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

Statement of Work (SOW)
For Technology Services
Issued By

Minnesota Department of Public Safety, Bureau of Criminal Apprehension

Project Title: Criminal Justice Training & Education (CJTE) Phase II

Service Category: Web Design and Development

Business Need

The Bureau of Criminal Apprehension (BCA) protects Minnesotans and all persons who visit our state by providing services to prevent and solve crimes in partnership with law enforcement, public safety and other criminal justice agencies. One of the services the Bureau of Criminal Apprehension provides is training to local, state, and federal criminal justice agencies. The BCA Training & Education Unit requires enhancements to its Criminal Justice Training & Education (CJTE) Registration site (https://sps.x.state.mn.us/cjte/default.aspx) to better serve these criminal justice agencies. The CJTE site contains an online BCA training course listing and provides online registration for criminal justice training customers. The online registration system requires enhancements for maximum usefulness both to external customers and internal BCA staff. The enhancements required include added student functionality such as individual logins for students, providing class history information and pre-populated agency information, online course evaluation surveys, calendar views of classes and upcoming events, and downloadable course materials. Also required are enhancements for the BCA training staff such as the ability to invoice agencies and track payments, automated reminder emails, electronic course evaluation summaries, reporting, migration of student and class data from the old training registration system, and the ability to post some classes privately for internal or invitation-only use.

The first phase of this site was created in-house by the BCA Minnesota Justice Information Services (MNJIS) SharePoint Administrator and deployed in September 2009. The site has been well-received by our customers for BCA course registration and has provided much needed convenience in both finding class information and registering for classes. To provide all of the functionality required to best serve our customers, the BCA requires enhanced functionality be added to the CJTE registration site. Neither the original SharePoint Administrator nor the current SharePoint Administrator has the advanced skills and the time required for the Phase II enhancements.

Expected benefits will include:

- Maximized usability and convenience for criminal justice customers
- Ability for criminal justice customers to track their training history
- Ability to automatically generate invoices for agencies, track payments, and generate past-due notices
- Easier printing of supporting materials such as name tents, rosters, and certificates.
- Ability for students to download course materials rather than relying on printed materials only
- Ability to automatically summarize responses for course evaluations
- Integrated course and student information from old and new registration systems
- Ability to track room reservations and equipment reservations through Microsoft Exchange calendars
- Ability to track training supply inventory.
- Reporting capability; for instance number of students from each region within the state
- Automated reminder emails for students, Training Coordinators, and instructors

Goals of the engagement:

MNJIS desires to contract for services of Web Design and Development, to deliver this and other functionality to enhance the capabilities of the CJTE Training Registration site. The required functionalities are:

1. Invoicing
   - Change to registration form to include/populate agency billing addresses
   - Generating and sending invoices via email
   - Generate single monthly invoice for all classes attended per Agency
   - Receiving payments
   - Past due notices automatically sent via email
   - Ability to override and/or change invoice amounts
   - Ability to add comments to standardized invoice (comments section)
   - Ability to interface in the future with the state's new purchasing system, SWIFT (Statewide Integrated Financial Tools)

2. Student accounts
   - Ability for students to manage their own profiles, including resetting their own passwords
   - Ability for students to request user profiles be set up for them
   - View/print personal history/student transcripts; including archived items

- Ability to allow students to request cancellation or rescheduling of training through their personal profile/log-in
- When students request cancellation, they should be given an automatic reminder that a fee may be charged
- Pre-populate address of agency billing information or other profile data on course registration form
- View/print class roster after registration, based on various criteria
- Include course name on class roster
- Automated follow-up re-confirmation email one week prior to scheduled class, including dress code, Police Officer Standards and Training (P.O.S.T.) requirement and parking information

3. Reporting
   - Name tents
   - Automated Course Evaluation sent upon completion of class
   - Ability to self-serve print/automated Certificate generated upon completion of course evaluation
   - Course attendee rosters/name tents/sign-in sheets
   - Registration summary, including date, course name, location, etc.
   - Course evaluation summary
   - Ability to search/filter by student name/agency
   - Ability to produce variety of spreadsheet reports ad hoc for analysis, such as number of students by region,
   - Ability to review all registrants for a class based on agency, such as police departments, sheriff's offices, State Patrol, Department of Natural Resources (DNR), etc.

