

Mn/DOT Contract No.: 97513

Admin No.: 23491

OET No.: 2644

**IT Professional Technical Services
Master Contract Program
902TS
Statement of Work (SOW)
For Technology Services
Issued by
Minnesota Department of Transportation (Mn/DOT)**

Project Title: Mn/DOT Continuity of Operations Plan for Information Technology

Service Categories: Must be approved in both to respond to this SOW:

- **Business Continuity**
- **Architecture Planning & Assessment - Technical**

The following documents are attached for your reference:

- Appendix A OET Sample System Architecture Overview Diagram
- Appendix B OET Sample Server Recovery Documentation
- Appendix C OET Sample Technology Team Planning Considerations

1. Business Need

Mn/DOT's Office of Information and Technology Services (OI&TS) has the need to develop a Continuity of Operation Plan (COOP) for department-wide Information Technology (IT). Mn/DOT requires a COOP for all Information Technology (IT) in the department, including the districts. The Governor's Order assigning Emergency Responsibilities to the State requires that all state agencies develop, implement, test and maintain a COOP by June 2011. The COOP must be developed and maintained in accordance with enterprise policies and standards. Please see:

http://www.state.mn.us/mn/externalDocs/OET/Enterprise_Security_Standard_on_Continuity_of_Operations_010808121914_BCP%20Standards%20v10%20_2_.pdf

A COOP contains all of the information that an agency needs to recover its services in the event of an emergency. Typically a COOP contains policies that govern the plan, databases of information such as employee, vendor and customer information and procedures or scripts that provide specific instructions to implement recovery of services. COOP development is an arduous process that requires the support of the executive management of the agency and staff dedicated to the project. Because the COOP may contain personal information about team members and is a blueprint of services and vulnerabilities of an agency, it should be distributed on a need to know basis only and it should be classified as private/nonpublic data. The COOP should be maintained through exercise and revision.

The primary goal of this project is to develop a COOP for all IT within Mn/DOT. The Selected Responder will establish and implement the COOP's for IT established and in place for all Mn/DOT offices and districts to respond to an event, in such a manner, that the time-sensitive services of the organization continue without interruption or essential change while maintaining consistency with Federal documentation.

The Selected Responder will develop COOPs for OI&TS, three Metro District IT Offices (Maplewood, Aeronautics, and Fort Snelling) and 8 District IT Offices (multiple district locations, includes Metro District). The Selected Responder will travel to all Mn/DOT offices and districts, interview employees in order to develop each COOP.

A steering committee is in place for governance. In addition, a Business Impact Analysis (BIA) has been conducted, which collected Mn/DOT's critical services. The BIA is outdated. The Office of Enterprise Technology (OET) has documented the COOP metrics for standard compliance. This information will be provided to the Selected Responder. OET has also defined criteria that must be met.

2. Project Duties and Deliverables

The Selected Responder will:

- 2.1 Submit a best practice work plan/schedule with the activities and estimated durations to complete each deliverable. Responders are encouraged to propose additional tasks or activities if they will substantially improve the results of the project. These items should be separated from the required items on the cost proposal.
 - 2.1.1 The OI&TS office will be scheduled first to validate the procedures, followed by other offices and districts.
 - 2.1.2 The work plan will need to be synchronized with the business COOP plans, which has approximately 33 business plans for offices and districts, owned by the Business Continuity Coordinator and the COOP Coordinators for offices and districts.
- 2.2 Work with business office and district contacts to validate and update the BIA, using updated criteria for return to operations.
- 2.3 Work with OI&TS, three metro IT Offices, and District IT Offices to develop a Department System Architecture Overview Diagram (See Appendix A: OET Sample System Architecture Overview Diagram)
 - 2.3.1 Network architecture diagrams tools will be available for review and analysis.
- 2.4 Work with OI&TS to complete the Server Configuration Document for Mn/DOT's 416 production servers that would be restored or recovered. (See Appendix B: OET Sample Server Recovery Document).
 - 2.4.1 Server documentation and replacement plans, along with an OET IT Assessment completed in 2009 will be available for review and analysis. The assessment inventoried production servers, manufacturer, models and other configuration information.
 - 2.4.2 The Server Recovery Document is a sample and can be revised to represent the technology environment at Mn/DOT. The Selected Responder will recommend an approach and configuration recovery document for Mn/DOT's environment that is synchronized with the BIA and complaint with OET standards. Recovery of systems and applications for business products and services is the key goal and requirement of the IT COOP.
 - 2.4.3 IT recovery procedures and checklist will be made available to the Selected Responder for assessment and value of inclusion.
- 2.5 Work with OI&TS, three metro IT Offices, and District IT Office to collect, develop and document the Technology Team Planning Considerations (See Appendix C: OET Sample Technology Team Planning Considerations).
 - 2.5.1 Work with OI&TS, three metro IT Offices and District IT Offices to develop recovery procedures (return to operations) and alternate processing procedures for critical applications and services.
 - 2.5.2 Criteria for return to operation procedures will be provided.
 - 2.5.3 Collect information on recovery teams which will include names and contact information and enter into Living Disaster Recovery Planning System (LDRPS).
- 2.6 Collect and enter all planning documents, procedures and data into the LDRPS.
- 2.7 Document a methodology for testing the IT COOP that is compliant to OET standards. A procedure walk-thru and test is planned for March 20, 2011.
- 2.8 Provide informal training and knowledge transfer to key Mn/DOT Emergency Management staff.
- 2.9 As requested, attend meetings with Business Continuity Coordinator, steering committee, planning team, and district IT coordinators.
- 2.10 Track the progress of the project using Microsoft Project and provide weekly status reports and a monthly status summary to the Project Manager.

- 2.11 Specific deliverables required:
 - 2.11.1 Work plan with activities, schedule, resources and estimated durations to complete each deliverable.
 - 2.11.2 Department System Architecture Overview Diagram
 - 2.11.3 BIA update and validation
 - 2.11.4 Server configuration and business system recovery documents
 - 2.11.5 Technology Team Planning Considerations Documents
 - 2.11.6 Enter all planning documents, procedures and data into the Living Disaster Recovery Planning System (LDRPS).
 - 2.11.7 Methodology document for testing the IT COOP
 - 2.11.8 Knowledge transfer and training
 - 2.11.9 Weekly project tracking and status reports
- 2.12 Follow all technical specifications and processes identified in this SOW.
- 2.13 Due to the expeditious requirements, assign two or more person(s) to satisfy SOW.
- 2.14 Maintain sufficient resources (staff) to stay on schedule, support change management incidents. Change management staff should be available for potential meetings with Mn/DOT staff.
- 2.15 Provide informal training and knowledge transfer to key Mn/DOT staff as specified in this SOW
- 2.16 Submit a best practice work plan/schedule, and estimated durations to complete each deliverable with response. In-depth discussion of work plans may occur at contract negotiations.
- 2.17 Report all work plans and completed requirements to the project manager.

3. Project Milestones and Schedule

3.1	Project start date:	11/2010
3.2	Key deliverable dates:	
3.2.1	Department System Architecture Overview Diagram	11/30/2010
3.2.2	BIA Update	11/30/2010
3.2.3	Server Configuration and Recovery Documents	12/30/2010
3.2.4	Technology Team Planning Considerations Document	01/30/2011
3.2.5	LDRPS enter complete and criteria met	02/19/2011
3.2.6	Testing methodology document and knowledge transfer	02/26/2011
3.3	End date:	03/01/2011

4. Project Environment (Mn/DOT Resources)

- 4.1 Mn/DOT will provide technical and business resources to assist with the project as follows:
 - 4.1.1 Approximately 40 IT staff and 40 business staff (for business applications and BIA update) on an as-needed basis for interviews to provide Mn/DOT business service and IT knowledge.
 - 4.1.2 Mn/DOT's Project Manager will be Jim Close. For all inquiries regarding this SOW contact the Mn/DOT Contract Administrator Melissa McGinnis at 651-366-4644. Contact with any other Mn/DOT personnel regarding this SOW may result in disqualification.

