

IT Professional Technical Services Master Contract Program

902TS

Statement of Work (SOW) For Technology Services

Issued By

**Minnesota Department of Public Safety
Bureau of Criminal Apprehension**

Project Title: MNJIS Staff Augmentation Service Categories: Business Analyst Technical Analyst

**Minnesota Department of Public Safety, Bureau of Criminal Apprehension,
Minnesota Justice Information System Staff Augmentation**

Project Overview

The Minnesota Department of Public Safety, Bureau of Criminal Apprehension (BCA), Minnesota Justice Information Systems (MNJIS) is in need of individuals to augment existing MNJIS staff and provide services in the following skill sets:

- Business Analyst
- Technical Analyst

These individuals are needed to assist MNJIS staff to analyze existing MNJIS systems and assist in the development of new MNJIS systems for the BCA. The goal of this effort is to improve the overall effectiveness of the criminal justice systems in Minnesota. This development will include, but is not limited to, the following systems, any associated subsystems, and MNJIS business processes:

- Computerized Criminal History System (CCH)
- Integrated Criminal History System (replacement for CCH)
- BioID Workflow Manager
- Automatic Fingerprint Identification System (AFIS)
- Law Enforcement Message Switch (LEMS)
- Permit Tracking System (PTS)
- Predatory Offender Registry (POR)
- Minnesota Repository of Arrest Photographs (MRAP)
- Audit Trail System
- Integrated Search
- 2 Finger Rapid Identification (2FRID)
- Comprehensive Incident-Based Reporting System (CIBRS)
- Integrated Search Service (ISS)

Through this Statement of Work (SOW), MNJIS is searching for individuals to work with existing MNJIS staff on various projects as assigned by the BCA's project manager/supervisor that the individual will be assigned. Individuals selected from this SOW process must provide services on site, due to security reasons, at the BCA's central office building, located at 1430 Maryland Avenue, St. Paul, Minnesota. The BCA therefore reserves the right to award multiple contracts if needed. The services are anticipated to be needed from approximately March 21, 2011 through June 30, 2011. However, if funding is extended and if additional work is needed by the BCA/MNJIS after June 30, 2011, the BCA will retain the

option to extend the contract(s) with the selected contractors, with the applicable contractor's and individuals consent, for up to three additional one-year periods, not exceeding a total of four years, not to exceed June 30, 2014 when the 902TS Master Contract program expires. The value of the contract(s) for subsequent years will be at the same rate agreed to in the original contract or at an agreed upon rate that is reflective of the current economy and approved by the Minnesota Department of Administration and the Minnesota Office of Enterprise Technology.

The contractor will interface with the BCA's MNJIS staff to work with individual projects to implement systems that conform to the BCA MNJIS architecture. The architecture will be based upon and support the needs of the BCA MNJIS customers and stakeholders in the criminal justice community and the public, and will be consistent with the State of Minnesota Enterprise Technical Architecture available on website: <http://mn.gov/oet/policies-and-standards/enterprise-architecture/index.jsp#> , the Minnesota Department of Public Safety's Security Architecture, attached to this RFP, the MNJIS architecture and the State of Minnesota's MNJIS security architecture, and with the "Minnesota Office of Technology's Minnesota Electronic and Information Technology Accessibility" guidelines available to the Contractor on website <http://mn.gov/oet/policies-and-standards/accessibility/>

The contractor(s) may be required to communicate with internal and external team members, stakeholders, and interested parties approved by the BCA through written communication, presentations, and facilitated meetings.

The following is typical of the tasks that may be assigned to the analyst contractor(s) during this project:

- Participate in the planning, development, and on-going enhancement of a Criminal Justice enterprise-wide, business integration standards, technical integration standards, schemas, reference models, data model and plan collaboration with State of Minnesota and MNJIS local stakeholders
- Work closely with BCA assigned project teams to define and communicate technical and business architecture direction, standards, policies, etc. consistent with the BCA information technology (IT) and business strategic goals.
- Promote application solutions to the BCA that balance the requirements of individual applications against the business requirements and IT technical architecture.
- Conduct detailed analysis of security, reliability, performance, and maintainability aspects of BCA assigned applications.
- Work with BCA approved project teams to include detailed implementation activities and tasks in their project plans to properly deploy applications aligned with the IT technical architecture.
- Develop and document Justice XML standards and exchange documents for interfacing systems and applications.
- Assist in the change management processes of Global Justice XML standards.
- Write reports, manuals, instructional bulletins and memoranda sufficient to clearly communicate technical subjects and standards to a diverse audience.
- Be proactive and propose solutions to MNJIS staff, as needed and within the scope of this project.

