @ DEED technical resource by providing technical direction, support and knowledge transfer for the actual upgrade processes. MN.IT @ DEED staff will do the upgrades/configurations and document the process.
- Mentoring and knowledge transfer to MN.IT @ DEED Staff
- Adherence to time keeping and invoicing practices of MN.IT @ DEED
- Adherence to system change control practices of MN.IT @ DEED

Required Skills (to be scored as pass/fail)

The required minimum qualifications for the technical resource(s) are:

- At least 3 engagements installing/configuring/administering the WebSphere Application Server with Network Deployment
- At least 3 engagements installing/configuring/administering the FileNet P8 Platform
- At least 2 engagements upgrading/migrating between FileNet P8 versions
- At least 1 engagement installing the FileNet P8 Platform on Windows Server hosts
- At least 1 engagement installing the FileNet P8 Platform with WebSphere Application Server Network Deployment
- At least 1 engagement installing the FileNet P8 Platform with SQL Server
- Documented years of experience with the following FileNet P8 Platform technologies:
 - 5 or more years of WebSphere Application Server Network Deployment
 - 1 or more years of WebSphere Application Server Network Deployment administration scripting using Jython
 - 5 or more years of FileNet Content Manager
 - 5 or more years of FileNet Process Manager
 - 1 or more years of FileNet Case Manager
 - 3 or more years of FileNet Data Capture
 - 2 or more years of Windows Server
 - 2 or more years of SQL Server
 - 1 or more years of Active Directory
- Certifications:
 - IBM Certified System Administrator – WebSphere Application Server Network Deployment
 - IBM Certified Deployment Professional – FileNet P8
 - IBM Certified Specialist – FileNet Content Manager
 - IBM Certified Specialist – FileNet Business Process Manager

Desired Skills

The desired qualifications for the technical resource(s) are:

- 1 engagement installing/configuring/administering the WebSphere Application Server Network Deployment version 8.5.x
- 1 engagement installing/configuring/administering the FileNet P8 Platform version 5.2.x
- 1 engagement migrating the FileNet P8 platform from version 4.5.x to version 5.2.x
- 1 engagement installing the FileNet P8 platform on Windows Server 2012 hosts
- 1 engagement installing the FileNet P8 Platform with WebSphere Application Server version 8.5.x
- 1 engagement installing the FileNet P8 Platform with Sql Server 2012 or 2014
- 1 engagement integrating the FileNet P8 platform with RightFax
- Documented years of experience with the following FileNet P8 Platform technologies:
 - 1 or more years of WebSphere Application Server Network Deployment version 8.5.x

- 1 or more years of FileNet Content Manager version 5.2.x
- 1 or more years of FileNet Case Manager version 5.2.x
- 1 or more years of FileNet Data Capture version 5.2.x
- 1 or more years of Windows Server 2012
- 1 or more years of WebSphere Application Server version 8.5.x
- 1 or more years of SQL Server 2012 or 2014
- Certifications:
 - IBM Certified System Administrator – WebSphere Application Server Network Deployment 8.5.x
 - IBM Certified Deployment Professional – FileNet P8 5.2.x
 - IBM Certified Specialist – FileNet Content Manager 5.2.x
 - IBM Certified Specialist – FileNet Case Manager 5.2.x

Process Schedule

Deadline for Questions	6/10/2015 2:00 PM CDT
Anticipated Posted Response to Questions	6/15/2015
Proposals due	6/19/2015 2:00 PM CDT
Anticipated proposal evaluation begins	6/22/2015
Anticipated proposal evaluation & decision	6/26/2015

Questions

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

Name: Bryan Alpaugh
 Organization: MN.IT @ DEED
 Email Address: Bryan.Alpaugh@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

- Clarity of Response documents (adherence to format requirements/content) - 5%
- Experience of each resource - 50%
- Work Plan - 15%
- Cost - 30%

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.

Submission Format

The proposal is requested in the following order and format. Adherence to this format will be used to score the Clarity of Response. Do not include information beyond what is requested (such as vendor marketing/advertising information, or endorsements etc).

The proposal should be assembled as follows:

1. 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(s) being submitted

2. High Level Work Plan

Include the following:

- Description of the methodology to be used
- Milestones and high level tasks, included approximate duration of work that the vendor and the MN.IT Technical resource will do. *(Vendor is not expected to estimate tasks they are not assigned such as User Acceptance Testing of the UI Application).*

3. Experience/Resume:

- a. For each proposed resource, copy and complete the following matrix. Fill in the blanks with the information requested for each resource.
- b. The page after the completed matrix will include the resource resume.
Resume Requirements:
 - Do not exceed five (5) pages.
 - **All experience described in the matrix must also be on the resume.**
 - Include dates worked, company name and whether the resource was an employee or contractor.
- c. List 2 references who can speak to the resource's 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.
- d. If more than one resource is submitted, repeat items a, b, and c for each resource (up to three). Then continue the proposal with the remaining items in the order listed.