5. Project Constraints

Mn/DOT implementation requirements include:

- 5.1 The COOPs must be development and maintained in accordance with enterprise policies and standards.
http://www.state.mn.us/mn/externalDocs/OET/Enterprise_Security_Standard_on_Continuity_of_Operations_010808121914_BCP%20Standards%20v10%20_2_.pdf

6. Required Skills (These are to be rated on a pass/fail basis)

Required minimum qualifications are shown in the following table. The proposal must specifically indicate how members of the Responder's team meet these minimum qualifications. This portion of the proposal review will be conducted on a pass/fail basis. If Mn/DOT determines, in its sole discretion, that the Responder fails to meet one or more of these requirements (or that the Responder has not submitted sufficient information to make the pass/fail determination), then the proposal will be eliminated from further

review.

	Minimum Number of Years Experience	Required Skill Type
6.1	4 yrs	Expert knowledge of IT Infrastructure Architecture
6.2	3 yrs	Experience in Business Recovery and Continuity of Operations Planning for IT services and infrastructure.
6.3	3 yrs	Experience in interviewing and facilitation Strong communication, analytical and problem solving skills.

7. Desired Skills

Mn/DOT desires a project team with the skills shown in the table below. The extent to which the Responder meets or exceeds the desired skills will be included as part of the qualitative evaluation of the proposal.

	Minimum Number of Years Experience	Desired Skill Type
7.1	1 yr	Expert knowledge of the National Incident Management System (NIMS).
7.2	2yrs	Expert knowledge of the Strohl Software Living Disaster Recovery Planning system (LDRPS). Ability to use and enter content, satisfactory and timely.
7.3	3 yrs	Certified Business Continuity Planning professional.
7.4	1yr	Preferred knowledge of Minnesota Security Standards for Continuity of Operations Planning.
7.5	1yr	Preferred certification issues by the Disaster Recovery Institute International (DRII).
7.6	1yr	Preferred knowledge with State and Mn/DOT operations and Structure.

8. Process Schedule

8.1	Deadline for Questions	10/21/2010 2:00 PM Central Daylight Time
8.2	Posted Response to Questions	10/25/2010 2:00 PM Central Daylight Time
8.3	Proposals due	10/29/2010 2:00 PM Central Daylight Time
8.4	Anticipated proposal evaluation begins	11/01/2010
8.5	Anticipated proposal evaluation & decision	11/12/2010

9. Questions

All questions regarding this SOW must be addressed to the Mn/DOT Contract Administrator listed below. Proposers may not discuss the content of this SOW with other Mn/DOT staff. Any questions regarding this SOW must be received via e-mail by 10/21/2010, 2:00PM Central Daylight Time.

Contract Administrator: Melissa McGinnis
 Email Address: melissa.mcginnis@state.mn.us

It is anticipated that questions and answers will be posted on the Office of Enterprise Technology’s web site by 10/25/2010, 2:00pm Central Daylight Time (www.ot.state.mn.us). Note that questions may be posted verbatim as submitted.

10. Indemnification

In the performance of this contract by Contractor, or Contractor’s agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney’s fees incurred by the state, to the extent caused by Contractor’s:

- 1) Intentional, willful, or negligent acts or omissions; or

- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State’s sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State’s failure to fulfill its obligation under this contract.

The “Standard Indemnification Clause” (see above) will apply to this project and will be incorporated into the work order issued for this project. No exceptions to, or deviations from, this clause will be permitted. Do not submit a proposal if you cannot accept this indemnification clause. Proposals which the State determines, in its sole discretion, indicate non-acceptance of this indemnification clause, will be rejected by the State.

11. SOW Evaluation Process

Mn/DOT representatives will evaluate proposals received by the deadline. Proposals will be evaluated on a “Best Value” basis of 70% qualifications and 30% cost considerations. The review committee will not open the cost proposals until after the qualifications points have been awarded.

The selection process being used for this project involves a three step process. Step one will include the pass/fail assessment and a qualitative evaluation of Contractors’ technical proposal. Step Two will be an interview of two or more Responders who received the top scores in step one. Step Two may be eliminated at Mn/DOT’s discretion based on the results of the step one’s evaluations. Step three will be an analysis of the cost proposal.

Mn/DOT will review proposals according to the following criteria:

- Experience of personnel assigned to this project and the extent to which personnel assigned to this project meet the Desired Skills 30%
- Company background and expertise 20%
- Proposed work plan, including the apparent ability to complete project on time and on budget 10%
- Interview 10%
- Cost 30%

Mn/DOT reserves the right to check references and to review previous performance reviews for work performed for Mn/DOT or other state agencies, and to take such references and reviews into account for consultant selection purposes.

The following contains additional information describing the proposal evaluation process:

Step One

In step one the proposals will first be reviewed to verify whether the proposer meets the “Required Skills” (see section six). Proposals receiving a “fail” on one or more of the required skills will not be reviewed further. Proposals which pass the Required Skills review will then be scored on the non-cost and non-interview factors listed above.

Step Two

The two (or more, at Mn/DOT’s discretion) proposers receiving the highest score in step one may be required to participate in a structured interview. The interview will be approximately one hour in length and consist of structured interview questions prepared by Mn/DOT. Mn/DOT will designate the number and type of Proposer team members to attend the interview. The interview will be 10 points of the total evaluation. Mn/DOT reserves the rights to eliminate Step Two interviews if in the judgment of Mn/DOT selection committee, additional questions are not required. If, after completion of step one, Mn/DOT decides not to require interviews, then the 10 points will not be utilized and the selection will be based on a 90 point scale.

It is anticipated that interviews will be conducted during the week of 11/08/2010 so please plan accordingly. Interview questions will be available to the Proposers 15 minutes prior to the interview. The proposer will be responsible for its own interview costs.

Step Three

Cost proposal will be evaluated and scored in accordance with the percentage listed above. Cost will not be revealed to selection committee members until after the technical scoring (and interviews, if any) has been completed.

12. Response Requirements

- 12.1 Introduction.
- 12.2 Company overview.
- 12.3 Project overview.
- 12.4 Detailed response to “Project Approach”.

Explain how the responder will approach their participation in the project. This includes:

- 12.4.1 Organization and staffing. Include staff qualifications in a chart, resumes or other manner that will allow Mn/DOT to easily determine if assigned key staff meets the required skills and the extent to which assigned staff meet or exceed the desired skills.

Required Skill type	Personnel/ Years of Experience	Project(s) worked on demonstrating these skills	Reference (name, company, phone number)

- 12.4.2 Contract/change management procedures.
- 12.4.3 Project management (e.g. quality management, risk assessment/management, etc.).
- 12.4.4 Documentation of progress such as status reports.
- 12.5 Detailed response to Agency Requirements. Description of the responder’s understanding of the need for the service.
- 12.6 Provide three references for similar work. Include contact person, firm, email address and phone number along with a brief description of the duties that the key personnel performed for that project.
- 12.7 Submit a cost proposal in a separate sealed envelope. Rates proposed may not exceed the rates approved under this program. Cost proposal must include the number of anticipated hours, classifications of personnel, personnel hourly rates and a total project cost. If direct expenses are anticipated they must be detailed in the cost proposal. **The cost estimate must correspond to the detailed work plan and schedule that includes time estimates, associated deliverables, and staff assigned to each task.**
- 12.8 Required forms to be returned or additional provisions that must be included in proposal:

12.8.1 **Location of Service Disclosure Form.**

12.8.2 **Conflict of Interest Form**

Proposer 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 proposer 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 proposer is unable or potentially unable to render impartial assistance or advice to Mn/DOT, or the proposer’s objectivity in performing the contract work is or might be otherwise impaired, or the proposer

has an unfair competitive advantage. The proposer agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to Mn/DOT which must include a description of the action which the proposer has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, Mn/DOT may, at its discretion, cancel the contract. In the event the proposer was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to Mn/DOT, Mn/DOT 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 Mn/DOT’s rights. Proposers must complete the attached “Conflict of Interest Checklist and Disclosure Form” and submit it along with the response, but not as a part of the response.

