

IT Professional Technical Services Master Contract Program

T#: 902TS

Statement of Work (SOW) For Technology Services Issued By

Minnesota Arts Board

Business and Technology Redesign

**Service Category _Analysts Business, Project Management,
Architecture Planning and Assessment-Information/
Data, Server application and design**

Business Need

Responding to significant increases in business volumes through FY 2010/2011, expanding needs of 11 State Regional Arts Councils, the need to improve business and technology efficiency and adequately address business continuity risks, the Minnesota Arts Board is in need of business and technology consulting services via staff augmentation to reengineer key business process and technology dependencies.

Time is a major constraint of this project as all work must be completed by June 30, 2011.

The vendor will provide a full time Project Manager and part time staff as needed: Technology Architect, and Grants Management Business Analyst/SME, and other technology staff as needed such as database and server experts to implement project priorities.

Project Priorities, sequences & timelines

03/22/11 - 04/15/11

1. Establish an issues tracking form and decision making process to quickly manage operations adaptations to project needs and project decisions.
2. Evaluate and select new grants management systems solution and determine data migration/integration paths.
3. Redesign and implement business process on panel book and review processes.
4. Analyze Retiring SUSE Linux server running Vsphere 4.0 virtualization, and move service out of the office to a hosted data center. Include Grants Access database migration.
5. If item 4 is proposed, provide recommended IT vendor to be the host of our data.
6. Analyze, and determine migrate path to new email platform currently hosted on Linux server (Novell Groupwise).
7. Evaluate potential work for 07/01/11 new SWIFT payment interface.

04/15/11 – 06/30/11

8. Manage the implementation of the new grants management application, to include install, customization, risk assessment, testing and staff training.
9. Design and implement business processes that adapt to new grants management application.

10. Manage the retirement of our SUSE Linux server running Vsphere 4.0 virtualization and move to a hosted data center.
11. Complete selected work not finished in 03/22/11 – 04/15/11 time frame.
12. Transition project work to operations.
13. Close out project.

Agency Project Requirements

- Work to be performed at the Arts Board in compliance with Statewide Project Management Methodology and applicable industry/agency standards.

Responsibilities Expected of the Selected Vendor

- Provide full time Project Manager, part time Technology Architect, Business Analyst/Grants Management SME, and other technology staff as necessary to implement priority items.
- Work closely with designated arts board staff to understand the needs, capabilities, capacity and opportunities of the arts board.
- Recommended change in business process, a grants management application or technology improvements will be proposed based on creating the best solution for the arts board. This will require that the vendor have or discover what works best for the arts board, the art community and the taxpayers. The return on this investment must be maximized and analysis of such return should be made available to the arts board.
- Work plans including work break down structures and budget estimates for priorities. Risk and Issues Management processes.
- Design testing and acceptance criteria. Provide testing of all new processes and confirmation of the accuracy, completeness, correctness, and reliability of new processes.
- Provide for the transfer of knowledge and staff training. Include written documentation of all new or redesigned business processes.
- Implementation of priority goals per schedule.

Required Skills

- Project Management – 7 or more year’s experience
- Technology Architecture – 7 or more years experience
- Business Analysis/Grants Management SME – 7 or more years experience

Process Schedule

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|--------------------------|----------|
| • Post SOW to OET site | 03/11/11 |
| • Deadline for questions | 03/16/11 |
| • Proposals due | 03/17/11 |
| • Select Vendor | 03/18/11 |
| • Start Work | 03/22/11 |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 03/16/2011 to:

David White, director of finance and grants administration
 Minnesota State Arts Board
 E-mail address: david.white@arts.state.mn.us

SOW Evaluation Process

All responses received by the deadline will be evaluated by representatives of the Minnesota State Arts Board. A 100 point scale will be used to evaluate proposals: the following factors and weighting will be used to judge the responses:

- | | |
|--|-------------|
| 1. Expressed understanding of project objectives | 0-25 points |
| 2. Work plan and deliverables | 0-25 points |
| 3. Qualifications/experience of personnel working on the project | 0-20 points |
| 4. Cost detail | 0-30 points |

Response Requirements

Vendor must have been previously qualified for the qualified resource type.

- Include a statement of objectives, goals, and tasks to show or demonstrate the responder's view and understanding of the nature of the contract.
- Include a description of the deliverables to be provided by the responder along with a detailed work plan that identifies the major tasks to be accomplished and be used as a scheduling and managing tool, as well as the basis for invoicing.
- An outline of the responder's background and experience with a list of personnel who will conduct the project, detailing their training and work experience.
- Provide a complete and detailed budget for the project. Outline the costs associated with each of the project priorities. Include estimated number of hours the responder will devote to the project and the hourly rate for key personnel.
- This will be an all-inclusive contract. No additional costs or expenses will be paid to the contractor through reimbursement or through payments over and above agreed upon contract payments.
- A list of all entities with whom the responder has relationships that create, or appear to create, a conflict of interest. This list should include the name of the entity, the relationship, and a description of the conflict.
- Required forms to be returned or additional provisions that must be included in proposal
 - 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 responses must be received in the Arts board office not later than 4:30 p.m., central Time, Thursday, March 17, 2011.
- All responses should be sent via email to:
David White
Minnesota State Arts Board
E-mail address: david.white@arts.state.mn.us
- Include expiration date for price and terms guarantee

General Requirements

Proposal Contents

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

Liability

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.

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.