

**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 Disaster Recovery  
Environment SAN & Tivoli Storage Manager  
Installation**

**Service Category (ies): Network (Data, Video, Voice) -  
Application (Design & Development)  
with specific SAN & Tivoli Storage  
Manager (TSM) 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 with the expectation of 7x24x365 availability. To meet this demand, DEED will be building a new Disaster Recovery environment utilizing virtual machine technology, SAN & TSM. The current DEED staff has some limited knowledge of these technologies, but an experienced resource will be needed to ensure the SAN and TSM environment is properly designed, built, and can be maintained/monitored going forward by the DEED team.

**Project Deliverables**

This project will be a fixed bid contract.

The deliverables of this statement of work effort will be expected in 4 phases:

**Phase 1:**

1. Configure SAN in the DR environment in current data center.
  - a. Configure FibreChannel and Ethernet connections
  - b. Configure Cisco MDS 9509 Storage Area Network (SAN)
  - c. Configure one IBM DS4800s units with FibreChannel (FC) disks
  - d. Configure one IBM DS4800 units with FibreChannel (FC) disks and Serial ATA (SATA) disks
  - e. Configure IBM San Volume Controllers (SVC)
  
2. Configure and integrate TSM tape libraries with new equipment for redundancy and encryption in current data center.
  - a. Configure TSM UI DR Greenfield Server
  - b. Integrate UI DR Greenfield Tape Libraries with new equipment (drives, power supplies, etc.) for redundancy and encryption

- c. Miscellaneous Ad-Hoc UI DR Greenfield TSM server maintenance

**Phase 2:**

1. Implement SAN networking with data replication in current data center.
  - a. Configure IBM TPC v4 software for storage management, alerting and performance monitoring
  - b. Configure IBM TPC-R v4 for disk replication management
  - c. Configure Cisco MDS Inter-VSAN Routing (IVR) and IBM SVC to IBM SVC connectivity
  - d. Configure and test disk mirroring assistance via Metro Mirror between the Primary SAN and the Redundant SAN all at the First Bank location
2. Implement VMWare Client Integration
  - a. Planning of VMware backup to TSM UI DR Greenfield Server
  - b. Integrate of VMware backup to TSM UI DR Greenfield Server

**Phase 3:**

1. Complete a Storage Area Network review, analysis and replication planning
  - a. Planning for storage replication bandwidth requirements given current application throughput needs
  - b. Planning of remote transport for replication that meets DEEDs requirements (ie. FCIP, Dark Fiber, CWDM, DWDM, etc.)
  - c. Planning for the speed of the site to site transport medium
  - d. Planning for redundancy for the site to site transport medium

**Phase 4:**

2. Implement SAN at secondary site.
  - a. Reconfigure Cisco MDS for new site-to-site transports (chosen in Phase 3)
  - b. Reconfigure IBM SVC for new mirroring environment (MetroMirror to GlobalMirror, if necessary)
  - c. Reconfigure TPC for new IP addresses of moved equipment
  - d. Reconfigure TPC-R for any changes relevant to the mirroring environment
  - e. Verify new environment
3. Implement TSM multi site design at secondary site.
  - a. Move and re-integrate TSM UI DR Greenfield Server at a yet to be determined location
  - b. Redesign storage pools separating DEED enterprise from DEED UI environments
  - c. Implement virtual vaulting at UI DR location on its TSM server

The following will also be expected as deliverables across all phases:

- project plan of activities including knowledge transfer where appropriate
- technical / design documents and drawings, i.e. SAN/Storage design document
- server and/or other configuration documentation

**Out of Scope:**

The following are specifically out of scope for this statement of work:

