

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

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

**Minnesota Department of Public Safety (DPS)**

### **Project Title Backup and Recovery Assessment**

**Service Category(ies) Analyst – Technical or Business  
Continuity**

## **Business Need**

Data storage and system/data backup requirements for the Bureau of Criminal Apprehension (BCA), a division of the Department of Public Safety, continue to grow. As a result, the BCA requires an assessment of its current system and data backup strategy and recommendations for necessary updates to its policies, standards, software and/or hardware to ensure that critical criminal justice information systems and data continue to be adequately protected and can be successfully restored to operation within acceptable timeframes according to business need. As part of the assessment, we will be considering the capabilities of existing storage area network hardware and software, as well as current software and hardware dedicated to information systems and data backups.

The assessment will result in a comprehensive report of the BCA's current backup capabilities and infrastructure, as well as a recommendation for enhancing the BCA's capability to protect its systems and data through changes to policies and standards, software and/or hardware.

This project will enhance public safety through its outcome of ensuring the continued protection of critical criminal justice applications and data that support the mission of the BCA.

## **Project Deliverables**

A comprehensive summary report of all findings, including:

- Current backup infrastructure and strategy, including a measurement of its success
- Current needs for backup environment and strategy
- A projection of future backup and recovery needs for the next five years
- Recommendation for updating backup strategy
- Recommendations for updating backup policy and standards
- Recommendations for changes to backup hardware infrastructure
- Recommendations for changes to backup software
- Estimated effort and cost for making recommended changes

## Project Milestones and Schedule

The vendor should propose a work plan and high-level methodology to complete the project within an 8-10 week timeframe.

## Agency Project Requirements

This is an agency wide project, affecting all areas of a large and diverse enterprise. Staff will be trained in all aspects of the ongoing processes. All activities of the project will be conducted based on applicable standards and guidelines such as those from the DRII (Disaster Recovery Institute) and COBIT (Control Objectives for IT).

## Responsibilities Expected of the Selected Vendor

The selected vendor will be expected to submit a candidate meeting the required skills and experience. The selected candidate will be expected to meet the requirements and deliverables of the project as described in this Statement of Work. A condition of contract award is the successful completion and acceptance on the MN BCA background investigation.

## Required Skills

- 5 years of experience with direct and verifiable experience in a lead role assessing and creating Backup and Recovery strategies and solutions in complex IT environments that included high availability, storage area networking, and server virtualization
- 10 years information technology experience
- 10 years business and technical analysis experience
- 10 years project management experience
- 5 years of experience in the development of information and security policy, procedure, and standards

## Desired Skills

- 5 years of experience creating and implement backup and recovery strategy and procedure in federal, state or local government
- Previous experience with criminal justice information services

## Process Schedule

- |  |                        |
|--|------------------------|
| • Deadline for Questions                     | 05/21/2012, 2:00pm CDT |
| • Anticipated Posted Response to Questions   | 05/22/2012, 2:00pm CDT |
| • Proposals due                              | 05/25/2012, 2:00pm CDT |
| • Anticipated proposal evaluation begins     | 05/29/2012, 2:00pm CDT |
| • Anticipated proposal evaluation & decision | 06/08/2012, 2:00pm CDT |

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail no later than May 21, 2012, Time: 2:00pm Central Daylight Time.

Name: Julie Johansen  
Department: BCA/MNJIS  
Email Address: [julie.johansen@state.mn.us](mailto:julie.johansen@state.mn.us)

Questions and answers will be posted on the Office of Enterprise Technology website by May 22, 2012, Time: 2:00pm Central Daylight Time: ([http://www.oet.state.mn.us/mastercontract/statements/mcp902ts\\_active.html](http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html)).

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.

## SOW Evaluation Process

Proposals received by the deadline will be evaluated based on the following criteria:

- Company history and financial stability (10%)
- Experience as defined in Required Skills and Desired Skills (25%)
- Work Plan for Backup and Recovery Assessment (25%)
- Three references from previous clients in similar projects (10%)
- Cost (30%)

**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.**

## Response Requirements

- Introduction
- Company overview – limited to 2 pages
  - a) Company history, growth
  - b) Current financial stability, data if publicly available
- Project Overview
- Detailed response to “Business/Project Requirements”
  - a) Description of the vendor’s understanding of the need and explanation of their proposed solution.
  - b) Explain how the project will meet the requirements. Need to layout clearly what they should respond to from this section and how.
  - c) For each “response,” vendor would need to explain if their solution already includes the business/project requirements or would the solution have to be modified. Might ask for description of each modification or conversion.
  - d) Include description of software/hardware configuration.
- Detailed response to “Project Approach”
  - a) Explain how the vendor will approach their participation in the project. This includes:
    - 1) Organization and staffing (including staff qualifications, resumes, etc.)
    - 2) Work-plan with life-cycle cost breakdown here
    - 3) Contract/change management procedures
    - 4) Project management (e.g. quality management, risk assessment/management, etc.)
    - 5) Documentation of progress such as status reports
- Detailed response to project members
  - 1) Resume
- References: Provide three clients using the solution
- 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) 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) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

## Proposal Submission Instructions

- Response Information:
  - a) Label the Response as Backup and Recovery Assessment Statement of Work Response and your company name
  - b) Mail or deliver your response to Bureau of Criminal Apprehension, 1430 Maryland Avenue East, St. Paul, MN 55106 ATTN: Julie Johansen
- How to submit – Mail or delivery accepted. Ensure delivery is made prior to the deadline of 2:00pm on May 25, 2012. Late submissions will not be considered.
- Number of copies – 3 hard copies – one electronic copy emailed to [julie.johansen@state.mn.us](mailto:julie.johansen@state.mn.us)

- Key dates:
  - a) Response due date May 25, 2012 – 2:00pm CDT
  - b) Expiration date for the vendor's price/terms guarantee 7/30/2012
  - c) Vendors may not inquire to the State for further clarification outside the question and answer process. No other persons are authorized to discuss the requirements of this SOW
  - d) Vendors must submit proposals directly to Julie Johansen by 2:00 p.m. on or before May 25, 2012. This shall be done via timely delivery of hard copies (3 copies) **and** an electronic copy via email to Julie Johansen, BCA/MNJIS, 1430 Maryland Avenue E., St. Paul, MN 55106 and [julie.johansen@state.mn.us](mailto:julie.johansen@state.mn.us) (agency) by the required time and due date.

## 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](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.