

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

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

**Minnesota Department of Agriculture**

**Project Title: DFID 2010 SharePoint Site Design**

**Service Category(ies) : Web Design & Development - HTML/  
XML/ DHTML CSS & Web Applications Specialist - .NET/ASP**

### **Business Need**

The Dairy and Food Inspection Division is seeking Professional/Technical Services to develop an internal SharePoint 2010 site to facilitate coordination and communication across the program areas in the division to share information with office and field-based inspection staff. Approximately 60% of the division's staff are located in home offices throughout the state and this site would provide an interactive forum for these staff to consume and create content relevant to their day-to-work.

Some work (requirements gathering and meeting with division staff) will occur at 625 Robert St N in Saint Paul. Other tasks (site and workflow development) can occur from an offsite location.

The total contract amount will not exceed \$24,000.

### **Project Deliverables**

1. Conduct requirement gathering to determine customer needs in order to create a custom branded DFID site and sub-sites with a group based user right structure;
2. Development of appropriate web-parts that allow for calendaring, discussions, announcements, embedded content, and targeting alerting;
3. Custom developed workflows (using SharePoint Designer, InfoPath, and Visio 2010) for document routing and approval;
4. Development of a Standard Operating Procedure Sub-Site leveraging the abovementioned workflow processes;
5. Knowledge transfer to select DFID staff so the site(s) can be maintained internally following development;
6. Develop documentation and deliver end-user training on the newly developed site for site administrators and end-users;
7. And other deliverables that may be defined or discovered during the implementation process.

### **Project Milestones and Schedule**

- Project Start Date: 6/18/12
- Key deliverable dates
- End Date: 10/31/12

## Project Environment (State Resources)

This project will be conducted primarily within the Dairy and Food Inspection Division and will primarily interact with division staff during the site development. The vendor will also occasionally work with the Information Technology Division to setup user accounts and obtain branding imaging.

The vendor will work with Ben Miller and his designees on defining website and workflow requirements. Site design, form development and workflow development can be conducted onsite or remotely as needed. MDA will provide a laptop computer with appropriate security software that will be used by the developer.

There is a varying level of SharePoint proficiency within the Division, but the project lead and other designees have sufficient understanding of Site Collection administration, InfoPath and SharePoint Designer to provide meaningful input throughout the design and implementation process.

The vendor will develop training for DFID administrator staff as well as end-user training to be delivered by the conclusion of the contract. The vendor will provide this training.

The Dairy and Food Inspection Division maintains a SharePoint 2010 site within the MDA site collection. All needed services within this site collection are active. Microsoft hosts this SharePoint 2010 server and server side modifications need to be submitted and approved by the Office of Enterprise Technology as well as Microsoft. Therefore, site development is limited to the toolset available using SharePoint Designer. There is no development environment since this is a Site Collection maintained by OET. Development will be done in a newly created site with access limitations to the design team.

## Agency Project Requirements

This implementation will require the Dairy and Food Inspection to:

- Receive staff training for site administrators and end-users so that the site can be updated and maintained following development. At least 5 staff in the division have attended Site Admin Training and SharePoint Designer Training.

## Responsibilities Expected of the Selected Vendor

The selected vendor is expected to:

- Provide a project plan with milestones for completion of all major tasks within the first month of the contract period.
- Develop a work plan detailing what staffing resources will be committed to the project with an estimate of hours needed to complete the project.
- Conduct weekly check-in meetings with the Project Manager to provide updates on the project plan. An updated Project Plan will be maintained on the DFID SharePoint site and be the discussion guide for this meeting.
- Provide adequate training and knowledge transfer to DFID Site Administrators so that the Site can be maintained and updated after completion of the project.
- Adequately test all sites, forms, workflows, and other elements before they are deployed into production.

## Required Skills

The selected vendor/candidate will have at a minimum 2 years of experience in following skillsets:

- Business process documentation for website requirement gathering.

- SharePoint experience must include SharePoint Designer workflows, effective use of the data view web part (DVWP), content query web part, data form web part, and navigation customization.
- Design, build, deploy, and maintain advanced site collections, lists, document libraries and other customizations.
- Design, build, deploy and maintain advanced content types.
- Proficient with SharePoint features and appropriate usage with strong working knowledge of Master Pages, Layouts, Themes, CSS, and SharePoint Designer.

## Process Schedule

- |  |                         |
|--|-------------------------|
| • Deadline for Questions                     | 05/18/2012, 3:00 PM CDT |
| • Posted Response to Questions               | 05/24/2012, 3:00 PM CDT |
| • Proposals due                              | 06/01/2012, 3:00 PM CDT |
| • Anticipated proposal evaluation begins     | 06/04/2012, 9:00 AM CDT |
| • Anticipated proposal evaluation & decision | 06/18/2012, 3:00 PM CDT |

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 5/18/2012, Time: 3:00PM

Name: Benjamin Miller

Email Address: Benjamin.miller@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 05/24/2012, Time: 3:00PM ([http://www.oet.state.mn.us/mastercontract/statements/mcp902ts\\_active.html](http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html)).

## SOW Evaluation Process

Each Contract Vendor response will be evaluated based on the following criteria:

- Contract Vendor background and reference (10%)
- Candidate expertise-skill sets and experience (35%)
- Experience with branding, workflows and application development using InfoPath, Visio, SharePoint Designer and SharePoint 2010 (20%)
- Candidate references (5%)
- 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

The evaluation and selection of the Responders shall be based on the information submitted in the Proposal. The State will not look for information or clarification outside the information submitted in the Proposal.

The responses to this Statement of Work must be in Microsoft Word or Adobe PDF format, and include the following:

- 1) Cover letter (1-2 pages) that contains
  - a) Responder's mailing and facility address, facsimile number, telephone number, and web site address (if applicable).
  - b) Name, title, address telephone number, and email address of the person designated by the company to answer questions about the Response.
  - c) Cover letter signed by a designated officer of the company.
  - d) Summary of Company background, years in business, history, capabilities, organizational structure and areas of expertise. A statement of acceptance of the Sample Contract Work Order, Exhibit A. All terms and conditions state in this SOW and the Response shall become a part of the Contract
  - e) Work Order if the Responder is selected.
  - f) Corporate references (minimum of 2)

- Detailed response to “Project Approach”
  - a) Explain how the vendor will approach their participation in the project. This includes:
    - 1) Description of the vendor’s understanding of the need and explanation of their proposed solution.
    - 2) Organization and staffing
    - 3) Proposed work-plan and timeline
    - 4) Contract/change management procedures
    - 5) Project management
    - 6) Documentation of progress such as status reports
- Detailed Candidate Resume(s) (maximum of 3)
- Brief candidate overview detailing individual candidate skills and experience
- Candidate references (2 per candidate – may be included on resume)
- 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) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  - c) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

## Proposal Submission Instructions

Responses must be submitted via email to [Benjamin.miller@state.mn.us](mailto:Benjamin.miller@state.mn.us) (Subject Line of the email: SOW – DFID 2010 SharePoint Site Design). Responses sent to any other email address will not be considered.

All proposals must be received not later than 3:00 p.m., Central Time, June 1, 2012. **Late responses will not be considered.**

## 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 a 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 organizational 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.

**[Required clause for all contracts that will NOT be funded either in whole or in part by federal money and that are subject to federal disadvantaged business enterprise regulations.]**

**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.

**EXHIBIT A**

**SAMPLE  
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, Contract 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 \$\_\_\_\_\_.

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

**3.2 Invoices.** The State will promptly pay the Contractor after the Contractor presents an itemized invoice 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**

**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.

SIGNATURES AS REQUIRED BY THE STATE.