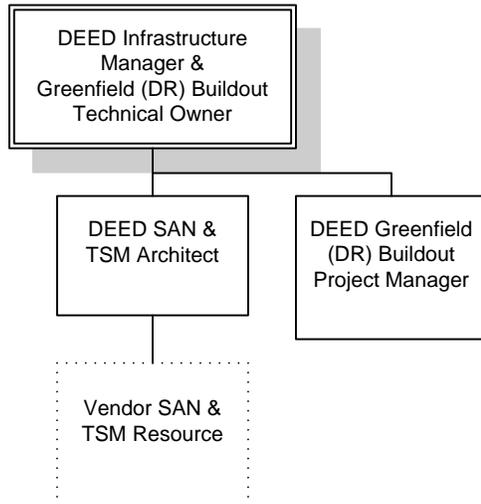
- Planning for the physical move of the secondary site equipment.
- Actual de-install, de-rack, packing, physical moving, re-racking re-installing of the equipment in the physical secondary site.

## Project Milestones and Schedule

Project is anticipated to start on or about **April 5, 2010**. The end date for the contract is not know at this time and will depend on the when the secondary site is selected. Phase 4 will not be scheduled until more is known about the secondary site. For contract purposes, the end date of March 31, 2011 will be used. The vendor will be expected to create a project work plan in MS Excel or MS Project with clear and specific deliverables for each phase, and conduct regular meetings for consistent and timely review of project progress.

## Project Environment (State Resources)

- This work will be a sub-project of a larger project called UI Greenfield (DR) Buildout and will use DEED resources from the main project.
- Staff descriptions:
  - a) 1-2 DEED infrastructure / storage resources will be assigned to this sub-project based on vendor requirements / schedule
  - b) Project Manager is Kathleen Hertenstein. It is not expected the vendor will provide a project manager.
  - c) Anticipated organizational structure of the project.



## Responsibilities Expected of the Selected Vendor

Selected vendor will provide:

1. Resource(s) to perform the work described under Project Deliverables are expected to understand best practices around SAN & TSM installation and bring this knowledge to the process.
2. Project Documentation
3. Training/ knowledge transfer
4. Timely submission of hours worked to project manager
5. Work plan

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

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

1. Resource(s) submitted must document **at least 3 years** of work experience certifying expert-level knowledge of intelligent storage solutions using multiple transport options over long distances.
2. Resource(s) must have **at least 3 years** demonstrated/verifiable experience with the following:
  - Cisco MDS 9509 Multilayer Director Switch.
  - IBM SAN Volume Controller 2145-8F4.
  - IBM System Storage DS4800.
  - IBM Tivoli Storage Productivity Center for Replication V4.
  - IBM Tivoli Storage Productivity Center V4.
  - SVC Metro and Global Mirroring.
  - Inter-VSAN Routing (IVR) SVC to SVC.
3. Resource must show **at least 3 years** documented work experience with a variety of fiber technologies (ie. FCIP, Dark Fiber, CWDM, DWDM, etc.)
4. Vendor must provide documentation showing they have the following VMWare Competencies:
  - Infrastructure Virtualization Competency
  - Business Continuity Competency

## Desired Skills

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

- In order to be competitive, it is recommended the vendor should have local resources as travel & expenses will not be paid. If the proposed resource is not local, you must embed the travel & expenses in the hourly rate.
- **At least 2 engagements** with the depth and breadth of work experience similar to this statement of work.
- Certifications from IBM or Cisco which support this work (include photo copies of certifications)
- Any work experience similar to this SOW with the State of Minnesota. Work experience with DEED BIT is desirable.

## Process Schedule

- |                                |                                       |
|--------------------------------|---------------------------------------|
| • SOW posted                   | Monday, March 22, 2010                |
| • Deadline for Questions       | Friday, March 26, by 3:00 pm CDT      |
| • Posted Response to Questions | Monday, March 29, by 9:00 am CDT      |
| • <b>Proposals due</b>         | <b>Tuesday, March 30, 3:00 pm CDT</b> |
| • Anticipated vendor selection | Tuesday, April 6, 2010                |

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by the deadline noted above to:

Kathleen Hertenstein, Sr. Project Manager  
[Kathleen.hertenstein@state.mn.us](mailto:Kathleen.hertenstein@state.mn.us)

Questions and answers will be posted by the deadline noted above on the Office of Enterprise Technology website. ([www.oet.state.mn.us](http://www.oet.state.mn.us)).