4. Interface updates
   - Calendar view of scheduled classes w/built in feature to remove or change to red and note course is full or cancelled
   - Ability to collapse classes but not have default to collapsed
   - View class name & schedule number on registration processing screen
   - Additional resources and registration forms tabs
   - Ability to download course materials (restricted to classes a student is registered for or has previously completed—recognized by student ID)
   - Contacts section for Training Coordinators, listing vendors, contractors shared among teams (i.e. food service, ordered brochures, etc.)
   - Upcoming events and classes in calendar display link on front page
   - Instructor Biographies page

5. Enhancement Requests
   - Course evaluations (make available for coordinators to see electronically, w/option to send electronically)
   - Certificate programs listing related courses
   - Private courses list (internal or by invitation only)
   - Send Group emails (email entire class)
   - Migrate data from old system to new
   - Upgrade graphic design, including minimizing excess white space on front page and most other pages
   - Student, Coordinator, Instructor, Interagency tabs. Access specific to and restricted to user type.
   - Tab for "future" area to host or provide online, interactive training with ability to post/view video highlights
   - Reminders sent to Training Coordinators (possibly through Outlook), such as a "tickler" file with upcoming reminders/to-do list
   - Ability to change student's registration from one course to another
   - Ability/option to "go back" when updating lists without losing formatting of selection criteria. For example, when students are selected from a list of pending registrations and the list criteria have been modified, the user has the ability to hit the browser Back button without losing the formatting of the selection criteria
   - Ability for students to request to receive emails or e-news updates
   - Ability for Training Coordinators to enter students and courses after the course has been completed to handle registrations after a class has actually occurred
   - Ability to track Wait Listed students within a course and automatically send a flag to CJTE staff when an opening occurs in that course, with an option to select waitlisted students based on the date they originally registered
   - Archive old registrations; retention timelines to be determined

- Require entry of Originating Agency Identifier (ORI) for MNJIS Basic classes only (this information is required only for one course)

6. Documentation and Training
   - User manual in the form of an online FAQ and/or tutorial
   - Administrator manual
   - System architecture document
   - Administrative User training
   - User friendly method of locating the areas to make changes and updates to the website (all CJTE site content vs. registration)

7. Training resource scheduling (rooms, equipment, staff)
   - Room reservations and equipment needs
   - Ability to track training materials inventory (asset management), i.e. thumb drive supply—flag to order more when supply is low
   - Ability to synchronize Microsoft Outlook, BCA Insider and CJTE calendars

Contractor must perform and provide all services, tasks, and deliverables for this project to the State in accordance with the "State of Minnesota Enterprise Architecture" available to the Contractor on website (http://www.state.mn.us/mn/externalDocs/OET/Enterprise_Technical_Architecture__202_091206012420_EWTA%202%2002%20(2).pdf) in accordance with the Department of Public Safety's Security Architecture and the State of Minnesota "Non Visual Access Standards," labeled Exhibits B and C which are attached and incorporated into this Statement of Work, and in accordance with the "Minnesota Office of Technology's Minnesota Electronic and Information Technology Accessibility" guidelines available to the Contractor on website http://www.state.mn.us/portal/mn/jsp/content.do?id=-536891917&subchannel=-536891918&sc2=null&sc3=null&contentid=536911252&contenttype=EDITORIAL&programid=536911146&agency=OETweb

