

# **IT Professional Technical Services Master Contract**

## **Statement of Work (SOW) For Technology Services Issued By**

**Minnesota State Colleges and Universities (MnSCU)**

### **Project Title Strategic Planning**

### **Service Categories Facilitation, Project Management, Modeling – Process and Business, and Analyst – Risk Assessment and Financial**

#### **Focus**

Minnesota State Colleges and Universities (MnSCU) is seeking Professional/Technical Services to assist in strategic planning of several application systems and projects for enterprise systems developed and/or supported by the ITS division of the Office of the Chancellor (OOC).

#### **Business Need**

MnSCU OOC ITS division currently has multiple IT projects and operational requirements. Currently, staff involved with these projects have other operational responsibilities and may not have the time, experience or expertise to support these projects. MnSCU would like to procure consulting firm(s) with multiple high level skill sets to assist the OOC ITS division with long term strategic planning. These services are projected to be needed for more than one year due to multiple MnSCU stakeholders being supported.

#### **Project Deliverables**

- The vendor will supply resources, primarily strategic planning, but also including communications, IT assessments, and business analysis to the PMO and operations. Selected vendors will transfer knowledge to existing team and newly hired staff.

#### **Milestones and Schedule**

Start Date: September, 2009  
End Date: June, 2012

## **Project Environment (State Resources)**

The following list contains the MnSCU staff that will be involved in the project and their roles:

- Project Sponsor – Jim Dillemath, Director of Portfolio Management Office
- Subject Matter Experts – Tiffni Deeb, Senior Project Manager

## **Responsibilities Expected of the Selected Vendor**

Responders shall be able to provide personnel that will be able to perform the tasks in the following areas:

### **General Requirements:**

1. Comprehension
  - Experienced professionals with appropriate business and technical backgrounds to get up to speed quickly, comprehending complex concepts, terminology and the political landscape
2. Spoken and Written Communication
  - Proven ability and experience in working across entire organizations, from executives to staff
  - Demonstrated ability to facilitate large groups and working sessions, including skills to defuse tense discussion while addressing pressing issues
  - Exceptional ability to summarize and simplify technical information and make it intelligible for broad audiences in a manner that communicates value to each
  - Produces communication in a timely and effective manner
  - Captures the key messages from meetings and documents to translate into clear, consistent communications, often addressing sensitive topics
3. Advising
  - Provides suggestions and guidance — when appropriate — in a thoughtful and persuasive manner
4. Diplomacy
  - Sensitivity to the nuances that are often involved in both internal and external politics (how messages may be received by different groups, etc.)
5. Knowledge Transfer
  - Work with ITS staff and others as appropriate to share experiences and bring up to speed
  - Develop the permanent hire position descriptions for related roles, as required

### **Specific Desired Skills:**

#### **IT Strategic Planning**

Responsibilities will include:

1. Assist with development of an overall IT Strategic Plan
  - a. Approach
  - b. Required MnSCU involvement
  - c. Work products
2. Gather best practice and benchmark comparisons
3. Facilitate working sessions

4. Work with campus CIOs as appropriate
5. Presentation of final work products, as required

### **PMO and Governance**

Responsibilities will include:

1. Assist with refinement of the portfolio management (PMO) processes and policies.
2. Assist with refinement of the PMO process.
3. Assist with the refinement of a PMO communications approach.
4. Provide leading practice research, work-product templates, and other examples of PMO work products.
5. Assist in work product review and revision.
6. Facilitating all of the required sessions with management and staff.
7. Scribing and capturing all of the meeting results.
8. Other activities as required

### **Risk Assessments**

Responsibilities will include:

1. Conduct risk assessments as needed for specific projects. Process should adhere to the State of Minnesota's OET methodology
  - a. Identify team members, end-users and other individuals to interview
  - b. Identify potential areas of risk
  - c. Analyze the risks identified
  - d. Recommend strategies to manage and mitigate the risks identified
2. Develop final report and make presentations as appropriate

### **Communications**

Responsibilities will include:

