

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

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

**Minnesota Department of
Employment and Economic Development (DEED)**

Project Title: Expand Online Self-Services

Service Category: Architecture Planning & Assessment–Technical

Business Need

The State of Minnesota's Department of Employment & Economic Development (MN DEED) is issuing this Statement of Work (SOW) to interested and qualified applicants for the expansion of online self-services to job seekers and employers. MN DEED envisions a multi-faceted execution of this project.

- 1) Assess and replace the Customer Registration System (CRS) that is used in the WorkForce Centers across the state.

CRS is a system that collects customer information, volume, and activity patterns in WorkForce Center resource areas and public events held on-site at the centers. CRS is a desktop application comprised of features to serve the WorkForce Center customers, and features that enable administrators and supervisors to customize the experience and report on usage patterns. Among the customer-facing features is the ability to self-register, receive membership materials valid at any participating WorkForce Center, view announcements of public events and other services, and navigate the array of services and computer resources available by MN DEED and the WorkForce Center.

MN DEED seeks applicants who can work with business units to assess the current CRS system, identify core principles, requirements, and features to retain, and identify additional data collection requirements of the business units. The applicant will also identify and execute a migration path to replace CRS. MN DEED envisions the migration to include more online self-services and administrative functions in MinnesotaWorks.net.

- 2) Provide linkages between the Unemployment Insurance (U/I) system and MinnesotaWorks.net.

The U/I system (<http://www.uimn.org/>) is widely recognized nationally as a leader in the processing of unemployment claims and delivery of payments. MinnesotaWorks.net (<https://www.minnesotaworks.net/>) is an online jobs database provided by MN DEED at no cost to job seekers. It enables job seekers to view thousands of job listings from private employers statewide.

MN DEED seeks applicants who can work with business units to determine data, features, and functionality that can be used to better link unemployed job seekers to MinnesotaWorks.net. Linkages between the two systems must result in new or improved services to job seekers.

- 3) Assess and improve usability and software process lifecycle of MinnesotaWorks.net.

MN DEED intends to leverage MinnesotaWorks.net as the foundation upon which CRS services and other online self-services will be built. As a result, MN DEED seeks applicants who can assess the

usability of the system, assess the software lifecycle process and technical implementation, and identify and execute improvements as agreed upon with business stakeholders.

Assignment Deliverables

MN DEED seeks a resource to provide technical leadership and strong skills to execute the following deliverables:

- 1) Complete an initial assessment of the CRS. Document the core principles, requirements, and features to retain. Document additional data collection requirements of the business units.
 - a) Interview business stakeholders and users to obtain feedback and improvements for current system.
 - b) Assess system processes for documentation, task and bug management, testing, release management, etc.
- 2) Architect, design, and develop the migration of CRS to MinnesotaWorks.net while adhering to technical standards established by the MN.IT@DEED department.
- 3) Architect solution exploring use of a centralized identity management system for identity information to be used by the replacement CRS/updated MinnesotaWorks.net
- 4) Provide leadership and mentoring on Agile/Scrum methodology to the project team that assists with CRS migration. The vendor will be expected to adhere to MN DEED's standard set of Scrum tools and procedures.
- 5) Architect, design, and develop the linkages between U/I and MinnesotaWorks.net while adhering to technical standards established by the MN.IT @DEED department and in alignment with #3.
- 6) Assess the usability of certain key aspects of MinnesotaWorks.net as determined by business stakeholders. Execute usability tests and produce recommendations for improvement. Mentor project team on usability and user experience best practices.
- 7) Architect, design, and develop system improvements identified by the usability tests for MinnesotaWorks.net while adhering to technical standards established by the MN.IT@DEED department.
- 8) Review the software lifecycle process and technical implementation of MinnesotaWorks.net. Identify incremental improvements that adhere to technical standards for design patterns, code quality, unit testing, and functional testing. Identify opportunities for design or code re-use.
 - a) Assess system processes for documentation, task and bug management, testing, release management, etc.
- 9) Review source code, unit tests, and other work products to ensure consistency, high quality, and adherence to MN.IT@DEED technical standards.
- 10) Work with the MN.IT Central Enterprise Security Office to ensure proposed solution meets enterprise and DEED security requirements
- 11) Review work products for adherence to Web Content Accessibility Guidelines (WCAG). Investigate WCAG issues and recommend solutions.
- 12) Collaborate with and mentor DEED architect/developer/database analyst/business analyst staff throughout the engagement. While the vendor resource will be seen as an expert resource, collaboration with current staff will be essential to ensure any solution is well suited for the DEED environment.

