

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

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

Minnesota Department of Veterans Affairs

Project Title MS System Center 2012 Implementation

Service Category(ies)

**Analyst - Technical, Server - Application (Design & Development),
Server - Support, Architecture Planning & Assessment - Technical**

Business Need

Minnesota Department of Veteran Affairs (MDVA) is implementing a new production environment which will be compliant with HIPAA regulations. Microsoft System Center 2012 has been purchased as part of the supporting technologies to ensure the availability, maintainability and security of this environment. MDVA needs a solution which is a comprehensive management platform that enables us to more easily and efficiently manage our IT environment; including server infrastructure, client devices and service management. Besides being a more cost effective and flexible platform for managing traditional servers, the solution need to support private and public clouds, client computers, applications and devices.

This solution is part of an overall strategic goal to continue to mature the current state of technology and leverage that same technology to drive efficiency within the agency. This project focuses on consolidation of our server, application and endpoint management tools into a more cost effective and better quality solution.

Project Goals Include:

1. **Hybrid Cloud Management:** Integrated physical, virtual, private cloud, and public cloud management
2. **Deep Application Insights:** Service centric approach that helps manages application components in the context of the holistic service that it represents to the business.
3. **Flexible and Cost-Effective Infrastructure:** Integration and interoperability for heterogeneous server environments, including multi-hypervisor management, cross platform monitoring and integrated automation across management toolsets from multiple vendors. Automate repetitive tasks to help drive down costs and improve service reliability. Take advantage of Microsoft products already in use/provided by the State of Minnesota and MNIT Central.
4. **Unify the IT Management Infrastructure:** Provides a single, unified tool to manage all your client desktops/laptops, thin clients and virtual desktops. Consolidates anti-malware protection, vulnerability prevention and remediation, and compliance reporting in a single infrastructure. Reduces infrastructure costs through server role consolidation and scalability enhancements
5. **Simplify Administration:** Deliver detailed inventory reporting, operating system deployment, application deployment, update management (non-Microsoft with Add-On if needed), assessment, and settings enforcement—with exceptional support for Windows. Makes day-to-day tasks easier by organizing administrative tasks by role and making it possible for administrators to define an application one time for delivery across multiple devices. Provides continuous settings enforcement to automatically identify and remediate non-compliant machines

Project Environment

- MDVA will provide an internal point Project Manager to supervise internal resources and act as an Agency point of contact. This will be the Manager of Infrastructure and Project Management.
- MDVA will provide one additional technical FTE with Systems administration skills for the purposes of ensuring that the contractor has resources needed.
- MDVA will provide access to both the MDVA production and development environment.
- MDVA will provide all hardware, Software and licenses needed.
- MDVA will not provide parking or travel accommodations.

Agency Project High level Requirements

REQ-1: Design and implement Microsoft System Center 2012 in a production environment. Design a development environment for build out at a later time by MNIT@MDVA.

REQ-1.1 All components of System Center will be implemented, App Controller, Configuration Manager, Data Protection Manager, Endpoint Protection, Operations Manager, Orchestrator, Service Manager, Unified Installer and Virtual Machine Manager.

REQ-2: Ensure all technical requirements of System Center are met.

REQ-3: Ensure the implementation is highly available and scalable.

REQ-4: Implementation shall be fully documented

REQ-5: The Production domain consist of (1) 4-node VMware 5 cluster with Windows 2008 R2 guests, (5) 2-node VMware 5 cluster with Windows 2008 R2 guests, (4) standalone Windows 2008 servers and 750+ user devices.

REQ-6: Infrastructure Management Implementation

REQ-6.1 Leverage user-centric application delivery mechanism which includes local installation, streaming through application virtualization or use of a presentation server.

REQ-6.2 Endpoint Protection which creates a single infrastructure for deploying and managing endpoint protection.

REQ-6.3 Provision Physical and Virtual Infrastructure

REQ-6.3.1 Support deployment and configuration of virtual servers with Virtual Machine Manager.

REQ-6.3.2 Manage VMware vSphere and Citrix XenServer using one interface.

REQ-6.3.3 Provision everything from operating systems to physical servers, patches, and endpoint protection with Configuration Manager

REQ-6.4 Provision Private Clouds by aggregating virtual resources running on vSphere into a unified private cloud fabric.

REQ-6.5 Deliver self-service capability for application owners to request and automate provisioning of new private cloud resources.

REQ-6.6 Leverage a single console and customizable dashboards to monitor and manage physical, virtual, networking, application, and cloud resources.

REQ-6.7 Dynamically optimize virtual resources for load balancing and power efficiency.

REQ-6.8 Provide physical and virtual resources with Endpoint Protection and Data Protection.

REQ-6.9 Automatically track and create custom reports for hardware inventory, software inventory, and software usage metering.