The individual(s) selected for these positions will work closely with MNJIS and other department personnel throughout this project. It is possible that individual(s) will prepare outlines or rough drafts of certain products, which will be completed by MNJIS or state agency staff.

The individual(s) selected for these projects must first pass a full criminal background check, including fingerprints. The background investigation and fingerprinting will be conducted by the BCA, and the BCA reserves the right to decline any contractor's staff accordingly. Selected individuals by the BCA from this SOW process will be required to complete and submit the Background Investigation forms to the BCA within a designated time period which will be defined and provided by the BCA to the individual should the individual be selected by the BCA to advance in the selection process. The contractor is responsible for the costs of the background investigation performed by BCA. The cost of each candidate's investigation is \$24.25.

The individuals selected may be required by the BCA to travel within and outside the State of Minnesota to attend conferences and symposiums meaningful to the BCA for this project. In such cases reimbursement for BCA approved travel and subsistence expenses from the BCA for actually and necessarily costs incurred by the contractor as a result of

such travel will be reimbursed by the BCA to the contractor in the same manner and in no greater amount than provided in the current “Commissioner’s Plan” promulgated by the commissioner of Minnesota Management and Budget.

Skills and Experience

The following skills and experience are sought for positions listed. Candidates that do not meet the minimum requirements will not be considered. Candidates must possess 7 out of 9 of the business analyst skills and 2 out of 3 of the technical analyst skills of the core skills listed in this Statement of Work. Desired skills and experience are considered to be important for success in these positions. Candidates should also have at least two of the desired skills and experiences listed for the position in which they are submitting their resume.

For all candidates, responders must provide resumes, cover sheet and three references that may be contacted by the BCA. Resumes must outline individual’s background and years of experience, and include examples of similar work done by the individual. Cover sheets must indicate the contract position being sought and the number of years of experience the individual has for each required skill and experience listed below for applying for the position.

Resumes must indicate which position the respondent recommends the candidate for, however, the BCA reserves the right to consider the candidate for other positions.

Resumes should clearly indicate durations and timeframes for previous assignments, as well as the role performed that are relevant to this engagement.

Business Analyst:

Minimum Core Experience Requirement:

1. Five years business analysis experience
2. Experience with object oriented analysis and design (OOAD) and Unified Modeling Language (UML)
3. Experience with creating UML Artifacts such as; Use Case, Activity, Sequence, Class, Object and State Diagrams.
4. Experience with writing Tests Cases
5. Experience with creating Entity Relationship Diagrams (ERD)
6. Experience with Business Process Modeling (BPM)
7. Experience utilizing Iterative Development processes (e.g. RUP)
8. Demonstrated Ability to facilitate meetings including Joint Application Development (JAD) sessions.
9. Demonstrated experience in elicitation, translation and documentation of business requirements and desired business design from the future users and other stakeholders of a system to the development team using defined methodologies such as Rational Unified Process (RUP)

Desired Skills and Experience:

1. Business Processes reengineering experience
2. Experience with Business Process Modeling (BPM) utilizing Business Process Modeling Notation (BPMN)
3. Experience with service oriented architecture (SOA)
4. Experience working with criminal justice systems and programs

Technical Analyst:

Minimum Core Experience Requirements

At least 4 years of professional level experience in all of the following:

1. Source Code Management and Administration
 - a. Experience with standard source control tools and concepts
 - b. Hands-on experience administering Software Configuration Management (SCM) tools, such as Team Foundation Server (TFS), Rational Team Concert (RTC), ClearCase, Subversion, CVS, SourceSafe, etc.
 - c. Experience must include tasks such as creating new projects, team areas, code branches, merging, labeling, locking, etc.
2. Build Automation and Deployment
 - a. Experience setting up streamlined, repeatable, automated builds and unit test runs on multiple technology platforms, using a variety of tools such as make, ant, nant, MSBuild, custom scripts, etc.
 - b. Experience setting up a highly automated on-demand deployment system, preferably with Anthill Pro.
 - c. Experience using scripting for deployment purposes (beanshell/groovy, bash, csh, perl, etc.)
 - d. Experience working in a multiple-environment setting supporting parallel development, integration and testing
3. Tool Expertise
 - a. Hands-on experience administering and integrating Configuration Management (CM) and bug-tracking/testing tools such as ClearQuest, Quality Center, Service Desk Express/Magic, BugZilla, and Fortify.
 - b. Hands-on experience administering and integrating requirements tracking tools such as Rational Requisite Pro
 - c. Experience with software security testing tools such as Fortify
 - d. Strong experience customizing and integrating multiple SCM, change control products and related products

Desired Skills and Experience:

1. Strong knowledge of CM best practices
2. Experience working in an agile development setting, with high frequency releases
3. High level of comfort with UNIX, Linux, and Windows environments
4. Strong problem solving skills, creative ability, and adaptability to new tools
5. Excellent communication skills, organization and personal drive

Questions

Questions regarding this SOW should be emailed directly to Maureen Janke at the email address provided below. Questions should be received by Maureen Janke no later than 2:00 p.m. Central Standard Time on February 23, 2011. Questions received after this time may not receive responses. Questions and answers are anticipated to be posted on OET website by the end of the work day on February 25, 2011.

E-Mail Address: Maureen.janke@state.mn.us

Other personnel are NOT authorized to discuss this SOW with responders before the proposal submission deadline. Contact regarding this SOW with any personnel not listed above could result in disqualification.

Proposal Content

Each proposal must include separate resumes for each candidate being proposed that indicate on the resume which position is being sought. However, the BCA reserves the right to classify the candidate into a position that is believed to be a better fit than the position sought and indicated on the resume. Each resume must specify the number of years held in each skill set/position and specifically list the minimum qualifications and experience, core qualifications and experience and any desired skills and experience the individual possesses. Each candidate’s resume must be on a separate page(s) followed by a cover sheet (sample listed below) followed by three references, and there must be a page break between each candidate’s information being submitted for this SOW.

Contractor may present up to but no more than 3 candidates for each of the two skill categories.

Refer back to section “Skills and Experience” of this SOW for additional information to be included in your response to this SOW.

Cover sheets – Complete for each candidate

Position: Business Analyst

Candidate Name:

Requirement Fulfilled:	Minimum Requirements:	Number of years experience
<input type="checkbox"/>	Five years business analysis experience	
Requirement Fulfilled:	Minimum Core Requirements:	Number of years experience
<input type="checkbox"/>	Experience with object oriented analysis and design (OOAD) and Unified Modeling Language (UML)	
<input type="checkbox"/>	Experience with creating UML Artifacts such as; Use Case, Activity, Sequence, Class, Object and State Diagrams.	
<input type="checkbox"/>	Experience with writing Tests Cases	
<input type="checkbox"/>	Experience with creating Entity Relationship Diagrams (ERD)	
<input type="checkbox"/>	Experience with Business Process Modeling (BPM)	
<input type="checkbox"/>	Experience utilizing Iterative Development processes (e.g. RUP)	
<input type="checkbox"/>	Demonstrated ability to facilitate meetings including Joint Application Development (JAD) sessions.	
<input type="checkbox"/>	Demonstrated experience in elicitation, translation and documentation of business requirements and desired business design from the future users and other stakeholders of a system to the development team using defined methodologies such as Rational Unified Process (RUP)	
Requirement Fulfilled:	Desired Skills and Experience:	Number of years experience
<input type="checkbox"/>	Business Processes reengineering experience	
<input type="checkbox"/>	Experience with Business Process Modeling (BPM) utilizing Business Process Modeling Notation (BPMN)	
<input type="checkbox"/>	Experience with service oriented architecture (SOA)	
<input type="checkbox"/>	Experience working with criminal justice systems and programs	

Position: Technical Analyst

Candidate Name:

