

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

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

Minnesota Pollution Control Agency

Project Title: EDMS Staff Assistance and Augmentation

**Service Categories: Web Design & Development-
HTML/XML/DHTML CSS Javascript, Web Applications
Specialists- .NET/ASP**

Business Need

The Minnesota Pollution Control Agency (MPCA) is seeking Professional/Technical Services to provide staff assistance in advanced development and management of its enterprise electronic document management system (EDMS), OnBase (A Hyland Software Product). OnBase serves as the tool by which the MPCA manages an electronic recordkeeping system. OnBase was obtained to support the MPCA's strategic objective of a well-run organization and contributes to well-organized information regarding land, water and air conditions.

The MPCA identified the need for an EDMS that included replacing paper documents and developing Work Flows to improve organizational efficiencies. OnBase was selected in 2005 and implementation has been underway since then. Considerable business analysis is conducted before proceeding to convert each program area's paper files to an electronic set of documents and develop the corresponding Work Flow designs. In addition, user training, Work Flow process testing and legacy system integration is also completed before each project is considered completed. Due to resource shortages, the MPCA will not meet its overall project target of 60 percent of its records being converted by January 2011.

The MPCA desires to develop and integrate this application to manage information related to the principal business processes of the organization. The major functional areas of the application are recognized as:

- **Document Management:** Documents and records must be stored in accordance with the MPCA's records retention schedule. The location is maintained in the OnBase application for easy retrieval if needed to respond to a public documents request. The MPCA is scanning all or portions of these documents.
- **Forms:** The application is to generate various forms. Each MPCA business unit will be able to maintain their forms after it is appropriately created.
- **Security:** While the majority of the documents, records and processes within the application are public and require no security, there are some documents and processes that do require security. In those cases, the user will be identified in the application by their State ID. Once the user is authenticated by the system, the application will look up their role in the system. This role will be

used to associate the user with certain rights to system access and functionality. This role-based system is configurable, flexible and can be as fine-grained as is required.

- **Work Flow:** The MPCA's business processes will be automated using the application's Work Flow function. This functionality will be integrated with web applications as well as internal only processes.
- **WorkView:** This module allows the application to use structured tables to store and re-use data. Most commonly used within a Work Flow implementation to facilitate the completion and archive of multiple forms and documents. Currently, this feature is not developed.

Project Deliverables

The contract vendor will assist and mentor MPCA staff in advanced development of OnBase across the entire System. Contracted resource will work with key MPCA staff to perform the following tasks:

- develop eForms functionality;
- resolve complex document security issues;
- resolve and expand API use;
- develop complex processes and Work Flows for assigned business units;
- develop and test Work Flows prior to implementation;
- develop external web accessibility and integration with e-applications;
- develop and customize reporting capabilities using the OnBase Report Services Module;
- produce documentation on work including, but not limited to: bugs fixed, known issues, installation techniques, new features, etc.

Project Milestones and Schedule

- Project Start Date: February 2011
- Key deliverable dates:
 - Effective resolution of security issues: June 1, 2011
 - Resolution of API issues: August 1, 2011
 - Effective implementation of Human Resources Work Flow : August 1, 2011
 - Effective development of web accessibility and integration with e-applications: December 1, 2011.
- End Date: June 30, 2012

Project Environment (State Resources)

Staff descriptions:

- The EDMS team consists of 4 FTE: 1 System Administrator, 1 Business Analyst, 1 Records Manager and 1 Business Analyst/Systems Developer. Elements of OnBase are supported by the IT Department. The Records Management Unit is also a critical partner in the implementation of OnBase.
- The MPCA has 920 employees in 8 locations through the state. The St. Paul office is the headquarters.
- The MPCA uses ORACLE for file/print services.
- The MPCA uses Microsoft Office Suite products.
- The MPCA uses OnBase for records and document management

The MPCA will provide selected resource(s) with work space, and all necessary hardware/software and laptop/desktop computer resources to perform the responsibilities outlined in this SOW while the selected vendor is working at an MPCA office location. Should the selected vendor choose to work in another location, the computer/laptop resources will be the responsibility of the vendor. However, the MPCA will provide remote access to the MPCA computer systems.

It is expected that the selected vendor will work regularly scheduled hours (excluding State holidays) on this project and will provide this schedule to the MPCA. However, it will be necessary to attend regular or periodic on-site meetings and to work on specific tasks while on-site (face-to-face meetings estimated at a minimum of twice per month).

Agency Project Requirements

- The MPCA wishes to maximize and leverage its investment in OnBase.
- Hardware and software needs will be determined as part of the analysis and evaluation tasks.
- Most MPCA systems operate from a central location; however, users reside in one of 8 (eight) offices.

Responsibilities Expected of the Selected Vendor

The vendor will be expected to provide staffing as necessary for project management, business process design, change management and documentation. The vendor will provide a detailed project plan in the first quarter of the project. Specific skill categories are listed below. Vendor staff will be expected to make recommendations for decisions as required. Vendor staff will also be expected to provide knowledge transfer to MPCA staff. MPCA staff will be expected to assume responsibility for ongoing support of the EDMS system over the life of this contract.

- E-application development. This project is in an early phase. Records capture, document security, and Work Flow are expected outcomes. There are other factors that are unknown at this time that will influence the expected outcome. Other examples include but are not limited to:
 - Environmental Review, document conversion and Work Flow design.
 - Human Resources Work Flow design, legacy database integration.
 - Underground Storage Tank program Work Flow design.
 - Feedlot program, document conversion and Work Flow design.
 - Implementation of an organizational distributed scan and index function.
 - Expanding OnBase functionality to enhance current operations based on program customer expressed needs.