Project Deliverables

- Work with the MNJIS CJTE project team and project stakeholders to validate business requirements and objectives
- Feasibility analysis for using the BCA MNJIS CRM (Microsoft Dynamics) as a repository for student and related information (agency billing address, etc.)
- Complete the application configuration and customization needed to implement Phase II of the CJTE Registration site, meeting MNJIS and CJTE business requirements
- Define and document test cases to effectively test the resulting CJTE registration site
- Provide CJTE and MNJIS staff with a CJTE site design document outlining system configuration and automated workflow
- Develop documentation and training for system administrators and users
- Work with the project team to transfer the knowledge needed to provide future support to the CJTE registration site.
- This will include one-on-one knowledge transfer as well as formal training with system administrators and end users
- Work with MNJIS system administrators to resolve any post-deployment issues or configuration changes required in the weeks following deployment, with up to 40 hours of post-implementation support

Project Milestones and Schedule

October 8, 2010:

- Produce/print course attendee Rosters/Sign-in sheets/Name Tents.
- Ability to view/select/send student group emails by selected class.

November 1, 2010:

- Automated confirmation reminders, one week prior to class.
- All Invoicing (#1 above) generation requirements including change to initial registration form to include/ populate billing info.

- ORI requirement for MNJIS basic course only

January 31, 2011
- All other required functionality.

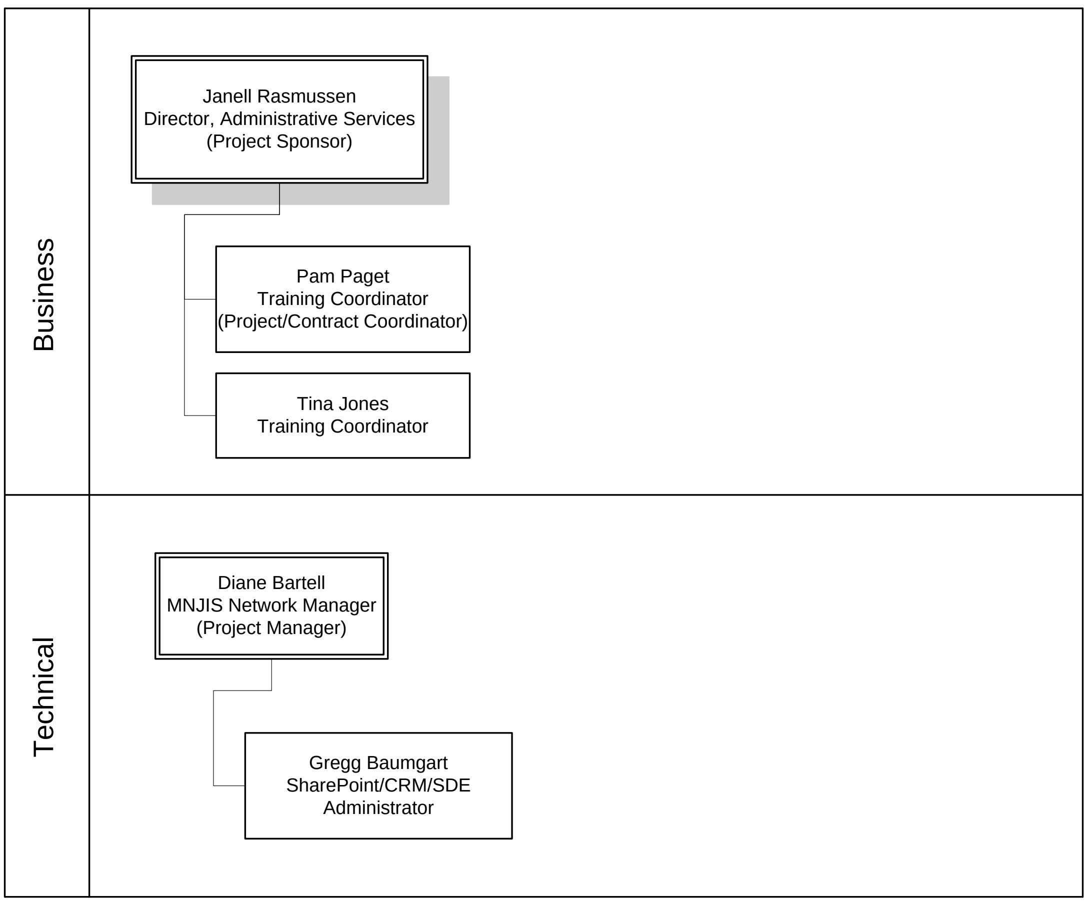
The BCA requires all work on this engagement to be completed by December 31, 2010.