RESPONSE MATRIX Capture, FileNet, WebSphere Upgrades		
	Resource Name:	
	REQUIRED SKILLS:	Provide Dates and Company Name where the resource has demonstrated the skills
1	3 or more engagements installing/configuring/administering the WebSphere Application Server with Network Deployment	
2	3 or more engagements installing/configuring/administering the FileNet P8 Platform	
3	2 or more engagements upgrading/migrating between FileNet P8 versions	

RESPONSE MATRIX Capture, FileNet, WebSphere Upgrades		
4	1 or more engagements installing the FileNet P8 Platform on Windows Server hosts	
5	1 or more engagements installing the FileNet P8 Platform with WebSphere Application Server Network Deployment	
6	1 or more engagements installing the FileNet P8 Platform with SQL Server	
7	<p>Documented years of experience with the following FileNet P8 Platform technologies:</p> <ul style="list-style-type: none"> • 5 or more years of WebSphere Application Server Network Deployment • 1 or more years of WebSphere Application Server Network Deployment administration scripting using Jython • 5 or more years of FileNet Content Manager • 5 or more years of FileNet Process Manager • 1 or more years of FileNet Case Manager • 3 or more years of FileNet Data Capture • 2 or more years of Windows Server • 2 or more years of SQL Server • 1 or more years of Active Directory 	
8	<p>Certifications:</p> <ul style="list-style-type: none"> • IBM Certified System Administrator – WebSphere Application Server Network Deployment • IBM Certified Deployment Professional – FileNet P8 • IBM Certified Specialist – FileNet Content Manager • IBM Certified Specialist – FileNet Business Process Manager 	

RESPONSE MATRIX Capture, FileNet, WebSphere Upgrades		
	DESIRED SKILLS:	Provide Dates and Company Name where the resource has demonstrated the skills
9	1 engagement installing/configuring/administering the WebSphere Application Server Network Deployment version 8.5.x	
10	1 engagement installing/configuring/administering the FileNet P8 Platform version 5.2.x	
11	1 engagement migrating the FileNet P8 platform from version 4.5.x to version 5.2.x	
12	1 engagement installing the FileNet P8 platform on Windows Server 2012 hosts	
13	1 engagement installing the FileNet P8 Platform with WebSphere Application Server version 8.5.x	
14	1 engagement installing the FileNet P8 Platform with SQL Server 2012 or 2014	
15	1 engagement integrating the FileNet P8 platform with RightFax	
16	<p>Documented years of experience with the following FileNet P8 Platform technologies:</p> <ul style="list-style-type: none"> ○ 1 or more years of WebSphere Application Server Network Deployment version 8.5.x ○ 1 or more years of FileNet Content Manager version 5.2.x ○ 1 or more years of FileNet Case Manager version 5.2.x ○ 1 or more years of FileNet Data Capture version 5.2.x ○ 1 or more years of Windows Server 2012 ○ 1 or more years of WebSphere Application Server version 8.5.x ○ 1 or more years of SQL Server 2012 or 2014 	

RESPONSE MATRIX Capture, FileNet, WebSphere Upgrades	
17	<ul style="list-style-type: none"> • Certifications: <ul style="list-style-type: none"> ○ IBM Certified System Administrator – WebSphere Application Server Network Deployment 8.5.x ○ IBM Certified Deployment Professional – FileNet P8 5.2.x ○ IBM Certified Specialist – FileNet Content Manager 5.2.x ○ IBM Certified Specialist – FileNet Case Manager 5.2.x

After the matrix, continue the proposal with the remaining items in the order listed.

3. Contractor is expected to submit an hourly rate for the proposed resource and this is what will be scored. **Cost should be sent as a separate attachment to the email when submitting the response.**

In addition to the hourly rate, please provide an estimate on the total number of hours to complete all work as outlined in the High Level work plan and grand total for completion of all duties.

4. Conflict of interest statement as it relates to this project
5. Additional Statement and forms:
required forms to be returned or additional provisions that must be included in proposal
 1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
 3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
 4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 5. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 6. Resident Vendor Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

- Response Information:
 - Please send one copy of the entire response to Lynette Podritz, Contract Manager, via email at lynette.podritz@state.mn.us **AND** Bryan Alpaugh, Manager, Infrastructure Services, via email at bryan.alpaugh@state.mn.us.
 - Subject line: Proposal Response to Capture, FileNet and WebSphere Upgrades
- 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.

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:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) 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.

APPENDIX A:

MN.IT @ DEED FileNet/WebSphere Environment Diagrams

1. DEED UI WAS-FileNet Acceptance



DEED UI
WAS-FileNet-Accept:

2. DEED UI WAS-FileNet Integration



DEED UI
WAS-FileNet-Integra

3. DEED UI WAS-FileNet Production



DEED UI
WAS-FileNet-Produc