

IT Professional Technical Services Master Contract

Statement of Work (SOW) For Technology Services Issued By

Minnesota Office of Secretary of State

Project Title: MBLs Data Conversion Audit FY10

**Service Categories: Database – SQL
Database – Design/Architect**

Business Need

The Minnesota Office of Secretary of State (OSS), Computer Services (CS) OSS CS division is responsible for the design and support of OSS Business Center applications (“Profile”) that are used for a wide variety of services such as business and secured filings, searches and orders, notary registrations, etc. The current implementation includes several different applications and platforms (.NET, SQL Server, VB, Unisys MAPPER, Unisys Cool-ICE, Crystal Reports, and classic ASP).

A complete rewrite of the existing applications, platforms and services is currently in progress that will result in the creation of an integrated set of applications and services named the Minnesota Business & Lien System (MBLS). MBLS will allow online access to practically all business functions provided by OSS, and also local access for OSS and county satellite offices via a companion windows client. MBLS is being developed using .NET 3.5 (C#) – ASP.NET for web development and WPF using for internal application development with ClickOnce deployment, SQL Server 2008 and SQL Reporting Services 2008. The first phase of MBLS is scheduled for release in 2010, which will replace all existing legacy systems and include the verifiable migration of all relevant legacy data. Subsequent phases are planned for updates and enhancements, and possible online image access.

The implementation of MBLS will allow for the consolidation of all Business Center applications into a single system that uses state of the art, industry standard tools and components. The MBLS system will allow for expedient implementation of changes required by new federal and state legislations, with significantly improved maintainability and reliability. The new system will provide ease-of-use and convenient online access to business functions for the citizens of Minnesota.

We are seeking professional/technical services to independently verify the conversion from our legacy systems with data stored in SQL Server 2000 and Unisys MAPPER to SQL Server 2008. Activities include an independent conversion of the data with reporting for each data set to ensure that each data set has been converted completely and accurately according to the minimum quality standards that will be defined as a part of this project. Current conversion steps include a transfer of data from MAPPER to SQL Server 2008 and subsequent data conversion in SQL Server 2008 to match the new system. Legacy SQL Server 2000 data will also be transferred to SQL Server 2008 and converted to the new system database structure.

All software and hardware required to create the verification will be provided by OSS.

This project is funded in-part by business fees. Continuation of the project and this associated statement of work is dependent upon funds being available. This Statement of Work does not obligate the state to award a contract or complete the project, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The state also reserves the right to perform a “reverse auction” among qualified vendors in order to make a final choice.

Project Deliverables

- 1) The project will include the following tasks:
 - i) Perform an independent audit of the Minnesota Business and Lien System (MBLS) Data Conversion process. Activities included in this assessment will include, but are not limited to:
 - (1) Review the current systems and data including:
 - (i) Legacy MAPPER system database and data consisting of approximately 87,500 RIDs and 36,500,000 lines. Data will be extracted from MAPPER and loaded into a SQL Server 2008 database to facilitate review.
 - (ii) Current MBLS system database and data consisting of approximately 150 core tables.
 - (iii) Current SQL Profile database and MBLS system database that contain:
 1. 514,321 Business Entities (Active)
 2. 792,059 Business Entities (Inactive)
 3. 6,417,296 Business Filings
 4. 642,365 Secured Liens (Active)
 5. 3,011,432 Secured Liens (Inactive/archived)
 6. 6,379,345 Secured Filings
 - (2) Review of the current conversion strategy document.
 - (3) Assessment of the accuracy and completeness of the Profile/MAPPER to MBLS data conversion:
 - (a) Tools and methods used for the data conversion process
 - (b) Evidence of manual data clean-up efforts
 - (c) Evidence of automated data clean-up efforts
 - (d) Data not converted and reasons for conversion failure
 - (e) Conversion completeness and accuracy metrics
 - (f) Data conversion quality metrics
 - (4) Creation of verification scripts to independently assess the accuracy and completeness of the data conversion. The process should be run on demand by the assessor prior to and on the day of deployment of the new system.
 - (5) Conduct any additional reviews deemed necessary by the vendor to perform this audit
- 2) The project will result in the following deliverables:
 - (1) Documentation of the assessment findings reporting the validation metrics gathered regarding the completeness and accuracy of the OSS data conversion to include:
 - (i) Executive summary of OSS data conversion activities and audit
 - (ii) Detailed summary of OSS data conversion activities
 - (iii) Evaluation of the completeness and accuracy of the data conversion plan
 - (iv) Evaluation of evidence that OSS is following of the plan
 - (v) Evaluation of the completeness of the data conversion metrics including acceptance criteria
 - (vi) Evaluation of the completeness of conversion quality metrics including acceptance criteria
 - (vii) List of conversion issues, including processes, steps, or items that are missing or insufficient for a complete conversion
 - (viii) Prioritization of "List of conversion issues" based on impact to conversion quality
 - (2) Conversion verification scripts to independently assess the accuracy and completeness of the data conversion including acceptance criteria.
 - (3) Documentation of results of any additional reviews deemed necessary by the vendor to perform this audit
 - (4) Documentation of recommendations for changes to existing process in order to ensure successful conversion.
 - (5) Presentation of the initial audit review document to OSS management and/or answer questions regarding findings of the data conversion process.
 - (6) Perform a recheck prior to conversion, to verify any issues found in the initial audit have been addressed.
 - (7) Perform a final data conversion audit during the week of system cutover:
 - (i) Re-run verification script prior to cutover to verify conversion completeness.
 - (ii) Re-run verification script after cutover as final verification.
 - (iii) Generate document (1-page sign-off) showing success of conversion.
 - (8) Knowledge transfer of the data conversion audit process, scripts and methods used to create audit results.