Project Environment (State Resources)

- Staff descriptions:
  a) BCA MNJIS SharePoint Administrator: Gregg Baumgart
     BCA Administrative Services Project Coordinator: Pam Paget
     BCA Project Sponsor: Janell Rasmussen

  b) BCA Project Manager Name: Diane Bartell

  c) Basic organizational structure (organizational chart) of the project



  d) Staff proficiency levels and experience (with methodology, tools, etc.)

  Gregg Baumgart - 3 years of experience working with Microsoft Office SharePoint Server 2007 or 2010 and 1 year of experience administering Microsoft Office SharePoint Server 2007 or 2010

Responsibilities Expected of the Selected Vendor

Issue Management: Issues will be managed using a closed-loop tracking process that includes identification of the issue, assigning a responsible person, assigning a due date, collecting status updates, and closing the issue when it is resolved. An Issue/Action Item list will be created, maintained, and published by the Contractor.

Change Management: Changes to the project and/or documentation generated by the Contractor will be managed in accordance with the BCA's Change Management process. A description of the process will be provided to the Contractor at the start of the project.

Communication Management: Communication for this project includes: meetings, status reports, teleconferences, and special communication as appropriate. These communications will be documented and managed by the Contractor. Copies of meeting notes, teleconference minutes, or special communications will be distributed via email to all project participants and the State's project manager assigned to this project.

The Contractor's project manager and assigned resources will be responsible for creating all project management, source code, testing artifacts, and technical documentation for the project. Sign-off will be required on these documents by the appropriate State's project team members assigned by the State to this project.

The Contractor is required to submit status reports every other Friday to the State's Project Manager assigned to this project. The format and a template of the status report will be provided by the State's Project Manager to the Contractor's project manager at the start of the project. Contractor will be required to work onsite at the BCA location and therefore is required to pass a criminal history background check before work begins.

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

Required minimum qualifications:

- Vendor must have completed at least two projects of similar nature, with demonstrably similar requirements, and to the satisfaction of the customer(s) within the past two years.
- Resource(s) assigned to this project must have individually been primarily responsible for the analysis, development, testing, and/or documentation for similar projects in the same capacity as their position on this project will require.
- Resource(s) assigned to the project must have proven skill and experience with integration of SharePoint and Microsoft Dynamics CRM, Server 2003/2008, MOSS 2007/2010, SQL2005/2008, SharePoint Designer, Visual Studio (including custom workflows).

Process Schedule **(all times are (CDT) Central Daylight Time)**

- Deadline for Questions 09/09/2010, 2:00 p.m. CDT
- Posted Response to Questions 09/10/2010, 2:00 p.m. CDT
- Proposals due 09/14/2010, 2:00 p.m. CDT
- Anticipated proposal evaluation begins 09/15/2010, 9:00 a.m. CDT
- Anticipated proposal evaluation & decision 09/17/2010, 9:00 a.m. CDT

Anticipated start date of work will be on or about September 22, 2010.

Questions

Any questions regarding this Statement of Work should be submitted via e-mail to Pam Paget at email address below, not later than 2:00 p.m. CDT, September 9, 2010:

Name: Pam Paget
Department: Administrative Services
Email Address: pam.paget@state.mn.us

Questions and answers to this Statement of Work will be posted on the Office of Enterprise Technology website by 2:00 p.m. CDT, on September 10, 2010 (www.oet.state.mn.us).