Required Skills

Required minimum qualifications:

- Three years business design experience, in data gathering and facilitation techniques (i.e., meetings and JAD sessions).
- Three years experience in web application (.NET) and business analysis in projects of a similar nature (electronic documents, Work Flow, document storage and retrieval, document security and auditing).
- .NET
- HTML
- Java
- VB Scripting

Highly Desired Skills

- The ability to be discrete and diplomatic regarding privileged information
- Patience and the ability to be encouraging are needed.
- Effective interpersonal relationship skills.
- High attention to detail.
- Outstanding oral communication skills sufficient to communicate effectively with both technical and user level staff.
- Works well in and supports a distributed team environment and is adaptive to changes in methodologies and technologies.
- Critical thinker with excellent problem solving skills that can make independent decisions within area of responsibility and expertise.
- Goals oriented proactive team player with the demonstrated ability to multi-task and prioritize in a fast-paced professional environment.
- Familiarity with IT services and architecture.
- Familiarity with environmental government taxonomies and processes.
- Three years proven experience with OnBase document management software sufficient to evaluate and create complicated Work Flows related to documents.
- Three years experience with document scanning process hardware and software.

- OnBase Certification
 - Work Flow
 - System Administrator
 - E-forms
 - API
 - Work View
 - Security

Process Schedule

- Deadline for Questions January 21, 2011, 2:00 pm CDT
- Posted Response to Questions January 24, 2011
- Proposals due January 28, 2011, 2:00 pm CDT
- Anticipated proposal evaluation begins January 31, 2011
- Anticipated proposal evaluation & decision February 8, 2011
- **Key deliverable dates:** Specific due dates will be negotiated between selected Responder and MPCA.

Any questions regarding this SOW should be submitted via e-mail to contracts.pca@state.mn.us by January 21, 2011, at 2:00 pm CDT.

Questions and answers may be posted on the Office of Enterprise Technology website at www.oet.state.mn.us, by January 24, 2011.

SOW Evaluation Process

All responses must be received via email by the due date and time and will be evaluated according to the evaluation process detailed below. Information on the content, format and submittal requirements is provided in the next section.

Step 1: Pass/Fail criteria: Proposals have been received on time and have all of the Required Skills listed.

Step 2: Evaluation will be performed on resume(s) according to the following scoring criteria:

- Experience and knowledge of project management, business analysis, and work flow design-a maximum of 30 points may be awarded;
- Desired skills as listed in resume-OnBase experience and knowledge, EDMS software and hardware-a maximum of 25 points may be awarded;
- Thoroughness of three references-a maximum of 5 points may be awarded; and,
- Cost--a maximum of 40 points may be awarded.

Step 3: (Optional) Responses reviewed by the MPCA Selection Committee will be scored and the three top-scoring vendors may be interviewed by the selection committee as part of the final selection process.

- The interviews will be held at the Minnesota Pollution Control Agency, 520 Lafayette Rd, St. Paul, Minnesota. Notice of invitation for an interview will be given as soon as practical after the evaluation of responses.
- The interviewees will be responsible for all their costs related to the interview, for example: travel, lodging, parking, and meals.
- Interviewees will be expected to demonstrate and describe their qualifications in fulfilling the requirements described in "**Responsibilities Expected of Selected Vendor**".

Response Requirements

1. **Signed cover letter containing:**
 - a) Project Title: "EDMS Staff Assistant"
 - b) The name of the person submitting the response
 - c) Their email address
 - d) Their phone number
 - e) Name and address of their company

- f) Conflict of interest statement as it relates to this project

2. Project Approach

- a) Explain how the vendor will approach their participation in the project. This includes:
 - 1) Organization and staffing (including staff qualifications, resumes, etc.). Resumes must contain name of the candidate(s) proposed for this SOW. The resume must contain specific education and work experience (company name, dates of employment and duties performed) that specifically correspond with the skills listed above. Resumes must be submitted with the response. Information contained in the resume must be complete enough so that reviewers are able to determine if the candidate(s) sufficiently meet(s) the qualifications required and/or desired. Please provide the information below in the proposal along with required resume(s).

Staff Name SOW Classification	Project Role	Years of Experience	Skills and experience to support proposed work plan

- 2) Contract/change management procedures
- 3) Project management
- 4) Documentation of progress such as status reports

3. Cost Proposal

- a) Vendors must indicate whether the hourly rate provided is all-inclusive, or whether any travel expenses will be billed separately. The cost proposal shall include the following items:
 - 1) Hourly rate
 - 2) Estimated travel expenses for face-to-face meetings. Travel expenses could potentially include mileage, per diem and airline ticket, if applicable. Estimate costs for just **one** meeting for the purposes of the cost evaluation.

4. Required forms

- a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- c) Immigration Status Certification (if over \$50,000)
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
- d) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
- e) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- f) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

All proposals and required forms (see below for required forms) must be delivered electronically by the proposal deadline. Late responses will not be considered. The Cost Proposal should not be included within the proposed work plan and must be attached separately to the email. The proposal price/terms guarantee will expire June 30, 2012.

Vendors must submit candidate resumes to Martina Cameron by 2:00 p.m. on or before January 28, 2011. This must be done via an attachment to e-mail, contracts.pca@state.mn.us by the required time and due date.

All costs incurred in responding to this SOW will be borne by the responder. This work order request does not obligate the state to award a work order or complete this assignment, and the state and MPCA reserve the right to cancel the solicitation if it is considered to be in their best interest.

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 a 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.

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.

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.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

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 Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

SOW does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