Requirement Fulfilled:	Minimum Core Experience Requirements:	Number of years experience
<input type="checkbox"/>	Four years professional experience level experience in the follow:	
<input type="checkbox"/>	<ol style="list-style-type: none"> 1. Source Code Management and Administration <ol style="list-style-type: none"> a. Experience with standard source control tools and concepts b. Hands-on experience administering Software Configuration Management (SCM) tools, such as Team Foundation Server (TFS), Rational Team Concert (RTC), ClearCase, Subversion, CVS, SourceSafe, etc. c. Experience must include tasks such as creating new projects, team areas, code branches, merging, labeling, locking, etc. 	
<input type="checkbox"/>	<ol style="list-style-type: none"> 2. Build Automation and Deployment <ol style="list-style-type: none"> a. Experience setting up streamlined, repeatable, automated builds and unit test runs on multiple technology platforms, using a variety of tools such as make, ant, nant, MSBuild, custom scripts, etc. b. Experience setting up a highly automated on-demand deployment system, preferably with Anthill Pro. c. Experience using scripting for deployment purposes (beanshell/groovy, bash, csh, perl, etc.) d. Experience working in a multiple-environment setting supporting parallel development, integration and testing 	
<input type="checkbox"/>	<ol style="list-style-type: none"> 3. Tool Expertise <ol style="list-style-type: none"> a. Hands-on experience administering and integrating Configuration Management (CM) and bug-tracking/testing tools such as ClearQuest, Quality Center, Service Desk 	

	Express/Magic, BugZilla, and Fortify.	
	b. Hands-on experience administering and integrating requirements tracking tools such as Rational Requisite Pro	
	c. Experience with software security testing tools such as Fortify	
	d. Strong experience customizing and integrating multiple SCM, change control products and related products	
Requirement Fulfilled:	Desired Skills and Experience:	Number of years experience
<input type="checkbox"/>	Strong knowledge of CM best practices	
<input type="checkbox"/>	Experience working in an agile development setting, with high frequency releases	
<input type="checkbox"/>	High level of comfort with UNIX, Linux, and Windows environments	
<input type="checkbox"/>	Strong problem solving skills, creative ability, and adaptability to new tools	
<input type="checkbox"/>	Excellent communication skills, organization and personal drive	

If minimum qualification information is not provided and completed on the cover sheet for the individual’s resume being submitted, application for the individual may be disqualification from the review process. Candidates that do not meet the minimum requirements will not be considered. Desired skills and experience are considered to be important for success in the position. Candidates should also have at least two of the desired skills and experiences listed for the position in which they are submitting their resume. Preference may be given to those that have both the minimal, core and desired skills and experiences.

Respondent must also complete and sign the follow required forms and return forms attached to this SOW with respondent’s proposal:

- State of Minnesota Affidavit of Non-Collusion,
- State of Minnesota Location of Service Disclosure and Certification,
- State of Minnesota - Affirmative Action Certification, and
- State of Minnesota – Immigration Status Certification

Number of Copies:

- Five copies of the technical documents (resumes, cover sheet and references),
- One electronic submission on a Microsoft Windows readable CD-ROM media and in an Adobe Acrobat PDF or Microsoft Word (version 98, 2000, or 2002 compatible) format, containing only the technical portions of respondent’s proposal with each candidate separated in separate files and file names containing the candidate by name a skill set submitted.
- One original signed in ink by an authorized officer of the respondent’s company (suitable for photocopying (unbound)
- One copy of the required forms listed above
- One sealed envelope per company, with all cost proposals, with hourly rates. Each candidate listed on a separate sheet within the envelope. **No hourly rates may be listed elsewhere in your proposal.

Late submissions will not be considered. All costs incurred in responding to this SOW will be borne by the responder. Facsimile transmissions will not be evaluated, and e-mail responses will not be evaluated alone without signed original hardcopy of the respondent's technical proposal and cost proposal. Prices and terms of the proposal as stated must be valid for the length of the contract. Proposals to the BCA must be received by the date and time indicated below.

All proposals must be received and time and date stamped in by the BCA no later than 2:00 P.M. Central Standard Time on March 4, 2011 at the following location:

Maureen Janke
Minnesota Department of Public Safety
Bureau of Criminal Apprehension
1430 Maryland Avenue
St. Paul, MN 55106
Maureen.janke@state.mn.us

It is anticipated that evaluation, interviews, and selections will be completed by March 18, 2011. Successful respondents will be notified by phone to the company contact.