Project Milestones and Schedule

Project Start Date:	May 24, 2010
Key deliverable dates:	June 14, 2010 – Audit assessment documents June 28, 2010 - Completed conversion verification script(s) July 31, 2010 (estimated) – Final conversion verification
End Date:	June 30, 2011 (limited work expected after Final conversion verification)
Anticipated Budget:	Up to \$50,000

Project Environment (State Resources)

Work for this project will be performed onsite at the Secretary of State's office in Saint Paul, MN. All storage and processing of information shall be performed onsite. Planning activities that don't require manipulation of state owned data for conversion may be performed off site. The state will supply resources for review of audit deliverables and knowledge transfer.

Agency Project Requirements

The project must be implemented to meet agency requirements, including:

- OSS security standards
- OSS project management standards

Responsibilities Expected of the Selected Vendor

- Provide a detailed project plan and schedule for OSS approval
- Provide deliverables described above
- Provide knowledge transfer to OSS staff regarding any suggestions for improvement that result from the assessment
- Provide knowledgeable qualified staff to perform project activities
- Provide knowledge transfer of data conversion audit process to OSS staff

Vendor Qualifications

Vendors responding to this Statement of Work must be on the State Master Contract, with resource categories matching those on the cover page of this Statement of Work.

Required Skills (part of evaluation criteria)

Corporate experience with similar projects:

1. Experience performing data conversion validation and assessments (Minimum 5 years)
2. Experience performing data conversions from legacy systems (Minimum 5 years)

Technical skills & experience of team performing project work:

1. Experience performing data conversion validation and assessments (Minimum 5 years)
2. Experience performing data conversions from legacy systems (Minimum 5 years)
3. Experience performing data manipulation in SQL Server (Minimum 5 years)
4. Experience performing data manipulation in MAPPER (Minimum 1 years)
5. SQL Server 2008 development skills (T-SQL) (Minimum 1 year)
6. Relational Database design (normalized models, data integrity) (Min 1 yr)

Desired Skills (part of evaluation criteria)

OSS Domain Experience of team performing project work:

1. Knowledge of OSS Business and Secured Filing System or similar

Process Schedule

SOW Published:	April 29, 2010
Deadline for Questions:	May 6, 2010 3:00 PM Central Daylight Time (CDT)
Posted Response to Questions:	May 10, 2010, 3:00 PM CDT
Responses due:	May 13, 2010, 3:00 PM CDT
Anticipated proposal evaluation begins:	May 14, 2010
Anticipated decision date:	May 21, 2010

Questions

Any questions regarding this Statement of Work should be submitted via e-mail according to the schedule above to:

Name: Rachel Gehrett, Project Expeditor
Department: OSS Computer Services
E-mail Address: Rachel.Gehrett@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology web-site (www.oet.state.mn.us) according to the process schedule above. Questions received either via phone and questions received after the due date and time will not be included in the response.

SOW Evaluation Process

Each vendor will be strictly evaluated based on the following criteria:

- Corporate experience **(30%)**
- Individual technical skills, expertise, experience of team members with similar projects **(30%)**
- Cost **(30%)**
- OSS domain experience or similar applications/architecture experience **(5%)**
- Corporate information (Location, Years in Business, References) **(5%)**

The Technical expertise, experience, OSS domain knowledge, and software development team scores may be modified based on interviews of project team members from top vendors.

Response Requirements

The response to this Statement of Work must be in an Adobe PDF format, and include the following:

- Brief "SOW response letter"
- Company overview including years in business and location
- Corporate references (3) for clients using similar services
- Project overview and explanation of solution. Describe how the solution meets the needs of this project. Provide a high level work breakdown with estimated hours.
- Project approach:
 1. Staff qualifications including resumes of staff offered for the project
 2. Project management methodology and staff organization
 3. Timing and reporting of project progress
 4. Tools used
 5. How quality of work performed will be measured and reported
- Total cost (fixed bid) of proposed solution including 4 runs of the verification script: Twice prior to deployment, once on deployment day and once after deployment.
- Cost per hour for additional verification runs which may occur at OSS request.
- 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) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - b) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>

- c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

All responses are due at the time specified in the Process Schedule in PDF format by EMAIL to the following address:

Rachel.Gehrett@state.mn.us

Late responses will not be considered. Response receipt time at OSS is the time used to assess timeliness of response. It is strongly recommended that responses be sent at least three hours prior to the time due to ensure a timely delivery. It is recommended that response file sized be kept under 5MB to ensure timely delivery.

All costs incurred in responding to this Statement of Work will be borne by the responder.

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. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

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, 2010, 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.

Cancellation

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.

Sample Work Order

<http://www.oet.state.mn.us/mastercontract/itpts/mcp902ts/forms/902TSworkorder.doc>