12.8.3 Affidavit of non-collusion

Proposers must complete the attached “Affidavit of Noncollusion” and include it with the response. The successful proposer will be required to submit acceptable evidence of compliance with workers’ compensation insurance coverage requirements prior to execution of the Contract.

12.8.4 Immigration Status Certification Form

For all Contracts estimated to be in excess of \$50,000.00, responders are required to complete the attached “Immigration Status Certification Form” page and include it with the response.

12.8.5 Affirmative Action Certification

For all Contracts estimated to be in excess of \$100,000.00, responders are required to complete the attached “Affirmative Action Certification” page and include it with the response.

12.8.6 Veteran-Owned/Service-Disabled Veteran-Owned Preference Forms.

Proposers must complete and submit this form if claiming preference as a qualified proposer.

13. Proposal Submission Instructions

Submit 7 copies of the response. Responses are to be submitted in a mailing envelope or package, clearly marked “Proposal” on the outside. Cost proposals are to be submitted in a separate sealed envelope. An authorized member of the firm must sign each copy of the response in ink.

All responses must be sent to:

**Melissa McGinnis, Contract Administrator
Minnesota Department of Transportation
395 John Ireland Boulevard
Consultant Services Section, Mail Stop 680
St. Paul, Minnesota 55155**

All responses must be received not later than 2:00 p.m. Central Daylight Time on XX/XX/2010, as indicated by the time stamp made by the Contract Administrator. **Please note that Mn/DOT Offices have implemented security measures.** These procedures do not allow non-Mn/DOT employees to have access to the elevators or the stairs. You should plan enough time and follow these instructions for drop-off:

- Enter through the Rice Street side of the Central Office building (1st Floor).
- Once you enter through the doors, you should proceed to the first floor Information Desk.
- **Proposals are accepted at the first floor Information Desk only.** The receptionist will call the Contract Administrator to come down and to time stamp the proposal. Please keep in mind Mn/DOT is very strict on the proposal deadline. Proposals will not be accepted after 2:00pm.

14. General Requirements

14.1 Proposal Contents

By submission of a proposal, Proposer warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of

inaccurate or misleading information may be grounds for disqualification from the award as well as subject the proposer to suspension or debarment proceedings and other remedies available at law.

14.2 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 Proposer. If the Proposer 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 Proposer 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 Proposer agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

Mn/DOT will not consider the prices submitted by the Proposer to be proprietary or trade secret materials.

15. No State Obligation

Issuance of this Statement of Work does not obligate Mn/DOT to award a contract or complete the assignment, and Mn/DOT reserves the right to cancel this solicitation if it is considered to be in its best interest. Mn/DOT reserves the right to reject any and all proposals.

16. 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>.

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**STATE OF MINNESOTA
LOCATION OF SERVICE DISCLOSURE AND CERTIFICATION**

LOCATION OF SERVICE DISCLOSURE

Check all that apply:

- The services to be performed under the anticipated contract as specified in our proposal will be performed ENTIRELY within the State of Minnesota.
- The services to be performed under the anticipated contract as specified in our proposal entail work ENTIRELY within another state within the United States.
- The services to be performed under the anticipated contract as specified in our proposal will be performed in part within Minnesota and in part within another state within the United States.
- The services to be performed under the anticipated contract as specified in our proposal DO involve work outside the United States. Below (or attached) is a description of:
 - The identity of the company (identify if subcontractor) performing services outside the United States;
 - The location where services under the contract will be performed; and
 - The percentage of work (in dollars) as compared to the whole that will be conducted in each identified foreign location.

CERTIFICATION

By signing this statement, I certify that the information provided above is accurate and that the location where services have been indicated to be performed will not change during the course of the contract without prior, written approval from the State of Minnesota.

Name of Company: _____

Authorized Signature: _____

Printed Name: _____

Title: _____

Date: _____

Telephone Number: _____

**STATE OF MINNESOTA
VETERAN-OWNED/SERVICE DISABLED VETERAN-OWNED PREFERENCE FORM**

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 include certified small businesses that are majority-owned and operated by either (check the box that applies and attach the certification documents required with your response to this solicitation):

(1) recently separated veterans, who are veterans as defined in Minn. Stat. §197.447, who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs; or

Required Documentation:

- certification by the United States Department of Veterans Affairs as a veteran-owned small business
- discharge form (DD-214) dated on or after September 11, 2001 with condition honorable

(2) Veterans who are veterans as defined in Minn. Stat. § 197.447, with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs.

Required Documentation:

- certification by the United States Department of Veterans Affairs as a service-disabled veteran-owned small business.

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> .

You must submit this form and the documentation required above with your response in order to be considered for this preference.

CONFLICT OF INTEREST CHECKLIST AND DISCLOSURE FORM

Purpose of this Checklist. This checklist is provided to assist proposers in screening for potential organizational conflicts of interest. The checklist is for the internal use of proposers and does not need to be submitted to Mn/DOT, however, the Disclosure of Potential Conflict of Interest form should be submitted in a separate envelope along with your proposal.

Definition of “Proposer”. As used herein, the word “Proposer” includes both the prime contractor and all proposed subcontractors.

Checklist is Not Exclusive. Please note that this checklist serves as a guide only, and that there may be additional potential conflict situations not covered by this checklist. If a proposer determines a potential conflict of interest exists that is not covered by this checklist, that potential conflict must still be disclosed.

Use of the Disclosure Form. A proposer must complete the attached disclosure form and submit it with their Proposal (or separately as directed by Mn/DOT for projects not awarded through a competitive solicitation). If a proposer determines a potential conflict of interest exists, it must disclose the potential conflict to Mn/DOT; however, such a disclosure will not necessarily disqualify a proposer from being awarded a Contract. To avoid any unfair “taint” of the selection process, the disclosure form should be provided separate from the bound proposal, and it will not be provided to selection committee members. Mn/DOT Contract Management personnel will review the disclosure and the appropriateness of the proposed mitigation measures to determine if the proposer may be awarded the contract notwithstanding the potential conflict. Mn/DOT Contract Management personnel may consult with Mn/DOT’s Project Manager and Department of Administration personnel. By statute, resolution of conflict of interest issues is ultimately at the sole discretion of the Commissioner of Administration.

Material Representation. The proposer is required to submit the attached disclosure form either declaring, to the best of its knowledge and belief, either that no potential conflict exists, or identifying potential conflicts and proposing remedial measures to ameliorate such conflict. The proposer must also update conflict information if such information changes after the submission of the proposal. Information provided on the form will constitute a material representation as to the award of this Contract. Mn/DOT reserves the right to cancel or amend the resulting contract if the successful proposer failed to disclose a potential conflict, which it knew or should have known about, or if the proposer provided information on the disclosure form that is materially false or misleading.