Assignment Schedule

DEED anticipates this resource will be needed on or about June 25, 2012 and work until June 24, 2013.

Assignment Environment (State Resources)

DEED expects to have a team of one Project Manager, 3-4 Business Analysts and 3-4 developers for the efforts to migrate CRS to MinnesotaWorks.net, develop the linkages between UI and MinnesotaWorks and develop usability improvements for MinnesotaWorks. Skill levels vary within the team and this must be taken in to account when establishing processes, mentoring and knowledge transfer.

Agency Project Requirements

Work will be completed at DEED's First National Bank office in St. Paul, MN within core business hours of 8:00 am to 5:00 pm, excluding holidays.

Responsibilities Expected of the Selected Vendor

- Perform role of ScrumMaster
- Create technical documentation
- Provide training/ mentoring / knowledge transfer to staff
- Develop a work plan
- Provide regular status reports
- Adhere to time keeping, budget reporting and invoicing practices of DEED
- Adhere to DEED Change Control procedures

Required Skills

The following are required minimum qualifications. If a resource submittal does not demonstrate the following required skills, the proposal will not be scored.

- 1) Documented years of experience in the following skill sets and technologies in an enterprise architecture environment:
 - a) 6 or more years of .NET 2.0, 3.X, and 4.0. At least 2 or more years of VB.NET.
 - b) 5 or more years of ASP.NET.
 - c) 3 or more years of practical Team Foundation Server (TFS).
 - d) 1 or more years of Windows Communication Foundation.
 - e) 5 or more years of MS SQL Server.
 - f) 5 or more years of technical leadership and mentoring, including system architecture, design patterns, code quality, and development best practices.
- 2) Two or more projects fulfilling the ScrumMaster role within a software development project using Scrum methodology which required:
 - a) Initially fulfilling the ScrumMaster role and then transitioning it to client staff.
 - b) Establishing and facilitating Scrum ceremonies.
 - c) Establishing and grooming the Product Backlog in cooperation with other roles.
- 3) One or more projects executing usability testing of web applications.

Desired Skills

Points will be added if a resource submittal demonstrates the following skills.

- 1) Bachelor's degree B.A. or B.S.
- 2) 1 or more years of experience with usage and best practices of Microsoft Test Manager (MTM)
- 3) 1 or more years of experience with web development techniques to adhere to Web Content Accessibility Guidelines (WCAG)
- 4) 2 or more Public Sector projects involving a leadership role in performing enterprise architecture and design, including business analysis, requirements gathering, and application design.

Process Schedule

- | | |
|--|-------------------------------------|
| • Deadline for Questions | Wednesday May 23, 2012 2:00PM CDT |
| • Anticipated Posted Response to Questions | Friday May 25, 2012 4:00PM CDT |
| • Proposals due | Friday June 1, 2012 2:00 PM CDT |
| • Anticipated proposal evaluation begins | Monday June 4, 2012 |
| • Potential candidate interviews (if needed) | Monday & Tuesday June 11 - 12, 2012 |
| • Anticipated proposal decision | Thursday June 14, 2012 2:00PM CDT |

Questions

Questions regarding this Statement of Work should be submitted via mail or e-mail by the date and time noted in Process Schedule above.