## SOW Evaluation Process

Proposals will be evaluated as follows:

Clarity of Proposal – 5%  
Overall Experience – 35%  
Specific Experience – 20%  
Certifications – 10%  
Cost – 30%

Proposals which meet the minimum requirements

## 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 or other non-required pages such as cover sheets, tables of contents, introductory letters, etc... as these will lower your score for Clarity of Proposal.

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

The proposal should be assembled as follows:

**Cover Page:** (page limit=1)

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

**Required & Desired Experience:** (page limit=2)

Provide narrative, including companies and contacts where your resource(s) has demonstrated the following **required skills**:  
**The required skills are scored pass/fail.** If resource cannot demonstrate they possess the required skills, the State reserves the right to discontinue further scoring of the proposal.

1. Resource(s) submitted must document work experience certifying expert-level knowledge of intelligent storage solutions using multiple transport options over long distances.
2. Resource(s) must have demonstrated/verifiable experience with the following:
  - Cisco MDS 9509 Multilayer Director Switch.
  - IBM SAN Volume Controller 2145-8F4.
  - IBM System Storage DS4800.
  - IBM Tivoli Storage Productivity Center for Replication V4.
  - IBM Tivoli Storage Productivity Center V4.
  - SVC Metro and Global Mirroring.
  - Inter-VSAN Routing (IVR) SVC to SVC.
3. Resource must show documented work experience with a variety of fiber technologies (ie. FCIP, Dark Fiber, CWDM, DWDM, etc.)
4. Vendor must have the following VMWare Competencies:
  - Infrastructure Virtualization Competency
  - Business Continuity Competency

Points will also be awarded based on the following **desired skills** of the resource submitted.  
**Provide one paragraph** which highlights the resource(s) desired skills:

- Resource is local and therefore does not have travel and expenses included in the rate.
- Depth and breadth of work experience similar to this statement of work.
- Certifications from IBM or Cisco which support this work (include photo copies of certifications)
- Work experience similar to this SOW with the State of Minnesota. Work experience with DEED BIT is desirable.

❖ *This section of Overall Experience is worth 35% of the proposals total score.*

**Specific Experience:** (page limit=4)

Describe the work experience this resource has to show the depth and breadth of work experience **similar to this statement of work**. (please note if reference has experience working in State of MN environments, work with DEED, etc...)  
Attach a **resume** in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant. Resume should be no more than 2 pages.

Also include the name of **ONE reference** 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.

❖ *This section of Specific Experience is worth 20% of the proposals total score.*

**Certifications:** (page limit=1)

List any certifications the resource has which are pertinent to this project. \*\*See Extra Points below.

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

**Extra Points:**

Extra points will be awarded for Targeted Group and Economically Disadvantaged Business and Individuals and/or Veteran-Owned/Service Disabled Veteran-Owned Businesses.

**Include a statement on the Certifications Page** if you qualify for these extra points and include the documentation in the State Forms section.

**Cost:**

(page limit=1)

Based on the work described in the Project Deliverables section of this Statement of Work, show in a simple chart the resource cost and time estimates for each phase, with final cost.

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

**State Forms**

Include the following forms in the last section.

1. Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
2. Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
3. Immigration Status Certification (if over \$50,000)  
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
4. Location of Service Disclosure  
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
5. Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
6. Targeted Group and Economically Disadvantaged Business and Individuals – make a statement if true
7. 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 **SAN & TSM SOW PROPOSAL** to:

Kathleen Hertenstein, Sr. Project Manager [Kathleen.hertenstein@state.mn.us](mailto:Kathleen.hertenstein@state.mn.us)

A reply will be sent confirming receipt of the proposal.

Proposals must be received before date/time noted in the Process Schedule section above.

# 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](mailto: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.

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 502TS, 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*]