1. Write and edit communications for the CIO and PMO, including:
  - a. E-mails
  - b. Articles
  - c. Reports
  - d. Correspondence
  - e. Web content
2. Create meeting materials, including:
  - a. PowerPoint presentations
  - b. Handouts
  - c. Talking points
3. Identify, recommend and evaluate communication vehicles and review cycles
4. Develop and maintain ITS communications style guide (in partnership with Public Affairs)
5. Develop overall communications strategy for the PMO
  - a. Promote the PMO using appropriate communication channels
  - b. Ensure consistency across messaging issued from the PMO
6. Enhance ITS communications by providing constructive feedback to the internal communications team
7. Other activities as required

### **Project Management**

Responsibilities will include:

1. Work with project sponsors and owners to develop a project charter.
2. Work with functional managers and project team to develop a project plan.
3. Maintain an issues log and escalate to ITS executive management when necessary.
4. Maintain a project change list to identify any changes to scope, timelines or budget to ensure they are approved in a timely manner.
5. Develop and follow a communications plan.
6. Manage project to deliverables, timelines and budget throughout the project.
7. Schedule and lead regular status meetings with project team members and sponsors.
8. Coordinate resource requirements, assignments and expectations for all aspects of assigned projects.

## **Required Skills (These are to be scored as pass/fail requirements)**

Required minimum qualifications:

- Direct experience with MnSCU Office of the Chancellor (OOC) infrastructure, network, systems or applications.
- Direct experience with MnSCU OOC application and related business processes.
- Expertise in one or more of the following: strategic planning, communications, IT assessments, and business analysis.

## **Desired Skills**

- Experience in State Government IT Operations
- Experience with Higher Education IT Operations
- Knowledge of Public Sector Financial Management

## **Process Schedule**

- Deadline for Questions 08/19/2009, 4:00 PM CDT
- Responses posted for Questions 08/21/2009, 4:00 PM CDT
- Proposals due 08/28/2009, 4:00 PM CDT
- Anticipated proposal evaluation begins 08/31/2009, 8:00 AM CDT
- Anticipated proposal evaluation & decision 09/04/2009, 4:00 PM CDT

## **Questions**

Any questions regarding this Statement of Work should be submitted via e-mail by 08/19/2009, 4:00 PM CDT:

Name: **Jim Dillemath, Director, Portfolio Management Office**

Department: **MnSCU Information Technology Services**

Telephone Number: **612-548-2013**

Email Address: [Jim.Dillemath@csu.mnscu.edu](mailto:Jim.Dillemath@csu.mnscu.edu)

Questions and answers will be posted on the Office of Enterprise Technology website by 08/21/2009, 4:00pm CDT (<http://www.oet.state.mn.us/>).

## Evaluation Process

Only vendors meeting all the requirements set forth by this statement of work will be evaluated.

- Company: 5%
- Experience: 25%
- Three References: 5%
- Required Skills: 25%
- Desired skills: 10%
- Cost: 30%

## Response Requirements

Minnesota State Colleges and Universities have the right to refuse the vendor's proposal if proposed dollar amount is outside of MnSCU's available financial resources. Current funding is limited to \$1,950,000.

The following items must be included in the vendor's response:

1. Description of vendor's familiarity and experience in supporting Office of the Chancellor Applications and systems.
2. Cost schedule (hourly rates) for personnel and assets required to accomplish operational tasks and provide technical and business support.
3. At least three references outside MnSCU that can support the respondent's skills and experience.
4. Sample resumes of staff and personnel who would serve as consultants under this RFP.
5. 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. Affidavit of non-collusion (attached)
  - c. Location of Service Disclosure  
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
  - d. Certification Regarding Lobbying (attached)
  - e. Immigration Status Form located at  
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>

## Proposal Submission Instructions

- Responses should be submitted via email to:  
Kim Gunderson, PMO Administrative Assistant

[Kim.Gunderson@csu.mnscu.edu](mailto:Kim.Gunderson@csu.mnscu.edu)

Label the response: **Attention: Staff Augmentation (PMO)**

Key dates:

- Refer to Process Schedule
- Response must be delivered to Dale Johnson at the Office of the Chancellor by the date and time indicated on the schedule to be accepted.

