

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

Statement of Work (SOW)
For Technology Services
Issued By

Minnesota Department of Employment and Economic Development

Project Title: Electronic Document File Conversion

Service Category(ies)

Analyst – Technical
Server Application (Design & Development)

Business Need

Deed has a business need for a technical resource to provide assistance in document file conversion from an existing FileNet application to a new Electronic Document Management System. The existing FileNet system is aging and the software and hardware has not been upgraded for several years. Due to the age of the hardware and the length of time and costs to upgrade the existing system, research was conducted and it was decided that a new electronic document system be purchased. This conversion project is to convert all identified documents into the new electronic document system so they are able to be used and viewed by appropriate staff.

The selected vendor will convert approximately 200,000 electronic documents stored in 4 (four) different program from the existing (dted) FileNet system (version 3.3.0-025) into a newly installation of Hyland Onbase. Most electronic documents that are currently stored in the existing FileNet system are scanned images in TIF or PDF format. The rest are in MS Office Word or Excel format. All documents converted must be accessible, searchable, viewable and able to use all Hyland OnBase system functions. The new system will be used by DEED's Human Resources and Business and Community Development divisions as well as the Public Facilities Authority (PFA).

Project Deliverables

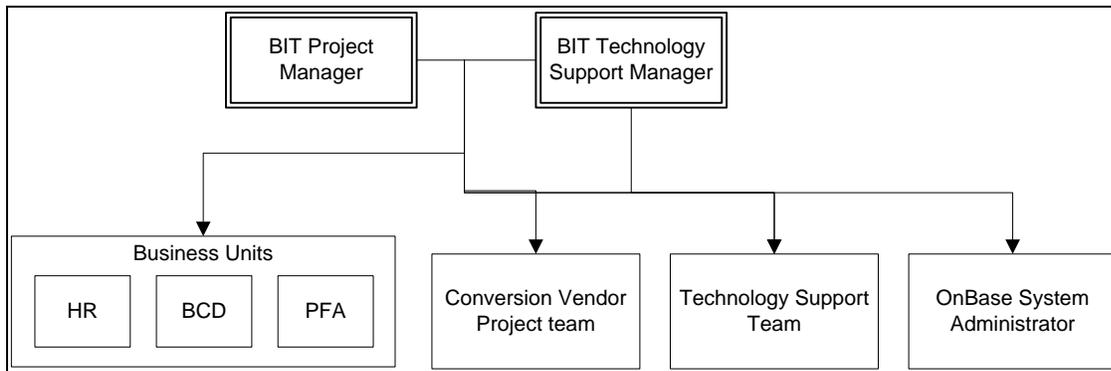
Approximately 200,000 documents will be converted from the existing (dted) FileNet System and into the new Hyland OnBase system. Document Indexing definitions for the OnBase system will be defined, the converted documents must use the new indexing as much as possible. All documents will be able to be found during a search, readable and able to use all the Hyland OnBase system functionality.

Project Milestones and Schedule

- Project Start Date: 4/11/2011 (anticipated start date)
- End Date: Project Completion 6/30/2011

Project Environment (State Resources)

- a) Number of people on the project: approximately 6
- b) Project Manager Name: Cheryl Rivard
- c) Basic organizational structure (organizational chart) of the project



d) Staff proficiency levels and experience (with methodology, tools, etc.)

- Existing FileNet system: Business Unit staff have been using the system for a number of years and are very familiar with it. Technology Support has a staff person who has been the administrator of system for a number of years.
- New Hyland Onbase system: This product will be installed by April 2011 and all staff will receive some training on how to use it. Since it is a new product to DEED, all staff will have a minimum of knowledge and skills.

- Existing FileNet system:
 - Hardware: Conpaq Proliant 5.4.0, Windows Server 2003 with MS SQL 2000 sp 3
 - Capture: Ascent Capture 6.00.279
 - Document Types: TIF, MS Office,
 - Roles: Administrator, BCD Admin, General Users, Group 1, HR Group and Human Resources
 - Average number of document pages = 8
 - Security: All documents have document level security
- New Hyland Onbase system:
 - Hardware & Software:
 - Server: Dell R710
 - MS SQL Server Std 2008
 - OnBase for Office 2010, with Document Import Processor module
 - Roles: TBD
 - Security: TBD

