

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**

Project Title IBM TSM Consulting

**Service Category(ies) – Architecture Planning & Assessment –
Technical, Network (Data, Video, Voice) –
Network/Telecommunications, Network (Data, Video, Voice) –
Support**

Business Need

The Department of Employment and Economic Development (DEED) is in need of IBM TSM consulting assistance for maintenance, support, upgrades, configurations and implementation of new components and devices for IBM TSM hardware/software.

Project Deliverables

DEED TSM Assessment and Recommended Upgrade Path

Tasks

Analysis, Evaluation, and Assessment of DEED TSM Servers, EMC DataDomain and Tape Libraries to include capacity, performance, and device life cycle.

Analysis, Evaluation, and Assessment of DEED TSM Client Software Versions and provide recommended TSM Client version for VMWare, Windows and Linux.

Deliverables

Documentation of Assessment and Evaluation Findings and Recommendations, including upgrade or replacement of TSM Servers and Tape Libraries based on performance and/or hardware life cycle.

Documentation of TSM Client Software Recommendations

DEED TSM Upgrade Path

Tasks

Upgrade the TSM environment (2 Servers v6.2.1) to version 6.3 or recommended version and configure for support multiple instances of TSM (Microsoft Clustering) configured across 2 data centers (Overlay Transport Virtualization and EMC VPLEX) with the necessary replication so the enterprise can continue to operate with backups & restores can continue as normal. Move TSM DB\DB long onto the EMC VPLEX and migrate TSM primary pool tape volumes to DataDomain.

Deliverables

Documentation of upgrading & installing TSM across data centers.

Installation & upgrading of TSM servers & server instances in both data centers.

Testing and knowledge transfer to ensure DEED staff understand the new environment.

Documentation of TSM Client Software Recommendations and configurations.

TSM Troubleshooting, Diagnosis, and Configuration Assistance

Tasks

Ad hoc requests for assistance with troubleshooting, diagnosis, analysis, and problem resolution when incidents or faults occur within DEED TSM Backup Systems that require TSM Consultant expertise.

Assist with TSM Backup Server Operating System & Tape Library Firmware Upgrades when necessary

Deliverables

Transfer of Knowledge on Problem Resolution steps

Documentation of problem, the cause, and resolution

Documentation of TSM Backup Server & Tape Library Upgrade Procedures and Processes

Documentation of TSM Backup Server Operating System & Tape Library Firmware versions

Project Milestones and Schedule

- Project Start Date
 - On or after September 1, 2012
- End Date
 - June, 30, 2013

Project Environment (State Resources)

- Staff descriptions:
 - a) Number of people on the project
DEED has 1 Technical Lead and 2 Network Administrators who will work closely with the consultant
 - b) Project Manager Name
Deb Baker
- Current support structures in place

IBM Tape Backup Systems

- 2 TS3310 Tape Library w/ 3 (total) expansion units
- 2 TSM Tape Backup Servers (Windows)

The Two DEED TSM Backup Systems perform the following Tape Backups:

- 1 TS3310 Tape Library and TSM Backup Server
Enterprise Backup Solution - Backup around 200 DEED Windows\Linux Servers
- 1 TS3310 Tape Library and TSM Backup Server
DR Backup Solution - Backup around 100 DEED Windows\Linux Servers
- 2 EMC VPLEX Metro Clusters
- 2 EMC DataDomain DD860
- VMware vSphere 5

Agency Project Requirements

- All server installations will be done at DEED's main office in St. Paul. General network support may require working with network equipment located in field offices or worksites in addition to servers in the main office. Travel may be necessary for working with network equipment located in field offices.

Responsibilities Expected of the Selected Vendor

- The Respondent must have experience implementing and supporting IBM TSM.
- The vendor will provide updated documentation for changes to the basic configuration of the IBM TSM environment.
- The vendor will keep all DEED documents in an encrypted drive (PGP, GPG, TrueCrypt or PointSec).
- The vendor will be responsible for completing all deliverables within the agreed-upon time and cost.