Proposal Submission Instructions

All proposals must be sent to:
Pam Paget
Bureau of Criminal Apprehension
1430 Maryland Avenue East
St. Paul, MN 55106

All proposals must be received not later than 2:00 p.m., Central Daylight Time, September 14, 2010.

Late proposals will not be considered.

All costs incurred in responding to this SOW will be borne by the responder.
Fax and email responses will not be considered.

Submit a total of seven copies of the proposal: one of the copies must be signed in ink by an authorized member of the firm and marked “Original,” one of the copies must be an electronic copy on a CD, and the remaining five copies are on paper. In addition, submit one work sample in electronic form on a CD. Proposals are to be sealed in a mailing envelope or package with the responder's name and address written on the outside.

Provide one copy of the cost proposal in a separately sealed envelope clearly marked on the outside “Cost Proposal” along with the firm’s name. For purposes of completing the cost proposal, the state does not make regular payments based upon the passage of time; it only pays for services performed or work delivered after it is accomplished.

SOW Evaluation Process

All responses received by the deadline that meet minimum qualifications will be evaluated. BCA reserves the right to contact the vendor for clarification of their proposal or to include an interview as part of the evaluation process. A 100-point scale will be used to create the final evaluation recommendation. The factors and weighting on which proposals will be judged are:

1.	Expressed understanding of project objectives	20%
2.	Deliverables and work plan	20%
3.	Qualifications/experience of personnel working on the project (if requested, candidate interview)	30%
4.	Cost detail	30%

It is anticipated that the evaluation and selection will be completed by September 17, 2010.

Response Requirements

Respondent must have been previously qualified on the IT Professional Technical Services Master Contract 902TS Program for the Web Design and Development resource type. Respondent’s proposal response must include the following:

- Introduction
- Company overview
  a) Company history, growth
  b) Current financial data if publicly available
- Project Overview
- Detailed response to “Business/Project Requirements”
  a) Statement of Responders understanding of the project and explanation of their proposed solution.
  b) Explain how the project will meet the requirements. For each “response,” Responder should explain if their solution already includes the business/project requirements or would the solution have to be modified. Provide description of each modification or conversion if required for the solution.
  c) Include description of software/hardware configuration required.

- Detailed response to “Project Approach”
  a) Explain how respondent will approach their participation in the project. This includes:
     1) Organization and staffing (including staff qualifications, résumés, etc.)
     2) Work-plan of proposed solution
     3) Contract/change management procedures
     4) Project management (e.g. quality management, risk assessment/management, etc.)
     5) Documentation of progress such as status reports
- Resources assigned to this project
  a) Résumés, including detailed identification of prior experience on successful projects in the same capacity as for this project
- References: Provide three clients using the solution including URLs to the site if publicly viewable.
- **Cost Proposal**
- 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) Immigration Status Certification (if over $50,000)
     http://www.mmd.admin.state.mn.us/doc/immstatcert.doc
  c) Location of Service Disclosure
     http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc
  d) Certification Regarding Lobbying
     http://www.mmd.admin.state.mn.us/doc/lobbying.doc
  e) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
     http://www.mmd.admin.state.mn.us/doc/vetpref.doc

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
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, 2010, Chapter 333, Article 2, Section 3, Subdivision 6a, eligible certified veteran-owned businesses, <u>with their principal place of business in Minnesota</u> and <u>Center for Veteran Enterprises verified (CVE Verified)</u> by United State Department of Veterans Affairs, will receive up to a 6 percent preference in the evaluation of their proposal.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses include certified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and <u>any other veteran-owned small businesses</u> (pursuant to Laws of Minnesota, 2010, Chapter 333, Article 2, Section 3, Subdivision 6a).

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses must be **currently** certified by the U.S. Department of Veterans Affairs (in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74) 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.

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