Agency Project Requirements

- All locations where the system might be implemented: DEED’s 1st National Bank Location, 332 Minnesota Street, St Paul
- If the implementation will involve the training of staff: No, should be converted into new system and use new system functionality for searching, viewing, editing and audits.
- Any ongoing hardware/software, maintenance and warranty needs: No
- Compliance with the Statewide Enterprise Architecture: compliance met with purchase and installation of the new system
- Compliance with Statewide Project Management Methodology: compliance met with purchase and installation of the new system
- Compliance with applicable industry/agency standards: compliance met with purchase and installation of the new system

Responsibilities Expected of the Selected Vendor

- Proposed change management process: No
- Vendor staffing: import converted document into new system
- Project Documentation: Yes
- Project management responsibilities: Yes, if necessary
- Providing training/ knowledge transfer: No
- Testing and acceptance criteria: Yes

- Warranty requirement; Yes
- Work plan: Yes

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

- Master Contract resource type(s)/ categories: Analyst –Technical, Server Application (design & development)
- Required Skill Type e.g. Oracle, DBA, JAVA Beans, etc: Ability to convert electronic document from FileNet version 3.3.0-025 into the latest version of Hyland Onbase.

Desired Skills

Vendor must have the skills and knowledge to able to convert electronic documents from the Agency’s existing dted FileNet system version 3.3.0-025 into the new Hyland Onbase system so that users are able to find, view and print all documents converted using the functionality of the Hyland Onbase system, without realizing the document was converted.

Process Schedule

- Deadline for Questions 3/16/2011, 3:00 PM CDT
- Posted Response to Questions 3/21/2011, approximately 12:00 PM CDT
- Proposals due 3/25/2011, 3:00 PM CDT
- Anticipated proposal evaluation begins 3/28/2011, 8:00 AM CDT
- Anticipated proposal evaluation & decision 3/30/2011, 3:00 PM CDT

Questions

Any questions regarding this Statement of Work should be submitted via mail or e-mail by 3/16/2011, 3:00 PM CDT

Name: Cheryl Rivard
 Department: Employment and Economic Development
 Address: 332 Minnesota Street; Suite E200
 City/State/Zip: Saint Paul, MN 55101
 Telephone Number: 651-259-7148
 Email Address: Cheryl.rivard@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by 3/21/2011, by approximately 12:00 PM CDT (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

SOW Evaluation Process

The following criteria will be used to evaluate vendor responses:

- Experience (25%)
- Understanding of Project (30%)
- Three References (15%)
- Cost (30%)

Proposal Submission Instructions

Email 1 copy of the proposals to the following email address no later than the time/date noted in the *Process Schedule* above:

Cheryl.rivard@state.mn.us

Subject line of the email should read: {Vendor Name} – FileNet Conversion Project

Response Requirements

Separate your proposal into the following sections. **Do not** include any information not requested, such as cover letters, marketing materials, etc.....

Section 1: Cover page with only the following information:

Vendor Company Name
Address
City, State, Zip
Company Contact Person
Contact person's email & phone information

Section 2: Understanding of project

- A. Based on your company's experience in providing FileNet document conversion support, describe any changes or additional support/tasks you feel should be included in order to maximize this contract.
- B. Describe any assumptions or constraints you feel could impact this project
- C. Based on the details from this SOW as well as your experience what do you feel will be the biggest challenge in completing this assignment?
- D. How do you plan on addressing this challenge?
- E. Provide a detailed work plan for this effort.

30% of overall score

Section 3: Experience

- A. Describe your company's background in projects similar/the same as described in this Statement of Work. An *extensive* history of providing similar support as described in this Statement of Work will be worth additional points.
- B. Describe your company's team that will be working on this project / providing remote support and/or participating in the quarterly/semi-annual reviews. A general description of your organization should be included.

25% of overall score

Section 4: Client References

- A. List at least three references for work specific to this Statement of Work. Include:
 - reference name
 - company name and address
 - direct phone to reference
 - direct email address to reference

It will be up to the vendor to alert references they may be called.

15% of overall score

Section 5: Cost

Provide costs for the work associated with the effort to convert the identified documents. Please provide either an hourly rate and an estimated total cost to complete the work.

30% of overall score

Section 5: State Forms

State Forms- Required forms to be returned or additional provisions that must be included in proposal.

- a) Conflict of Interest Statement
A statement certifying there are no known conflicts of interest with respect to this project, or if known, identification of those situations that may present an actual or potential conflict and how the contractor proposes to avoid the potential conflict.
- b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- c) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>

- d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

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

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.