- The vendor will develop a work-plan for completing the deliverables. The vendor will review the workplan with the DEED's Project Manager and Technical Lead before beginning work on the deliverables.
- The vendor will submit the hourly rates for the individuals they will be providing for this project.

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

Required minimum qualifications such as:

- 2 years of experience with the installation and configuration of IBM TSM.
- 1 year of supporting IBM TSM in a government environment.
- 1 year of supporting EMC Data Domain.

Process Schedule

- | | |
|--|---------------------|
| • Deadline for Questions | 09/07/2012, 3:00 PM |
| • Anticipated Posted Response to Questions | 09/11/2012 |
| • Proposals due | 09/14/2012, 3:00 PM |
| • Anticipated proposal evaluation begins | 09/17/2012 |
| • Anticipated proposal evaluation & decision | 09/19/2012, |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 09/07/2012, 3:00 PM:

Name: Debra Baker

Email Address: debra.baker@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 09/11/2012, (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

SOW Evaluation Process

Categories and scoring methodology/criteria. Responses will be scored on a 100 point scale. Responses will be evaluated on the following categories.

- Experience (35 points)
- Response Requirements (35 points)
- Cost (30 points)

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

Vendor must have qualified for the resource type. Responses should address the following:

- Introduction
- Project Overview
- Detailed response to “Business/Project Requirements”
 - a) Description of an understanding of the project.
 - b) Detail the steps necessary to complete each deliverable.
 - c) Detail how much time will be spent on each deliverable.
 - d) Detail of the estimated cost it will take to complete each deliverable.
 - e) Include description of any additional hardware, software, or other items that may be required to complete deliverables.
- 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) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- b) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

- Response Information:
 - a) To whom to address the response
 - i) Deb Baker
 - b) Where to
 - i) Debra.Baker@state.mn.us
 - c) How to label the response
 - i) The subject line of the email should include **IBM TSM Consulting Proposal**
- How to submit (e.g. registered mail, in person, email, etc.)
Email. Proposal shall be submitted as an Adobe Acrobat document
- Key dates:
 - a) Response due date: 09/14/2012, 3:00 PM CDT
 - b) Expiration date for the vendor’s price/terms guarantee: 9/20/2012, 3:00 PM CDT
 - c) Constraints or rules on respondents: All questions shall only be directed to Deb Baker.

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 and Hold Harmless

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including attorney's fees incurred by the State, arising from the performance of this contract by the Contractor or the Contractor's agents or employees. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligations 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.

VETERAN-OWNED PREFERENCE FORM

In accordance with Minn. Stat. § 16C.16, Subd. 6c and § 16C.19, eligible certified veteran-owned small businesses will receive a 6 percent preference on the basis of award for this RFB. The preference is applied only to the first \$500,000 of the response.

Eligible veteran-owned small businesses are certified small businesses of which the principal place of business is in Minnesota and that are majority-owned and operated by a veteran and are certified by the United States Department of Veterans Affairs as a veteran-owned small business

Check this box if you are claiming the veteran's preference. Provide a screen print of the Department of Veterans Affairs website showing you are certified.

Eligible veteran-owned small businesses must be **currently** certified by the U.S. Department of Veterans Affairs prior to the solicitation opening date and time to receive the preference.

Information regarding certification by the United States Department of Veterans Affairs may be found at <http://www.vip.vetbiz.gov> .

Provide this form with your response. If you do not return this form with the box checked, you will not be considered for this preference.

**STATE OF MINNESOTA
AFFIDAVIT OF NONCOLLUSION**

I swear (or affirm) under the penalty of perjury:

1. That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation);
2. That the attached proposal submitted in response to the _____ Request for Proposals has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment or services described in the Request for Proposal, designed to limit fair and open competition;
3. That the contents of the proposal have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the proposals; and
4. That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name: _____

Authorized Representative (Please Print) _____

Authorized Signature: _____

Date: _____

Subscribed and sworn to me this _____ day of _____

Notary Public

My commission expires: _____