

**IT Professional Technical Services
Master Contract Program
T#:902TS**

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

**Minnesota Department of
Employment & Economic Development**

**Project Title: Unemployment Insurance Virtual Infrastructure
Environment Buildout**

**Service Category (ies): Network (Data, Video, Voice) -
Application (Design & Development)
with specific Virtual Infrastructure,
VMWare & Site Recovery Manager
Experience**

Business Need

It is the on-going commitment of the Unemployment Insurance Division and the Business & Information Technology Group to provide UI technology solutions to employers and UI applicants that is reliable and flexible enough to meet fluctuating customer demand, increased law/application changes and increasing expectation of 7x24x365 availability, all while decreasing on-going support expenses. To this end, the team will be building a new Virtual Infrastructure UI production environment and associated disaster recovery environment to take advantage of the benefits of this technology. The current DEED staff has some limited knowledge of virtual infrastructure technology and VMWare, but an experienced resource will be needed to ensure the environment is properly designed, built, data migrated and can be maintained/monitored going forward by the DEED team.

Project Deliverables

The result of this work effort will be a production ready Virtual Infrastructure environment.

The following will also be produced as supporting documentation for the new environment:

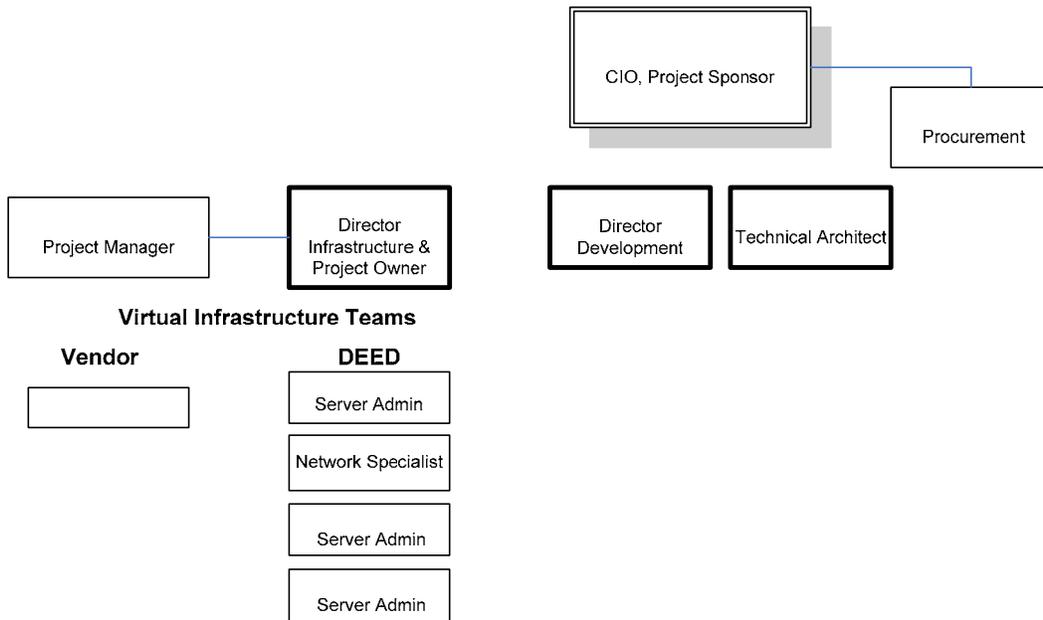
- Project plan of activities, especially around the migration of server data impacting the current production environment
- Materials from all training sessions
- Virtual Infrastructure Design documents and drawings
- Virtual Infrastructure Assembly and Configuration Guide
- Virtual Infrastructure Standard Procedures documentation
- Virtual Infrastructure Test & Implementation Plan (but not to be implemented)
- "Site Recovery Manager" Architecture, Design, Implementation, Installation, Configuration & Operational documents (a Disaster Recovery Plan for the virtual environment).

Project Milestones and Schedule

Project is anticipated to start on or about **February 22, 2010** and end September 1, 2010, depending on vendor proposals.. The vendor will be required to create a project work plan in MS Excel or MS Project with clear and specific deliverables, and regular check points for consistent and timely review of project progress.

Project Environment (State Resources)

- Staff descriptions:
 - a) 4-8 DEED infrastructure and development staff will be assigned to this project based on vendor requirements / schedule
 - b) Project Manager is Kathleen Hertenstein
 - c) Anticipated organizational structure of the project. May changed based on vendor requirements



- d) The DEED Infrastructure team has beginning to intermediate proficiency levels and experience with virtualization infrastructure and VMWare. Key server team members have recently attended formal VMWare training.
- This Buildout will be a “Greenfield” environment and while the result will be a production ready system, it will most likely NOT be put into production during the timeline of this project.
 - An equipment order for this new environment is being created and will likely be placed prior to the vendor starting work on this SOW. The anticipated hardware is as follows:

Configuration for: IBM System x3850 M2		6
7233AC1 IBM System x3850 M2		1
6311	2.8m, 10A/100-250V, C13 to IEC 320-C14 Rack Power Cable	
7382	System Documentation and Software-US English	
4416	Addl. Intel Xeon Processor x7460 (6 Cores 2.66GHz 16MB L3 Cache)	3
3644	Six Core Intel Xeon Processor X7460 (2.67GHz 16MB L3 130w)	
5534	146GB 10K 2.5" Hot-Swap SAS HDD	2
3557	ServeRAID-MR10k SAS/SATA Controller	
1991	IBM 1440W Redundant Power Supply	
2974	PRO/1000 PT Quad Port Server Adapter	4
3578	QLogic 8Gb FC Single-port HBA for IBM System x	2
4894	Memory Expansion Card	4
5619	x3850 M2/x3950 M2 SATA Base	
5654	x3850 M2/x3950 M2	
9067	Internal SAS RAID - Setup by Customer	
9206	No Preload Specify	
4162	UltraSlim Enhanced SATA CD-RW / DVD-ROM Combo	
3937	4GB PC2-5300 CL5 ECC DDR2 SDRAM RDIMM	32

Responsibilities Expected of the Selected Vendor

Selected vendor will provide:

1. One resource to perform the work
2. Project Documentation
3. Training/ knowledge transfer
4. Testing and acceptance criteria
5. Timely submission of hours worked to project manager
6. Work plan**

**DEED will provide a project manager. The resource(s) will provide the DEED PM a work plan and work plan status updates (either written or oral) for VI activities and the DEED PM will be responsible for status reports and other project management activities / requirements.

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

If the Vendor submitting a resource does not have the required minimum qualifications below, they may be removed from further consideration:

1. Vendor must be a VMWare Premier Partner with local resources. (Travel & expenses will not be paid.)
2. Vendor must have VMWare Certified Professional VCP4, VTSP4, VSP4 certifications
3. Vendor must have the following VMWare Competencies:
 - VMWare Authorized Consultant
 - Infrastructure Virtualization Competency
 - Business Continuity Competency
 - Desktop Virtualization Competency

Desired Skills

Points will be given based on the following desired skills/experiences of the resource submitted:

- Depth and breadth of work experience similar to this statement of work
- Experience in lecture-based training and installation services
- VMWare / Virtualization / other related certifications / education

Process Schedule

- SOW posted Monday, February 08, 2010
- Deadline for Questions Monday, 2/15/10, by 3:00 pm CST
- Posted Response to Questions Tuesday, 2/16/10, by 3:00 pm CST
- **Proposals due Thursday, 2/18/10, 3:00 pm CST**
- Anticipated vendor selection Friday, 2/26/10

Questions

Any questions regarding this Statement of Work should be submitted via e-mail **by Monday, 2/15/10 by 3pm, CST** to:

Kathleen Hertenstein, Sr. Project Manager
Kathleen.hertenstein@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by **Tuesday, 2/16/10 by 3pm, CST.** (www.oet.state.mn.us).

SOW Evaluation Process

Proposals will be evaluated as follows:

- Clarity of Proposal – 5%
- Overall Related Experience – 50%
- Training & Install Experience – 5%
- Certifications – 10%
- Cost – 30%

Response Requirements

1. Proposals should be organized according to the sections below, contain only the noted information and adhere to page limits, if noted. (1 page=one single side of an 8.5 x 11 sheet). Failure to adhere to page limits may cause your proposal to be removed from further consideration. Do not include marketing information.



The clarity/organization of the proposal document is worth 5% of the proposal's total score.

2. Cover page as follows:

Vendor Name
Vendor Address
Vendor City, State, Zip
Contact Name for Vendor
Contact's direct phone
Contact's email

Resource Name being submitted

3. SECTION 1: Provide information showing your company has the **required skills:** (Section 1 page limit=1)
 - Vendor must be a VMWare Premier Partner with local resources. (Travel & expenses will not be paid.)
 - Vendor must have VMWare Certified Professional VCP4, VTSP4, VSP4 certifications
 - Vendor must have the following VMWare Competencies:
 - VMWare Authorized Consultant

- o Infrastructure Virtualization Competency
- o Business Continuity Competency
- o Desktop Virtualization Competency



This section is worth 5% of the proposals total score.

1. SECTION 2: In one paragraph, describe the work experience this resource has to show the depth and breadth of work experience similar to this statement of work. You may attach a resume in addition to your description.

Also include the name of ONE reference who can speak to the resources work on a similar project. Include the reference's company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed. (Section 2 page limit, including resume=4)

2. SECTION 3: A. In one paragraph, highlight the training and installation experience of the resource in a project similar to this one.



This section is worth 50% of the proposals total score.

B. In the second paragraph, list any certifications the resource has which would be pertinent to this work.



This section is worth 10% of the proposals total score.

(Section 3 page limit, including resume=1)

3. SECTION 4: Cost - provide a total cost for this statement of work, noting any assumptions or out of scope work you would like to document.
(Section 4 page limit=1)



This section is worth 30% of the proposals total score.

4. SECTION 5: State Forms – Include the following required forms.

- (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
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- (c) Immigration Status Certification (if over \$50,000)
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
- (d) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
- (e) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- (f) Targeted Group and Economically Disadvantaged Business and Individuals – make a statement if true
- (g) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Submit proposals **via email** with subject line **VIRTUAL INFRASTRUCTURE SOW PROPOSAL** to:

Kathleen Hertenstein, Sr. Project Manager Kathleen.hertenstein@state.mn.us

A reply will be sent confirming receipt of the proposal.

Proposals must be received before **Thursday, 2/18/10, 3:00 pm CST**

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 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.

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. 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/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>.

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.