Approach to Reviewing Potential Conflicts. Mn/DOT recognizes that proposer’s must maintain business relations with other public and private sector entities in order to continue as viable businesses. Mn/DOT will take this reality into account as it evaluates the appropriateness of proposed measures to mitigate potential conflicts. It is not Mn/DOT’s intent to disqualify proposers based merely on the existence of a business relationship with another entity, but rather only when such relationship causes a conflict that potentially impairs the proposer’s ability to provide objective advice to Mn/DOT. Mn/DOT would seek to disqualify proposers only in those cases where a potential conflict cannot be adequately mitigated. Nevertheless, Mn/DOT must follow statutory guidance on Organizational Conflicts of Interest.

Statutory Guidance. Minnesota Statutes §16C.02, subd. 10 (a) places limits on state agencies ability to contract with entities having an “Organizational Conflict of Interest”. For purposes of this checklist and disclosure requirement, the term “Vendor” includes “Proposer” as defined above. Pursuant to such statute, “Organizational Conflict of Interest” means that because of existing or planned activities or because of relationships with other persons: (1) the vendor is unable or potentially unable to render impartial assistance or advice to the state; (2) the vendor’s objectivity in performing the contract work is or might otherwise be impaired; or (3) the vendor has an unfair advantage.

Additional Guidance for Professionals Licensed by the Minnesota Board of Engineering. The Minnesota Board of Engineering has established conflict of interest rules applicable to those professionals licensed by the Board (see Minnesota Rules part 1805.0300) Subpart 1 of the rule provides “A licensee shall avoid accepting a commission where duty to the client or the public would conflict with the personal interest of the licensee or the interest of another client. Prior to accepting such employment the licensee shall disclose to a prospective client such facts as may give rise to a conflict of interest”.

An organizational conflict of interest may exist in any of the following cases:

- ❑ The proposer, or its principals, own real property in a location where there may be a positive or adverse impact on the value of such property based on the recommendations, designs, appraisals, or other deliverables required by this Contract.
- ❑ The proposer is providing services to another governmental or private entity and the proposer knows or has reason to believe, that entity's interests are, or may be, adverse to the state's interests with respect to the specific project covered by this contract. **Comment:** the mere existence of a business relationship with another entity would not ordinarily need to be disclosed. Rather, this focuses on the nature of services commissioned by the other entity. For example, it would not be appropriate to propose on a Mn/DOT project if a local government has also retained the proposer for the purpose of persuading Mn/DOT to stop or alter the project plans.
- ❑ The Contract is for right-of-way acquisition services or related services (e.g. geotechnical exploration) and the proposer has an existing business relationship with a governmental or private entity that owns property to be acquired pursuant to the Contract.
- ❑ The proposer is providing real estate or design services to a private entity, including but not limited to developers, whom the proposer knows or has good reason to believe, own or are planning to purchase property affected by the project covered by this Contract, when the value or potential uses of such property may be affected by the proposer's performance of work pursuant to this Contract. "Property affected by the project" includes property that is in, adjacent to, or in reasonable proximity to current or potential right-of-way for the project. The value or potential uses of the private entity's property may be affected by the proposer's work pursuant to the Contract when such work involves providing recommendations for right-of-way acquisition, access control, and the design or location of frontage roads and interchanges. **Comment:** this provision does not presume proposers know or have a duty to inquire as to all of the business objectives of their clients. Rather, it seeks the disclosure of information regarding cases where the proposer has reason to believe that its performance of work under this contract may materially affect the value or viability of a project it is performing for the other entity.
- ❑ The proposer has a business arrangement with a current Mn/DOT employee or immediate family member of such employee, including promised future employment of such person, or a subcontracting arrangement with such person, when such arrangement is contingent on the proposer being awarded this Contract. This item does not apply to pre-existing employment of current or former Mn/DOT employees, or their immediate family members. **Comment:** this provision is not intended to supersede any Mn/DOT policies applicable to its own employees accepting outside employment. This provision is intended to focus on identifying situations where promises of employment have been made contingent on the outcome of this particular procurement. It is intended to avoid a situation where a proposer may have unfair access to "inside" information.
- ❑ The proposer has, in previous work for the state, been given access to "data" relevant to this procurement or this project that is classified as "private" or "nonpublic" under the Minnesota Government Data Practices Act, and such data potentially provides the proposer with an unfair advantage in preparing a proposal for this project. **Comment:** this provision will not, for example, necessarily disqualify a proposer who performed some preliminary work from obtaining a final design Contract, especially when the results of such previous work are public data available to all other proposers. Rather, it attempts to avoid an "unfair advantage" when such information cannot be provided to other potential proposers. Definitions of "government data", "public data", "non-public data" and "private data" can be found in Minnesota Statutes Chapter 13.
- ❑ The proposer has, in previous work for the state, helped create the "ground rules" for this solicitation by performing work such as: writing this solicitation, or preparing evaluation criteria or evaluation guides for this solicitation.
- ❑ The proposer, or any of its principals, because of any current or planned business arrangement, investment interest, or ownership interest in any other business, may be unable to provide objective advice to the state.

DISCLOSURE OF POTENTIAL CONFLICT OF INTEREST

Having had the opportunity to review the Organizational Conflict of Interest Checklist, the proposer hereby indicates that it has, to the best of its knowledge and belief:

Determined that no potential organizational conflict of interest exists.

Determined a potential organizational conflict of interest as follows:

Describe nature of potential conflict
Describe measures proposed to mitigate the potential conflict

Signature

Date

If a potential conflict has been identified, please provide name and phone number for a contact person authorized to discuss this disclosure form with Mn/DOT contract personnel.

Name

Phone

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 _____ Statement of Work 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.

Responders' Firm Name: _____

Authorized Signature: _____

Date: _____

Subscribed and sworn to me this _____ day of _____
(day) (Month Year)

Notary Public _____

My commission expires: _____

State of Minnesota — Immigration Status Certification

By order of the Governor (Governor's Executive Order 08-01), vendors and subcontractors MUST certify compliance with the Immigration Reform and Control Act of 1986 (8 U.S.C. 1101 et seq.) and certify use of the *E-Verify* system established by the Department of Homeland Security.

E-Verify program information can be found at <http://www.dhs.gov/ximgtn/programs>.

If any response to a solicitation is or could be in excess of \$50,000.00, vendors and subcontractors must certify compliance with items 1 and 2 below. In addition, prior to the delivery of the product or initiation of services, vendors MUST obtain this certification from all subcontractors who will participate in the performance of the Contract. All subcontractor certifications must be kept on file with the Contract vendor and made available to the state upon request.

1. The company shown below is in compliance with the Immigration Reform and Control Act of 1986 in relation to all employees performing work in the United States and does not knowingly employ persons in violation of the United States immigration laws. The company shown below will obtain this certification from all subcontractors who will participate in the performance of this Contract and maintain subcontractor certifications for inspection by the state if such inspection is requested; and
2. By the date of the delivery of the product and/or performance of services, the company shown below will have implemented or will be in the process of implementing the *E-Verify* program for all newly hired employees in the United States who will perform work on behalf of the State of Minnesota.

I certify that the company shown below is in compliance with items 1 and 2 above and that I am authorized to sign on its behalf.

Name of Company		Date:	
Authorized Signature		Telephone Number	
Printed Name:		Title:	

If the Contract vendor and/or the subcontractors are not in compliance with the Immigration Reform and Control Act, or knowingly employ persons in violation of the United States immigration laws, or have not begun or implemented the *E-Verify* program for all newly hired employees in support of the Contract, the state reserves the right to determine what action it may take. This action could include, but would not be limited to cancellation of the Contract, and/or suspending or debarring the Contract vendor from state purchasing.

For assistance with the *E-Verify* Program

Contact the National Customer Service Center (NCSC) at **1-800-375-5283** (TTY 1-800-767-1833).