Constraints or rules on respondents:

- Respondents are to contact Dale Johnson only for information regarding this Statement of Work.

## 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.

### Disposition of Responses

All materials submitted in response to this SOW 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 SOW 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 RFP, 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.

### **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 shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmd.help.line@state.mn.us](mailto:mmd.help.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **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.

Statement of Work 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 Agency reserves the right to reject any and all proposals.

### **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Laws of Minnesota, 2009, Chapter 101, Article 2, Section 56, eligible certified veteran-owned and eligible certified service-disabled veteran-owned small businesses will receive a 6 percent preference in the evaluation of their proposal.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses should complete the Veteran-Owned/Service Disabled Veteran-Owned Preference Form in this solicitation, and include the required documentation. Only eligible, certified, veteran-owned/service disabled small businesses that provide the required documentation, per the form, will be given the preference.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses must be currently certified by the U.S. Department of Veterans Affairs prior to the solicitation opening date and time to receive the preference.

Information regarding certification by the United States Department of Veterans Affairs may be found at <http://www.vetbiz.gov>.

**Indemnification and Hold Harmless**

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including attorney's fees incurred by the State, arising from the performance of this contract by the Contractor or the Contractor's agents or employees. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligations under this contract.

**STATE OF MINNESOTA  
AFFIDAVIT OF NONCOLLUSION**

I swear (or affirm) under the penalty of perjury:

1. That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation);
2. That the attached proposal submitted in response to the \_\_\_\_\_ Request for Proposals has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment or services described in the Request for Proposal, designed to limit fair and open competition;
3. That the contents of the proposal have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the proposals; and
4. That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name: \_\_\_\_\_

Authorized Representative (Please Print) \_\_\_\_\_

**STATE OF MINNESOTA**  
**IT Professional Technical Services Master Contract Program**  
**Work Order**

This work order is between the State of Minnesota, acting through its \_\_\_\_\_ ("State") and \_\_\_\_\_ ("Contractor"). This work order is issued under the authority of Master Contract T-Number 902TS, CFMS Number \_\_\_\_\_, and is subject to all provisions of the master contract which is incorporated by reference.

**Work Order**

**1 Term of Work Order**

**1.1 Effective date:** \_\_\_\_\_, or the date the State obtains all required signatures under Minn. Stat. § 16C.05, subd. 2, whichever is later.

**The Contractor must not begin work under this work order until it is fully executed and the Contractor has been notified by the State's Authorized Representative to begin the work.**

**1.2 Expiration date:** \_\_\_\_\_, or until all obligations have been satisfactorily fulfilled, whichever occurs first.

**2 Contractor's Duties**

The Contractor, who is not a state employee, will: \_\_\_\_\_ [*Thorough Description of Tasks/Duties*]

**3 Consideration and Payment**

**3.1 Consideration.** The State will pay for all services performed by the Contractor under this work order as follows:

A. *Compensation.* The Contractor will be paid as follows: \_\_\_\_\_ [*For example; Resource Type hourly rate*]

*Travel Expenses.* Reimbursement for travel and subsistence expenses actually and necessarily incurred by the Contractor as a result of this work order will not exceed \$\_\_\_\_\_.

*Total Obligation.* The total obligation of the State for all compensation and reimbursements to the Contractor under this work order will not exceed \$\_\_\_\_\_.

**3.2 Invoices.** The State will promptly pay the Contractor after the Contractor presents an itemized invoice for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices must be submitted timely and according to the following schedule: \_\_\_\_\_

**4 Authorized Representatives**

The State's Authorized Representative is \_\_\_\_\_. The State's Authorized Representative will certify acceptance on each invoice submitted for payment.

The Contractor's Authorized Representative is \_\_\_\_\_. If the Contractor's Authorized Representative changes at any time during this work order, the Authorized Representative must immediately notify the State.

**5 Liability** [*Insert selected language*]