Name: Mary Phillippi
Department: Business and Information Technology
Email Address: Mary.Phillippi@state.mn.us

Other persons ARE NOT authorized to discuss this SOW or its requirements with anyone throughout the selection process. Responders should not rely on information obtained from non-authorized individuals. If it is discovered that a Responder contacted State of Minnesota staff other than the individual above, the responder's proposal may be removed from further consideration.

Proposal Submission Instructions

Email proposals to the following email address no later than the time/date noted in the Process Schedule above to Mary.Phillippi@state.mn.us

SOW Evaluation Process

Each section of the vendor responses will be evaluated and scored by a team of DEED employees. If a resource being submitted does not meet the Required Skills noted above, they will be removed from further consideration/evaluation.

- Experience & Resume 40% (*Required and Desired Skills*)
- Questions, References and Interview 30%
- Cost 30%

The next section indicates how responses should be formatted and what will be a part of each score.

Response Requirements

Proposal Content is expected as follows:

Separate the proposal in to the following sections. Do not include any information that is not requested such as 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
 Name of Resource being submitted
 Hourly Rate

Section 2: Experience & Resume

Part 1: Skills Copy and complete the following charts for the Part 1, noting which assignments/companies fulfill the requirement.

Required Skills	Assignments & years from Resume which fulfill requirement
Documented years of experience in the following skill sets and technologies in an enterprise architecture environment: <ol style="list-style-type: none"> 1) 6 or more years of .NET 2.0, 3.X, and 4.0. At least 2 or more years of VB.NET. 2) 5 or more years of ASP.NET. 3) 3 or more years of practical Team Foundation Server (TFS). 4) 1 or more years of Windows Communication Foundation. 5) 5 or more years of MS SQL Server. 6) 5 or more years of technical leadership and mentoring, including system architecture, design patterns, code quality, and development best practices. 	
2 or more assignments fulfilling the ScrumMaster role within a software development project using Scrum methodology which required: <ol style="list-style-type: none"> 1) Initially fulfilling the ScrumMaster role and then transitioning it to client staff. 2) Establishing and facilitating Scrum ceremonies. 3) Establishing and grooming the Product Backlog in cooperation with other roles. 	
1 or more projects executing usability testing of web applications.	

Desired Skills	Assignments & years from Resume which fulfill requirement
Bachelor's degree B.A. or B.S.	
1 or more years of experience with usage and best practices of Microsoft Test Manager (MTM)	
1 or more years of experience with web development techniques to adhere to Web Content Accessibility Guidelines (WCAG)	
2 or more Public Sector projects involving a leadership role in performing enterprise architecture and design, including business analysis, requirements gathering, and application design.	

Part 2: Resume Insert a copy of the resource's resume. All work assignments must include dates.

Section 3: Questions, References and Potential Interview

Part 1: In two paragraphs, not to exceed one page total, have the resource answer the following questions:

1. Based on the details from this SOW as well as your experience, what do you think will be the biggest challenge in completing this assignment?
2. How do you plan on addressing this challenge?

Part 2: Copy and complete the following chart to provide **three** references for the submitted resource. Each Reference must:

- a) Have a minimum of six months working directly with the submitted resource
- b) Have agreed to speak with a representative of the DEED evaluation team if they are contacted

Reference First & Last Name	Company Name	Working Relationship to Resource	Phone Number (Between 8 AM - 4 PM)

Note: The State reserves the right to interview final candidates based on responses and scores. The vendor will be contacted to arrange a mutually agreed upon interview time, should this be necessary. See the Process Schedule above for the potential candidate interview dates.

Section 4: State Forms

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) Affirmative Action Certificate of Compliance

<http://www.mmd.admin.state.mn.us/doc/affaction.doc>

c) Affidavit of non-collusion

<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>

- d) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- e) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
- f) Targeted Group Preference Form

General Requirements

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.

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.