For assistance with this form, contact:

Mail: 112 Administration Building, 50 Sherburne Avenue, St. Paul, Minnesota 55155

E-Mail: MMDHelp.Line@state.mn.us

Telephone: 651-296-2600

Persons with a hearing or speech disability may contact us by dialing 711 or 1-800-627-3529

SAMPLE WORK ORDER LANGUAGE**STATE OF MINNESOTA
IT Professional Services Master Contract Work Order**

This work order is between the State of Minnesota, acting through its Commissioner of Transportation ("State") and [fill in name of contractor, be sure to indicate if corporation, partnership, limited liability company, sole proprietor, etc] ("Contractor"). This Work Order is issued under the authority of Master Contract T-Number 502TS, CFMS Number [fill in CFMS number from the contractor's master contract], and is subject to all provisions of the Master Contract which is incorporated by reference.

Recitals

1. Under Minn. Stat. § 15.061 [Insert additional statutory authorization if necessary] the State is authorized to engage such assistance as deemed necessary.
2. The State is in need of [Add brief narrative of the purpose of the contract].
3. The Contractor represents that it is duly qualified and agrees to perform all services described in this work order to the satisfaction of the State.

Work Order**1 Term of Work Order; Incorporation of Exhibits; Survival of Terms**

- 1.1 Effective date.** This Work Order will take effect on the date the State obtains all required signatures as required by Minn. Stat. § 16C.05, subd. 2.

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.** This Work Order will expire on [fill in date], or when all obligations have been satisfactorily fulfilled, whichever occurs first.

- 1.3 Exhibits.** Exhibits [fill in, e.g. A – D] are attached and incorporated into this Work Order.

- 1.4 Survival of terms.** All clauses which impose obligations continuing in their nature and which must survive in order to give effect to their meaning will survive the expiration or termination of this Work Order.

2 Contractor's Duties

The Contractor, who is not a state employee, will:

[Provide a detailed scope of services. The services must define specific duties, deliverables, and deliverable completion dates. Do not simply attach the same scope that was used in the "Statement of Work" (RFP) as a greater level of detail is needed in this work order. If using a separate attachment, use "Perform the duties specified in Exhibit A, "Scope of Services".]

3 Consideration and Payment**3.1 Consideration**

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

- 3.1.1 Compensation.** The Contractor will be paid as follows:

[Provide a detailed explanation of how the Contractor will be paid, for example a fixed hourly rate, or a lump sum per deliverable, some examples may be:

an Hourly Rate of \$_____ up to maximum of _____ hours, but not to exceed \$_____.

a Lump Sum of \$_____.]

[Rate: rates paid may not exceed the Contractor's rates specified in their Master Contract.]

- 3.1.2 *Travel Expenses.* Reimbursement for travel and subsistence expenses actually and necessarily incurred by Contractor, as a result of this Work Order, will be reimbursed for travel and subsistence expenses in the same manner and in no greater amount than provided in the current Minnesota Department of Transportation Travel Regulations. Contractor will not be reimbursed for travel and subsistence expenses incurred outside Minnesota unless it has received State's prior written approval for out of state travel. Minnesota will be considered the home state for determining whether travel is out of state. See Exhibit ____ for the current Minnesota Department of Transportation Reimbursement Rates for Travel Expenses.
- 3.1.3 *Total Obligation.* The total obligation of the State for all compensation and reimbursements to the Contractor under this Work Order will not exceed \$ [fill in].

3.2 Payment

- 3.2.1 *Invoices.* State will promptly pay Contractor after Contractor presents an itemized invoice for the services actually performed and State's Authorized Representative accepts the invoiced services. Invoices must be submitted in the format prescribed in Exhibit ____ and according to the following schedule:

[INDICATE WHEN YOU WANT THE CONTRACTOR TO SUBMIT INVOICES, FOR EXAMPLE: "MONTHLY" OR "UPON COMPLETION OF SERVICES," OR IF THERE ARE SPECIFIC DELIVERABLES, LIST HOW MUCH WILL BE PAID FOR EACH DELIVERABLE. THE STATE DOES NOT PAY MERELY FOR THE PASSAGE OF TIME.]

- 3.2.1.1 Each invoice must contain the following information: Mn/DOT Contract Number, Mn/DOT Contract invoice number (sequentially numbered), billing address if different from business address, and Contractor's original signature attesting that the invoiced service and costs are new and that no previous charge for those services or goods has been included in any prior invoice.
- 3.2.1.2 Direct nonsalary costs allocable to the work under this Work Order must be itemized and supported with invoices or billing documents to show that such costs are properly allocable to the work. Direct nonsalary costs are any costs that are not the salaried costs directly related to the work of Contractor. Supporting documentation must be provided in a manner that corresponds to each direct cost.
- 3.2.1.3 The original of each invoice must be sent to State's Authorized Representative for review and payment. A copy of the invoice will be sent to State's Project Manager for review.
- 3.2.1.4 Contractor must provide, upon request of State's Authorized Representative, the following supporting documentation:
- 3.2.1.5 Direct salary costs of employees' time directly chargeable for the services performed under this Work Order. This must include a payroll cost breakdown identifying the name of the employee, classification, actual rate of pay, hours worked, and total payment for each invoice period; and
- 3.2.1.6 Signed time sheets or payroll cost breakdown for each employee listing dates and hours worked. Computer generated printouts of labor costs for the project must contain the project number, each employee's name, hourly rate, regular and overtime hours, and the dollar amount charged to the project for each pay period.
- 3.2.1.7 If Contractor is authorized by State to use or uses any subcontractors, Contractor must include all the above supporting documentation in any subcontractor's contract, and Contractor must make timely payments to its subcontractors. Contractor must require subcontractors' invoices to follow the same form and contain the same information as set forth above.

- 3.2.2 *Retainage.* Under Minnesota Statutes § 16C.08, subdivision 5(b), no more than 90% of the amount due under this Contract may be paid until State's agency head has reviewed the final product of this Contract. The balance due will be paid when State's agency head determines that Contractor has satisfactorily fulfilled all the terms of this Contract.
- 3.2.3 *Federal Funds.* If federal funds are used, Contractor is responsible for compliance with all federal requirements imposed on these funds and accepts full financial responsibility for any requirements imposed by Contractor's failure to comply with these federal requirements.
- 3.2.4 *Progress Reports.* Contractor will submit progress reports in a format and timeline designated by the State's Project Manager.

4 Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

5 Foreign Outsourcing

The Contractor agrees that the disclosures and certifications made in its Location of Service Disclosure and Certification Form submitted with its proposal are true, accurate and incorporated into this work order contract by reference.

6 Authorized Representatives

6.1 State's Authorized Representative. State's Authorized Representative will be:

NAME, TITLE
ADDRESS
TELEPHONE NUMBER
FAX NUMBER
E-MAIL ADDRESS

State's Authorized Representative or his /her successor, will monitor Contractor's performance and has the authority to accept or reject the services provided under this Work Order.

6.2 State's Project Manager. State's Project Manager will be:

NAME, TITLE
ADDRESS
TELEPHONE NUMBER
FAX NUMBER
E-MAIL ADDRESS

State's Project Manager, or his/her successor, has the responsibility to monitor Contractor's performance and progress.

State's Project Manager will sign progress reports, review billing statements, make recommendations to State's Authorized Representative for acceptance of Contractor's good or services and make recommendations to State's Authorized Representative for certification for payment of each Invoice submitted for payment.

6.3 Contractor's Authorized Representative. Contractor's Authorized Representative will be:

NAME, TITLE
ADDRESS
TELEPHONE NUMBER
FAX NUMBER
E-MAIL ADDRESS

If Contractor's Authorized Representative changes at any time during this contract, Contractor must immediately notify State.

