

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

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

**Minnesota Office of Enterprise Technology (OET)**

**Project Title: Aperture Install at EDC1 Data Center**

**Service Category: Project Manager, Business Analyst,  
Technical Analyst, Documentation Specialist, Web  
Application Specialist**

**Business Need**

OET Data Center Facilities needs assistance from an Aperture installation “expert”. This expert will have worked with several large Aperture customers to define a data center and populate the data center inventory within Aperture.

Aperture Vista 600 is installed at OET and being used to manage the COB5 data center. Recently a second data center, labeled EDC1 and located near the State capitol, was converted to an enterprise data center managed by OET. OET needs to add this data center to Aperture.

EDC1 approximate volumes:

- 5,200 square feet
- 190 racks
- Up to 3000 devices
- Up to 300 patch panels

In addition OET would like to add network backbone, distribution and access layer cabling systems for a defined portion of the COB5 data center.

COB5 approximate volumes:

- 600 square feet
- 45 racks
- Up to 300 devices
- Up to 75 patch panels

Issuance of this 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.

OET reserves the right to reject any and all proposals.

## Project Deliverables

OET is requesting a consultant to participate in an Aperture Vista 600 project to add a second data center named EDC1 and the devices of the facility into the OET Aperture system. The project will also include updates to an existing OET data center named COB5 to include the network backbone, distribution and access layer cabling for a defined portion of the data center.

OET will supply to the consultant any recent and existing: AutoCad floor plan(s), equipment lists, rack and floor mounted device specifications, mechanical and electrical inventories, as well as network infrastructure information.

1. The consultant will work with the OET Data Center Facilities Implementation team members and Aperture to create any "symbols" that identify hardware located within the OET data center(s) and not currently developed in the Aperture package. The consultant will be responsible to create and validate in the Aperture system: the floor plan, inventory equipment and devices within the data center(s), and to input/import properly formatted data elements into the Aperture system,

Information to be loaded into Aperture will include the basic setup of the Configuration Management and Capacity Management modules for the EDC1 data center to include:

- a. Data Center Floor Plan(s) (including non used areas, walk paths, ancillary space, etc.)
  - b. Rack Mounted Devices (Racks and Equipment)
  - c. Floor Mounted Devices
  - d. Electrical Infrastructure (ATS, UPS, PDU, SDU, Breakers, Power Strips, Receptacles, Whips, etc)
  - e. Network Infrastructure (Backbone, Distribution, Access layer cabling systems, end point information for devices)
  - f. Mechanical/Environmental Infrastructure (CRCU, pumps, heat exchangers, piping, floor/ceiling tiles, etc)
  - g. Device inventory, symbols and labeling
2. The consultant will also be responsible to inventory equipment and devices within the COB 5 data center, and to input/import properly formatted data elements into the Aperture system so as to include the Network Infrastructure - Backbone, Distribution, and Access layer cabling, end point information for devices, for a portion of the data center.
  3. In addition the consultant will provide assistance with the basic setup of the Aperture Integration Management module so as to prepare for integration of the existing Aperture Workflow front end with the OET newScale Request Center service catalog system and other OET systems.

The site validation will result in the update of the Aperture database with the intent that it becomes the primary source of system documentation for the EDC1 and COB5 data centers.

## Project Environment (State Resources)

- Aperture Vista 600, Service Pack 3
- Production and Dev/Test environments (Dev running on a virtual server)
- Aperture standards information (grid naming, device naming, labeling - current and available)
- OET Staff and equipment
  - Project Owner
  - Data Center Facilities Specialist(s)
  - Aperture Administrator
  - Desktop computer w/Aperture client and access to OET Infrastructure necessary to facilitate work
  - Guest Internet Access (as available)

- Access to OET data centers and facilities as required for the project

## Responsibilities Expected of the Selected Vendor

- Provide an assigned project manager and staff for onsite work (for example: business analyst, inventory specialists, and data entry specialists, etc.),
- OET does not wish to pay vendor travel or other expenses. Vendors are asked to consider any expenses as part of their rate.
- Provide weekly status reports, to include a reconciliation of time and expenses,
- Update Aperture daily with validated information,
- Facilitate meetings with OET team members as requested and required,
- Document and report progress, errors and discrepancies (Assist in determining source),
- Assist to Identify gaps and recommend changes in Aperture modules,
- Submit material for review and approval to the OET Project Owner as requested,
- Validate with OET Project Owner any task(s) to be assigned to Aperture that may incur a fee.
- Project staff must be able to pass a BCA background check.

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

Vendor provided staff must have extensive experience installing Aperture for at least two data centers (5,000 sq ft or more) within the last year. Experience must be verifiable (provide customer names and contact information).

## Desired Skills

Demonstrated experience in working with Aperture Vista 600 data center installations in the last twelve months.

## Response Requirements

- Introduction
- Company overview and experience
- Detailed response to “Business Need and Project Deliverables” requirements.
  - a) Description of the vendor understanding of the Business Need.
  - b) Description of vendor’s proposed solution to address the Business Need and produce the expected Project Deliverables.
  - c) Include description of software/hardware configuration.
  - d) How the vendor will approach their participation in the project. This includes:
    - 1) Organization and staffing (including staff qualifications, resumes, etc.)
    - 2) Work-plan (tasks and timeframe)
    - 3) Project management (e.g. quality management, risk assessment/management, etc.)
    - 4) Documentation of progress such as status reports
- Detailed response to staff augmentation
  - 1) Resume(s) of vendor’s staff that would be assigned to this project as well as their role for this project
  - 2) Detailed cost of services with breakdown of hourly rates, please quote costs for work at EDC1, work at COB5 and setup of the integration Management module separately.
- References: Provide names and contact information of three clients to whom similar Aperture work was completed in the past 3 years.
- Conflict of interest statement as it relates to this project
- 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) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

- d) Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- e) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- f) Immigration Status Certification (if over \$50,000)  
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>

## Project Milestones and Schedule

- Deadline for Questions – 03/14/2011. 4:00 PM CST
- Anticipated Posted Response to Questions - 03/15/2011, 5:00 PM CST
- Proposals due – 3/22/2011, 4:00 PM CST
- Project Start Date – estimate 4/1/2011
- Project 70% completion End Date – estimate 5/15/2011
- Project 100% completion End Date desired– 6/30/2011

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by: 03/14/2011, 4:00 PM CST.