Proposal Evaluation

All responsive proposals received by the deadline will be evaluated by an evaluation team at the BCA. Resumes and cover sheets included in proposals will be evaluated per individual's information provided, and none or not all of the individuals from each respondent may be selected. Resumes and cover sheets for individuals included in proposals that do not meet the minimum requirements will not be reviewed. Proposals with resumes and cover sheets for proposed individuals to provide staff augmentation in skill categories listed in this SOW will be scored based on the first two criteria listed below to determine respondents who will be interviewed. Only the individuals with the highest scores from this review process will be interviewed.

The contractor(s) with individuals with the highest overall score may be awarded contracts.

The criteria and weighting on which proposal will be scored are:

- | | |
|---|-----|
| 1. Capabilities of individual based on experience and background on similar projects. | 65% |
| 2. Relevance of References – Quality and relevance of references for personnel assigned | 5% |
| 3. Price (sealed cost proposal) | 30% |

NOTE: BCA will interview the top selected candidates.

Results of interviews with representatives of BCA's evaluation team will be factored into, and the scores for criteria one and two adjusted accordingly based on the candidates interview; to determine the best candidate for the needed position among the candidates interviewed.

Note: It is anticipated that BCA will contract for 3 to 5 resources for services.

This Statement of Work does not obligate the state to award a contract or complete the project, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

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.

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.

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Exhibit A

Department of Public Safety's Security Architecture

Minnesota Department of Public Safety divisions and their vendors should be aware of the department's security architecture when designing and/or implementing applications or installing network devices on departmental resources.

Web Based Applications and/or Servers

Web Based Applications should be based upon Microsoft Internet Information Server unless there is compelling business needs to use some other Web Server environment.

Web Servers will be installed on a separate and isolated Ethernet network segment behind a departmental firewall.

Web Servers must not host Applications. Applications must reside on a separate Application Server on a separate and isolated Ethernet network segment behind a departmental firewall.

The departmental network is TCP/IP based.

As the default profile of the firewall is to deny all incoming and outgoing traffic, DPS divisions and/or their vendors must provide all source and destination addresses, port numbers, and protocols required for network communications. In addition, they must provide a written business need for the network communications.

Database Applications and/or Servers

Database Applications should be based upon Microsoft SQL Server unless there are business needs to use some other Database Server environment.

Database Servers will be installed on a separate and isolated Ethernet network segment behind a departmental firewall.

The departmental network is TCP/IP based.

As the default profile of the firewall is to deny all incoming and outgoing traffic, DPS divisions and/or their vendors must provide all source and destination addresses, port numbers, and protocols required for network communications. In addition, they must provide a written business need for the network communications.

Email Based Applications and/or Servers

DPS divisions and/or their vendors are encouraged to use the department's email system where appropriate.

Email Based Applications should be based upon Microsoft Exchange Server unless there is compelling business needs to use some other Web Server environment.

Email Servers will be installed on a separate and isolated Ethernet network segment behind a departmental firewall.

The departmental network is TCP/IP based.

As the default profile of the firewall is to deny all incoming and outgoing traffic, DPS divisions and/or their vendors must provide all source and destination addresses, port numbers, and protocols required for network communications. In addition, they must provide a written business need for the network communications.

Applications and/or Application Servers

DPS divisions and/or their vendors will need to discuss with the departmental Security Manager as to the appropriate placement of applications and application servers.

Data Privacy

Since some departmental data is classified as “Not Public” data, this type of data must be protected during transport across public networks and possibly in storage.

The department has implemented Virtual Private Network (VPN) technology to aid in the transport of private data.

Contact the departmental Security Manager for discussions on the use of this technology.

Vendor Remote Access

Remote vendor access for technical support will occur when there is a valid business need, through a secured and monitored VPN. If persistent access is required, the VPN will use two-factor authentication. If one time access is required, VPN access may be granted using a strong password. This remote VPN access shall be limited by the firewall and/or VPN server to the specific protocols, ports, and servers needed.

Vendor staff may be required to undergo a background criminal history check in accordance with DPS Policy #5100 Information Resources Security and Acceptable Use.

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