6.4 Contractor's Key Personnel. Contractor's Key Personnel will be:
(names, titles)

Key Personnel assigned to this project cannot be changed without the written approval of the State's Project Manager. Contractor will submit a change request in writing to the State's Project Manager along with a resume for each potential candidate. Potential new or additional personnel may be required to participate in an interview. Upon approval of new or additional personnel, the State's Authorized Representative may issue a change order to add or delete key personnel.

7 Time

The Contractor must comply with all the time requirements described in this Work Order. In the performance of this Work Order, time is of the essence.

8 Employee Status

Pursuant to the Governor's Executive Order 08-01, if this contract, including any extension options, is or could be in excess of \$50,000, Contractor certifies that it and its subcontractors:

8.2 Comply with the Immigration Reform and Control Act of 1986 (U.S.C. 1101 et. seq.) in relation to all employees performing work in the United States and do not knowingly employ persons in violation of United States immigrations laws; and

8.3 By the date of the performance of services under this contract, Contractor and all its subcontractors have implemented or are in the process of implementing the E-Verify program for all newly hired employees in the United States who will perform work on behalf of the State of Minnesota.

Contractor must obtain certifications of compliance with this section from all subcontractors who will participate in the performance of this contract. Subcontractor certifications must be maintained by Contractor and made available to the state upon request. If Contractor or its subcontractors are not in compliance with 1 or 2 above or have not begun or implemented the E-Verify program for all newly hired employees performing work under the contract, the state reserves the right to determine what action it may take including but not limited to, canceling the contract and suspending or debarring the contractor from state purchasing.

9 Additional Provisions

[Use this space to add information not covered elsewhere in this Work Order. If not needed, delete this section or state "None". The following should be used in any Work Order that includes web design:

The Contractor will comply with the "Minnesota Office of Enterprise Technology: Web Design Guidelines" available at the URL: <http://www.state.mn.us/portal/mn/jsp/content.do?programid=536911233&id=-536891917&agency=OETweb>.

The balance of this page has been intentionally left blank.

Server Configuration – SAMPLE

To be filled out by every production server that will be restored.

Restore Priority #: _____ Server Dependencies: _____

Server Name	Tree Name	Internal Address	License Key Number	Number of Seats

Description: _____

Full directory name context	Time Server Type	Time Zone

Hardware Manufacturer	Hardware Model	Number and type of Processors	Memory	Machine Serial Number	CD-ROM

Adapters	NIC #1	NIC #2	NIC #3	NIC#4
Card Type				
Driver Version				
IP Address				
Subnet Mask				
Gateway				
IPX Address				
NetBEUI				

Software	Name	Version	Serial or CD Number	Machine Dependent Y/N	Support Contract Number	Support Telephone Number
Operating System						
Service Pack						
Tape Backup Software						

Video Card	N/A			

Administrator Name	Administrator Password	DNS Host Name	DNS Domain Name(s)	DNS Search Order

DHCP		
WINS		

Internal Drives	Drive manufacturer	Drive Model and Interface	Drive size (GB)	File System	RAID Level	RAID Set
Drive 0						
Drive 1						
Drive 2						
Drive 3						
Drive 4						
Drive 5						
Drive 6						
Drive 7						

External Devices	Manufacturer	Model & Interface	Drive size (GB)	File System	RAID Level	RAID Set
0						
1						
2						
3						
4						
5						
6						
7						

Disk Partitions	Volume Name	Size	Mirrored	Duplex
1				
2				
3				
4				
5				
6				

Tape Drive Manufacturer	Tape Drive Model	DAT/DLT Other	Server	SCSI Controller Driver Version

Software	Name	Version	Serial# or CD Number	Machine Dependent Y/N	Service Login ID and Password	Additional Restore Procedures
Server Application #1						
Server Application #2						
Server Application #3						
Server Application #4						
Server Application #5						
Client Application #1						
Client Application #2						
Client Application #3						
Client Application #4						
Client Application #5						

Essential Record Requirements

1. Novell Netware 5 Installation CD-ROM
2. Novell License Diskettes
3. Compaq Server Setup and Management Software Release 4.23
4. Seagate Backup Exec for Netware Installation CD-ROM
5. Seagate Backup Exec for Netware Serial Number
6. Backup tapes to be recovered

Recovery Steps

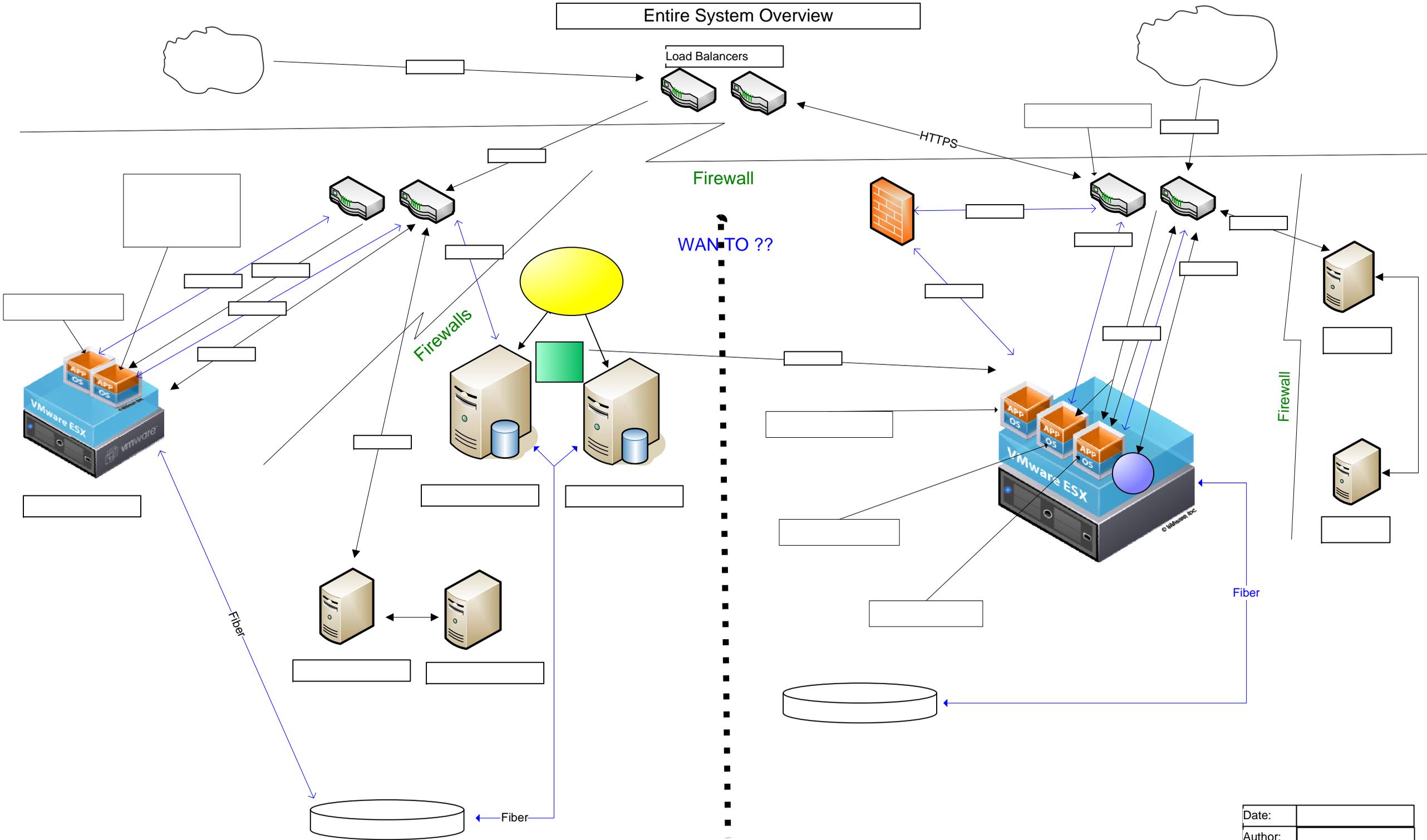
Step	Operation	Estimated Time	Actual Time	Comment
	Prepare the Servers Hard Disk			
1	Turn on attached {tape drive} Compaq 35/70 External DLT			
2	Insert Compaq SmartStart and Support Software Release 4.23 Bootable CD; then power on the CPU: then the monitor.			
3	Configure the Systems Settings; language, country and time.			
4	Choose the desired SmartStart Path Installation: Assisted Integration<Begin>.			
5	When prompted insert the Server Profile Diskette.			
6	When prompted select the Operating System: Novell Netware 5 <Next>.			
7	When prompted to Review or Modify Hardware Settings select <Enter>; Go to Step 3 View or Edit Details <Enter>.			
8	Once you have entered the View or Edit Details window scroll down to: BUS 1 – Compaq Integrated 10/100 TX UTP Controller – Network Resources...Enabled <ENTER> to go to the Network Resources window.			
9	In Network Resources choose F6 to edit Resources and change the Interrupt (IRQ) 2(9) to 10 and choose F10:Done <Enter>. This will bring the window back to the Review or Modify Hardware Settings. Go to Step 5: Save and Exit.			
10	Save Configuration and Restart the Computer <Enter>			
11	When asked Reboot <OK>.			
12	The server will reboot to the Compaq SmartStart Product Selection: <input type="checkbox"/> Compaq Support Software for Novell <input type="checkbox"/> Netware 5 <Next>			
13	Guided Pre-Installation Interview <Continue>			
14	Automatic Server Recovery <Next>			