- Anticipated Posted Response to Questions - 03/15/2011, 5:00 PM CST

Name: Mike Tuuri

Email Address: [mike.tuuri@state.mn.us](mailto:mike.tuuri@state.mn.us)

Questions and answers are anticipated to be posted on the Office of Enterprise Technology website by 03/15/2011, 5:00 PM CST.

## Proposal Submission Instructions

- Response Information:
  - a) Mike Tuuri
  - b) [mike.tuuri@state.mn.us](mailto:mike.tuuri@state.mn.us)
  - c) Label the response: "Aperture Install at EDC1 Data Center"
- Key dates:
  - a) Response due date: 3/22/2011, 4:00 PM CST
  - b) Expiration date for the vendor's price/terms guarantee: 60 days
  - c) Constraints or rules on respondents: Vendors may only contact Mike Tuuri
  - d) Vendors may submit electronically via an attachment to e-mail, or timely delivery of hard copies to The Office of Enterprise Technology, Mike Tuuri, Data Center Management Division, Room 510, mail stop 26, 658 Cedar St., St. Paul, MN 55155 by the required time and due date.

Any expenses incurred by vendor in proposal submission or interviews will be the responsibility of the vendor.

## SOW Evaluation Process

- Company overview and Aperture experience (10%)
- Staff Qualifications, Project Approach and Required Skills (40%)
- Three References (20%)
- Cost (30%)

**\*\*Note: For procurements exceeding \$544,000, member countries of the World Trade Organization's Government Procurement Agreement must be treated on the same basis as U.S. companies under the terms of the treaty. A reference sheet including a list of current members is available at: <http://www.mmd.admin.state.mn.us/Doc/OutsourcingEvalSheet.doc>**

# 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

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](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](mailto: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.

**STATE OF MINNESOTA**  
**IT Professional Technical Services Master Contract Program Work**  
**Order**

This work order is between the State of Minnesota, acting through its \_\_\_\_\_ ("State") and \_\_\_\_\_ ("Contractor"). This work order is issued under the authority of Master Contract T-Number 902TS, CFMS Number \_\_\_\_\_, and is subject to all provisions of the master contract which is incorporated by reference.

**Work Order**

**1 Term of Work Order**

**1.1** *Effective date:* \_\_\_\_\_, or the date the State obtains all required signatures under Minn. Stat. § 16C.05, subd. 2, whichever is later.

**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:* \_\_\_\_\_, or until all obligations have been satisfactorily fulfilled, whichever occurs first.

**2 Contractor's Duties**

The Contractor, who is not a state employee, will: \_\_\_\_\_ [*Thorough Description of Tasks/Duties*]

**3 Consideration and Payment**

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

A. *Compensation.* The Contractor will be paid as follows: \_\_\_\_\_ [*For example; Resource Type hourly rate*]

*Travel Expenses.* Reimbursement for travel and subsistence expenses actually and necessarily incurred by the Contractor as a result of this work order will not exceed \$0.00.

*Total Obligation.* The total obligation of the State for all compensation and reimbursements to the Contractor under this work order will not exceed \$\_\_\_\_\_.

*Retainage.* Ten percent of each monthly payment will be withheld to comply with the Retainage Clause set out in the Master Contract.

**3.2** *Invoices.* The State will promptly pay the Contractor after the Contractor presents an itemized invoice and the attached OET Service Log for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices must be submitted timely and according to the following schedule:\_\_\_\_\_

**4 Authorized Representatives**

The State's Authorized Representative is [*NAME, TITLE, ADDRESS, TELEPHONE NUMBER*], or his/her successor. The State's Authorized Representative will certify acceptance on each invoice submitted for payment.

The Contractor's Authorized Representative is \_\_\_\_\_. If the Contractor's Authorized Representative changes at any time during this work order, the Authorized Representative must immediately notify the State.

**5 Nonvisual Access Standards**

Nonvisual access standards require:

- 5) 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;

- 6) 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;
- 7) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 8) 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.

**6 Liability**

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:

- 4) Intentional, willful, or negligent acts or omissions; or
- 5) Actions that give rise to strict liability; or
- 6) 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.

**1. STATE ENCUMBRANCE VERIFICATION**

*Individual certifies that funds have been encumbered as Minn. Stat. required by Minn. Stat. §§16A.15 and 16C.05.*

Signed: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

CFMS Contract No. B- \_\_\_\_\_ Object Code: \_\_\_\_\_  
Date: \_\_\_\_\_

**2. CONTRACTOR**

The Contractor certifies that the appropriate person(s) have executed the contract on behalf of the Contractor as required by applicable articles or bylaws.

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**3. STATE AGENCY**

*Individual certifies the applicable provisions of §16C.08, subdivisions 2 and 3 are reaffirmed.*

By: \_\_\_\_\_  
*(with delegated authority)*

Title: \_\_\_\_\_  
\_\_\_\_\_

