

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

Statement of Work (SOW) For Technology Services Issued By

Minnesota State Council on Disability, herein after referred to as MSCOD

Project Title: Server and Desktop Support

Service Category(ies): Server Support and Desktop Support

Business Need

1. Provide IT support for daily operations of servers, email, telephone for up to 12 users.
2. Provide desktop support for up to 12 users.
3. Provide consultation services by attending OET/IT related user group meetings and report back to MSCOD actionable items.
4. Provide consultation service to MSCOD in the areas of IT improvements, hardware and software purchases, best practices and industry standards.

Description of Required Services

The contractor will provide desktop computer and server support, which includes:

1. Installing, configuring and maintaining desktop computers, operating system, and supported software.
2. Maintaining accounts, access privileges, group memberships and profiles on desktop computer systems.
3. Installing, configuring and maintaining a Windows Small Business Server 2003 running as a VMWare virtual server environment, including operating system and supported software.
4. Provide desktop support, including remote access, desktop and laptop access within the Windows XP, Office 2003 within the PC environment.
5. Troubleshoot outages, performance issues and provide routine/diagnostic services during normal business hours.
6. Provide 24 hours-a-day/seven-days-a-week assistance with outages or critical performance issues.
7. Facilitate repairs of equipment hardware failures.

8. Routine backup services for servers as noted above.
9. Install, configure and maintain standard desktop accessories (printer, scanner, PDA, hand-held device, etc.).
10. Research and recommend potential software and hardware purchases, in accordance with state procurement contracts.
11. Recommend improvements so existing technology is optimally used by staff.
12. Attend state IT enterprise-wide meetings to be current on statewide standards.
13. Manage daily data backup and data restores as necessary.

Major Tasks

Examples of routine work performed on a scheduled basis according to IT best practices or at MSCOD's request:

Scheduled Work:

1. Check event logs and fix errors
2. Confirm backup run and check for unusual changes in size of backup
3. Monitor and address security issues
4. Check router and firewall logs
5. Exchange Management support
6. Check for server for .tmp, file pollution, etc.
7. Ensure that all server services are running
8. Ensure that antivirus definitions are up-to-date
9. Run defrag and chkdsk on all drives
10. Maintain performance baseline data
11. Monitor RAM for runaway processes or memory leaks
12. Keep Service Pack (and/or) hot fixes current
13. Permissions and file system management
14. Reboot Server
15. Keep all desktops up to date with service packs, patches, etc.
16. Maintain efficient operations of hardware including but not limited to CPUs, monitors, printers and scanners.

On request

17. Install new hardware
18. Install new software
19. Perform desk top support/end user support and training
20. Recover data from backup server

21. Create new directories, shares, and security groups, new accounts, disabling/deleting old accounts including email, managing account policies
22. Implement any new policy, permission, logon script, or scheduled script modifications
23. Assist MSCOD with IT purchases from state contracts.
24. Attend enterprise-wide IT user group meetings (as a representative of MSCOD) or other meetings as dictated by MSCOD needs.
25. Report information back to MSCOD as it relates to any meeting contractor attends as MSCOD representative.
26. Research and recommended software, hardware and processes which improve efficiency and cost containment in MSCOD's IT related activities.
27. Respond to disaster events to facilitate recovery of business operations.

Project Environment (State Resources)

MSCOD is small state agency with up to 12 employees (when interns are employed)

Current number of employees: 11 (5 full time and 6 part time)

Project Manager: Linda Gremillion, Business Operations Manager

Technology: Small Business Server 2003 running on VMware EXCi4; Avamar online backup; Symantec Endpoint Protection; Ghost solution Suite; Cisco VOIP phones; MS Access based database; XP HP work stations and laptops; and Backberrys and server.

Service Delivery Expectations

On-site in-person service is expected on an as needed basis. Therefore, it is necessary the company of choice will be located (or have personnel available) in the Twin Cities metropolitan area.

The contractor, in consultation with MSCOD's Executive Director and Business Operations Manager, will develop his or her own work schedule to meet MSCOD's needs and subject to MSCOD's approval.