15	Place a checkmark on the following <input type="checkbox"/> Software Error Recovery <input type="checkbox"/> Boot Operating System <input type="checkbox"/> Thermal Shutdown <input type="checkbox"/> UPS Shutdown Threshold <input type="checkbox"/> 15 minutes of UPS Battery Reserve when orderly shutdown begins. <NEXT>			
16	Pager Settings; Leave Blank <NEXT>			
17	Integrated Remote Console Settings; Leave Blank <Next>			
18	Configuration Interview Summary Screen <Continue> .			
19	Netware Configuration: Select Installation Type: <input type="checkbox"/> I would like to perform a Custom SmartStart Installation.			
20	Netware Configuration: Select Options: Check mark the following: <input type="checkbox"/> I would like SmartStart to configure my DOS partition. <input type="checkbox"/> I would like SmartStart to provide updated NSSD to the Novell installation process. <input type="checkbox"/> I would like SmartStart to provide information to the Netware installation process. <input type="checkbox"/> I would like SmartStart to automatically launch the Netware installation process. <NEXT>			
21	Warning! Do you wish to disable the options that require a DOS partition? Select NO			
22	When prompted insert the Novell Netware 5 license diskette. <OK>			
23	When prompted insert the Compaq Server Profile Diskette. <OK>			
24	Netware Configuration Prompt: Dos Size (MB): 500MB			
25	Summary <Continue> .			
26	Diskette Builder <Continue> .			
27	The System will now reboot to create and format the first disk partition <Continue> .			
28	System Reboots – Insert the Netware 5 Operating System CD ROM.			
29	Server Restarts with Netware 5 Operating System CD and begins the Netware Installation by copying files to the hard drive.			
30	Device Detected First Prompt: the following device drivers were detected for this server. Add, Change, or Delete device drivers as needed. CPQMPX : Platform Support Module (Optional): Hot Plug Support Module CPQSCSI, CPQSCSI, IDEATA; Storage Adapters OPTIONS: <Continue><Enter> The drivers will load once the Enter key is clicked.			
31	Device Detected Second Prompt: Driver Detected. A list will appear with storage devices and network boards, accept the auto detected options: <Continue><Enter>			

32	Create a Netware Partition and Volume Sys: Options: <Continue><Enter>			
33	Enter the Server Name () as specified on the Platform Configuration Sheet at the beginning of this section. Use the same server name, Admin parent container and password as were used when the backup was created.			
34	Set Network Board Protocols: IP address, subnet mask, router, IPX and press <Enter>.			
35	Create a New NDS tree. <Next>			
36	Enter NDS Information: Tree Name: Context for Server Object: Admin Name: Admin Admin Context: Password: <NEXT>			
37	Insert NW5 License Diskette <NEXT>			
38	Select Components to Install. After components are selected a summary will appear and the system will begin copying the files to the hard drive.			
39	When prompted insert the Compaq SmartStart CD and the Compaq Management CD.			
40	Remove any diskettes/CD's and restart the computer once the installation is complete.			
41	Install BackupExec Software			

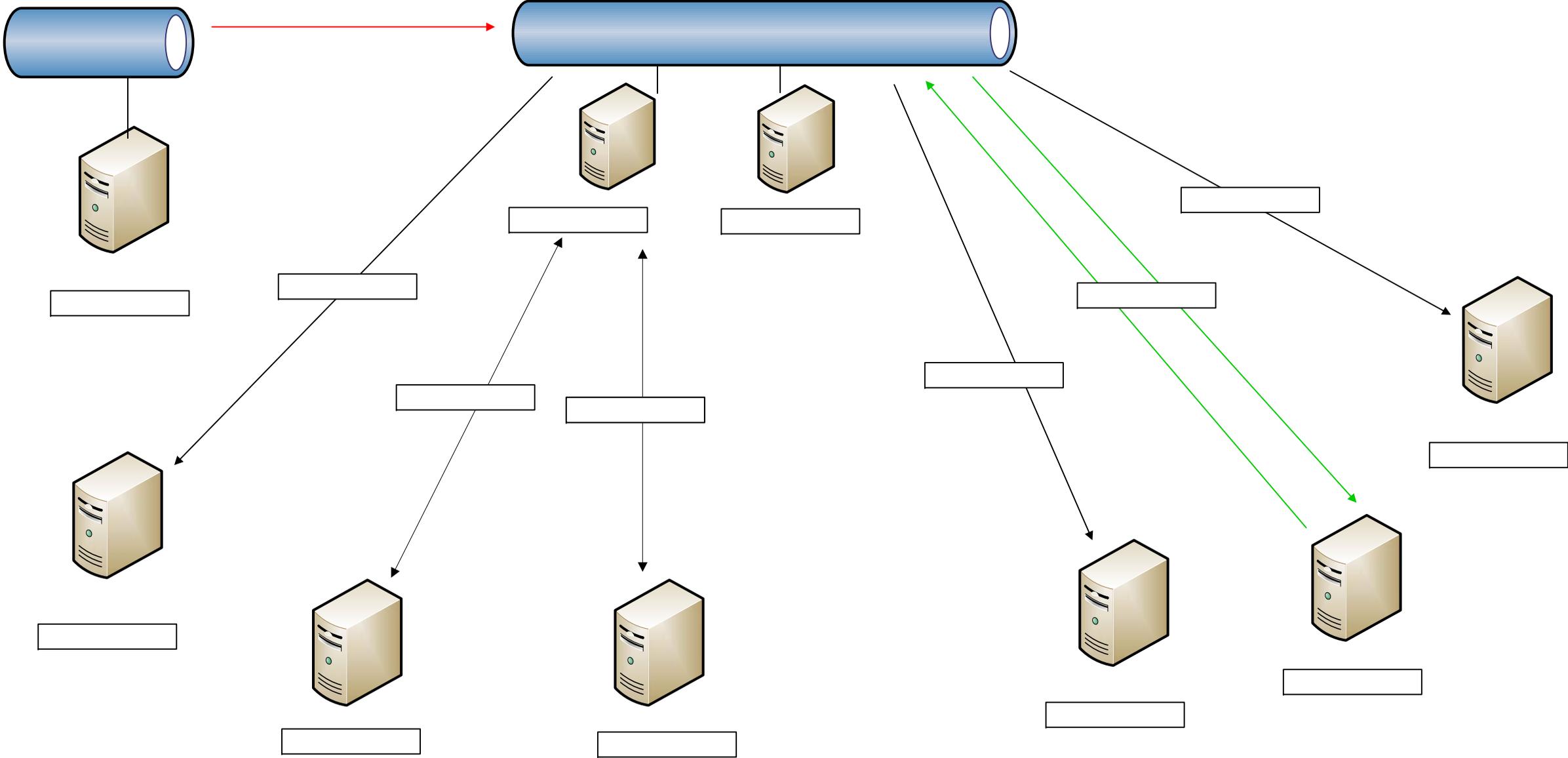
Install Seagate BackupExec for Netware Mult Server Version 8				
Step	Operation	Estimated Time	Actual Time	Comment
1	Insert BackupExec 8 CD in CD ROM drive. At the server console prompt type: load Seagate:netware\beinstl			
2	Select a language.			
3	Enter the serial number			
4	Choose Typical Installation			
5	Select a SCSI controller: use Other ASPI Controller			
6	BackupExec will install, reboot the server.			
7	Run Backup Exec Restore and Restore all Volumes			
8	Use the Seagate Backup Exec Administrator's/Users Guide if further assistance is required.			

Entire System Overview



Date:	
Author:	

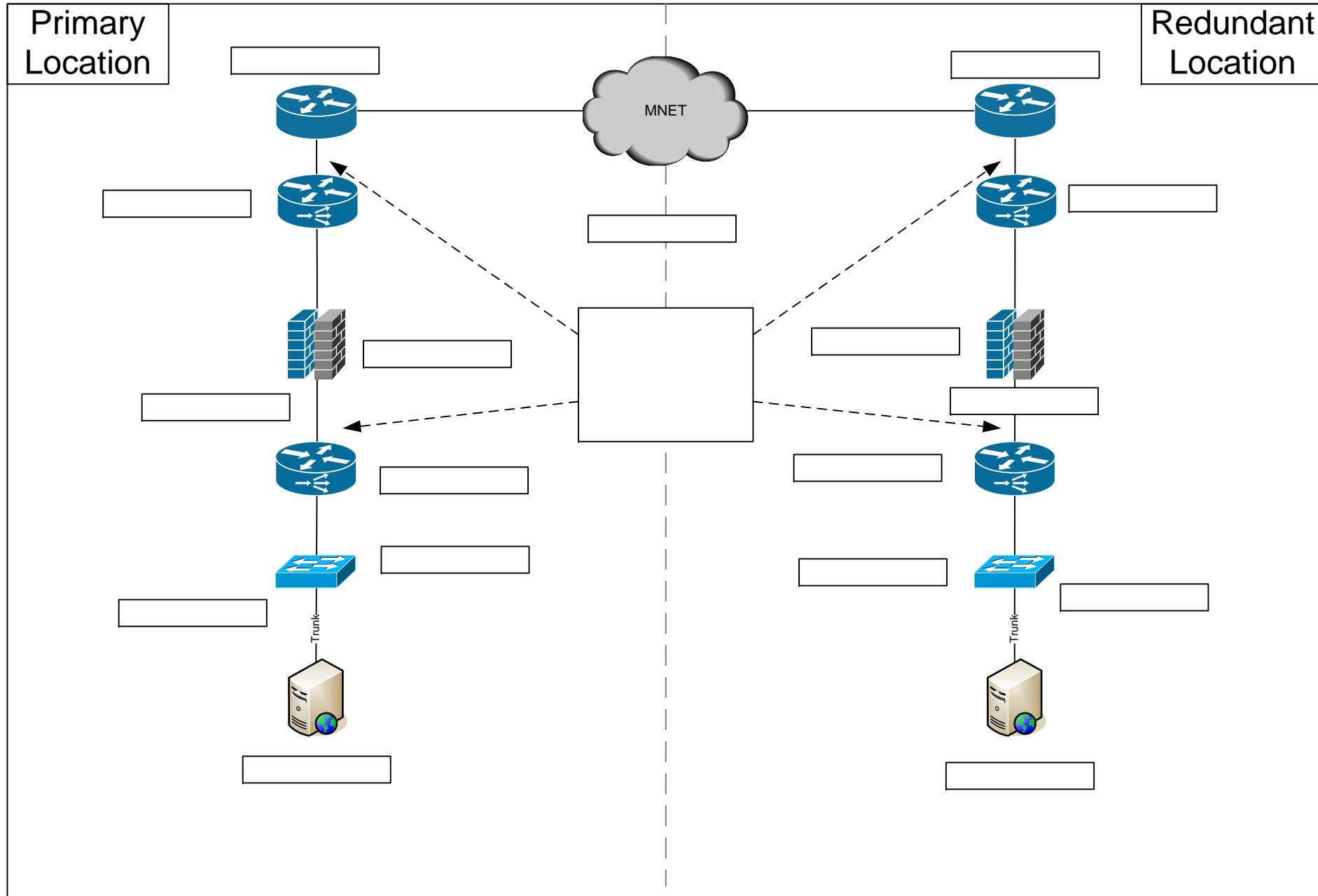
xx Network Ports



Date:	
Author:	

xx Network Diagram

Date:	
Author:	



SAMPLE TECHNOLOGY TEAM PLANNING CONSIDERATIONS

Role of Team in Continuity of Operations Planning		
<ul style="list-style-type: none"> • Attend all scheduled meetings • Develop and recommend recovery strategies for technology • Create recovery procedures and documentation • Provide all requested data • Review data for accuracy 		
<p>Pre-planning Considerations:</p> <ul style="list-style-type: none"> • Does team already have some recovery documentation created? • Does team have responsibilities for phone system? 		
COOP Tasks / Documentation	Assigned To:	Status
Use recovery timeline to identify and document technology recovery priorities		
Draft damage assessment check-off list, specific to technology		
Discuss / determine / document recovery strategies <ul style="list-style-type: none"> • Email • Websites • Phone and Fax • Remote Access • Recovery Locations • All agency technologies, databases, and applications 		
For alternate recovery locations <ul style="list-style-type: none"> • Determine connectivity requirements • Determine and document any team-specific special requirements 		
Determine and document team communication plan		
Determine and document how issues will be tracked and prioritized		
Document ghosting of workstation procedures		
Determine and document standard PC configuration		
Determine and document standard software configuration		
Determine and document remote access procedures, for agency and IT team		
Determine and document web access procedures, for agency and IT team		
Determine and document email access procedures, for agency and IT team		
Network diagrams: <ul style="list-style-type: none"> • Current production environment (LAN and WAN) • Recovery strategy (LAN and WAN) 		
Determine/identify and document recovery telecom requirements		
Backup software documentation <ul style="list-style-type: none"> • Rotation schedule and procedures • Location • Retrieval procedures • Procedures for use 		
Systems/server documentation <ul style="list-style-type: none"> • Recovery priorities • Document services and users assigned to each system/server • Hardware information, hardware support information, operating system information, operating system support information, architecture diagrams • Software and license information • Power up and down procedures for each server • Server recovery procedures • Databases documentation and recovery procedures • Applications documentation and recovery procedures 		
Document technology-specific resource requirements (vendors, customers, essential records, equipment, supplies, etc.)		
Document remote access procedures for recovery teams – network, email		