Incident response times (including on-site in-person service when necessary) during weekdays: **8:00 am to 7:00 pm** Central Time

Priority 1: Outages affecting a majority of staff, a problem impeding a single staff person's ability to work, or a security issue.	MSCOD's request for service will be acknowledged within 30 minutes and resolved within 2 hours.
Priority 2: Problems affecting a single staff person but does not impede his or her ability to continue working.	MSCOD's request for service will be acknowledged within 1 hour and resolved within 4 hours.
Priority 3: Maintenance or non-urgent requests (no one is affected)	MSCOD's request for service will be acknowledged within 2 hours and resolved within 6 hours if fixable remotely, or 24 hours if onsite presence is required.

The contractor will provide Priority 1 response from 6:00 a.m to 9:00 p.m., Monday through Friday and occasionally on weekends and holidays. The contractor will provide for incidents to be reported via e-mail, telephone, cell phone and text messages. When necessary (as deemed necessary by the MSCOD Executive Director or Business Operations Manager), in-person on-site visits to solve IT issues will fall under the same timeline set forth above. The contractor will provide a manager or supervisory contact for escalating problems if an incident response is unsatisfactory.

The contractor will agree to hold all and every instance of data as private and confidential and will keep in the strictest confidence all MSCOD data, computer passwords and documents.

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

Required minimum qualifications:

Minimum of 3 years of experience in installing, configuring and maintaining a Windows Small Business Server 2003 running as a VMWare virtual server environment, including operating system and supported software.

Minimum of 3 years of experience providing desktop support, including remote access, desktop and laptop access within the Windows XP, Office 2003 within the PC environment.

Minimum of 1 year experience attending IT related user group meetings. List names of user groups attended and subject matters discussed.

Minimum of 1 year experience working with WCAG 2.0 and 508 Compliance standards.

Contract Duration

MSCOD will enter into a contract with the selected vendor from 3/1/2011 to 6/30/2012, with the option of two (2) one-year extension through June 30 of 2013 and 2014.

Process Schedule

All times listed are central Standard Time	
Deadline for questions	Wednesday, February 16, 2011, 4:00 pm
Proposals DUE	Friday, February 18, 2011, 4:00 pm
Anticipated proposal evaluation begins	Tuesday, February 22, 2011
Anticipated proposal evaluation & decision	Thursday, February 24, 2011, 4:00 pm

Questions

Any questions regarding this Statement of Work should be submitted e-mail by Monday, Wednesday, February 16, 2011, 4:00 p.m., CST

Name: Linda Gremillion

Department: Minnesota State Council on Disability

Telephone Number: 651.361.7805

Email Address: Linda.gremillion@state.mn.us

SOW Evaluation Process

Describe categories and scoring methodology/criteria

1. (5%) Experience in WCAG/508
2. (10%) Availability and willingness to meet service requirements from 6:00 a.m. to 10:00 pm weekdays and occasionally on weekends and holidays.

3. (25%) Experience with installing, configuring and maintaining a Windows Small Business Server 2003 running as a VMWare virtual server environment, including operating system and supported software.
4. (10%) Experience with providing desktop support within the PC environment to users with a variety of expertise levels, including users that require more time than average.
5. (10%) Two references describing customer service skills
6. (30%) Cost

Response Requirements

Include the following information in your response: (limit each section to one page)

1. Introduction/Company overview
2. Describe how you would deliver services as identified in the "Description of Required Services" section.
3. Describe how you meet time line requirements as described in the "Service Delivery Expectations" section.
4. Identify the dates during the past year that you attended IT related user group meetings.
5. Provide resume's of person/s proposed to work on this contract.
6. Cost per hour to provide services. Be specific.
7. Two reference/s describing customer service delivery skills
8. Conflict of interest statement as it relates to this project
9. Required forms to be returned or additional provisions that must be included in proposal
 - a) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - b) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Response Information:

Address responses to:

Linda Gremillion, Business Operations Manager
Minnesota State Council on Disability
121 E. 7th Place, Suite 107
St. Paul, MN 55117
OR Linda.gremillion@state.mn.us

Responses are acceptable via US Mail or e-mail.

Number of copies: 2

Response due date: February 18, 2011, 4pm CST

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 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 organizational 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:

Specifically for this proposal, responses must be delivered using a sans serif 14 point font.

Other WCAG2.0/508 Minnesota statewide standards should be reviewed before responding to this solicitation and can be found at:

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

Non-visual Access Standards

Non-visual 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 non-visual means;
- 2) That the non-visual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That non-visual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the non-visual access technology must have the capability of providing equivalent access by non-visual 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.

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