REQ-6.10 Compliance & Settings Management

REQ-6.11 Software Update Management

REQ-6.12 Operating System Deployment

REQ-6.13 Client Health & Monitoring

REQ-6.14 Asset Intelligence & Inventory

REQ-7: Application Management Implementation

REQ-7.1 Standardized application provisioning by utilizing service templates to define standardized application blueprints.

REQ-7.2 Provides a self-service experience to trigger “one click” application deployment.

REQ-7.3 Comprehensive application manageability which optimizes applications for private-cloud deployments by abstracting the application from the underlying OS and virtual infrastructure

REQ-7.4 Enable image-based management, which helps simplify application upgrades and reduce application maintenance costs

REQ-7.5 Deep Application Diagnostics and Insight for .NET applications (and J2EE application server health) efficiently isolate the root cause of application performance issues.

REQ-7.6 Provide easy-to-use reporting and custom dash-boarding.

REQ-7.7 Common Application Management for Hybrid Models which allows application owners with a single view to manage their application services across traditional, private and public clouds.

REQ-8: Service Delivery and Automation

REQ-8.1 Provide a solution for IT to conduct the following functions:

This does not include the configuration of these processes.

REQ-8.1.1 Incident Management

REQ-8.1.2 Change management

REQ-8.1.3 Problem management

REQ-8.1.4 Service Level Management

REQ-8.1.5 Capacity Management

REQ-8.1.6 Financial Management for IT Services

REQ-8.1.7 Service asset and configuration management

REQ-8.1.8 Release and deployment management

REQ-8.1.9 Identity Management/Access and Identity Management

REQ-8.2 Provide the ability to standardize services provided to IT service consumers. ***Service definition is not a requirement of this engagement.***

REQ-8.3 Provide the ability to define service offerings available for request by leveraging dependencies in central management data base (CMDB) to publish standardized service offerings.

REQ-8.4 Implement ability to identify and implement approval processes and workflows to fulfill service requests.

REQ-8.4.1 Actual implementation of these processes and workflows are not a requirement of this engagement.

REQ-8.5 Provide a solution for consumers of IT services with the ability to identify, access and request Services

REQ-8.6 Provide easy navigation with intuitive interface.

REQ-8.7 Deliver services based upon service consumer roles.

REQ-8.8 Ensure capture and tracking of required service request information.

REQ-8.9 Automate processes and systems necessary to fulfill IT service consumer requests

REQ-8.10 Automate routing of requests for approval and notification.

REQ-8.11 Automate provisioning of service requests for end-to-end request fulfillment.

Vendor Responsibilities

- Provide MDVA with an initial work plan in week two.
- Vendor will be on-site for meetings to gather requirements, organize content, training and knowledge transfer to IT staff. The vendor may complete other work off-site.
- Provide project management support, including developing and managing project schedule, meeting coordination, Risk /Issue management and project scope management.
- Manage project change management process
- Provide qualified staff
- Provide all necessary and relevant project documentation
- Provide cross-training/knowledge transfer
- Project consulting
- Obtain deliverable signoff

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

- Assigned technical staff must have a minimum of 6 years demonstrated experience in Microsoft System Center 2012 and/or previous versions or iterations of the product group.
- Assigned technical staff must have a minimum of 8 years demonstrated experience in Windows Server Administrations.
- Assigned technical staff must have a minimum of 8 years demonstrated experience in Windows domain design and administration.
- Assigned technical staff must have a minimum of 8 years demonstrated experience in managing window user credentials Administrations.
- Assigned technical staff must have a minimum of 5 years demonstrated experience in Windows 2008 and most currently 2008R2.
- Assigned technical staff must be in compliance with the Statewide Enterprise Architecture, including the State of MN's IT Accessibility standards that incorporate both Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines 2.0 level AA.

Process Schedule

Activity	Due Date	Time Due
SOW Posted	8/20/2012	
Deadline for Questions	8/27/2012	4:30PM
Targeted Posted Response to Questions	8/31/2012	4:30PM
Proposals due	9/7/2012	4:30PM
Targeted Proposal Evaluation	9/10/2012– 9/14/2012	
Anticipated proposal evaluation & decision	9/19/2012	
Contracting process begins	9/24/2012 (2-4 weeks)	

Questions

Any questions regarding this Statement of Work should only be submitted via mail or e-mail according to the schedule above to:

Name: Melissa Iverson

Department: Minnesota Department of Veterans Affairs, Information Technology

Telephone Number: +1 (651) 757-1533

Email Address: Melissa.Iverson@state.mn.us

SOW Evaluation Process

- Detailed response to, understanding of and approach to “Business/Project Requirements” (15%)
- Company and project staff qualifications and experience (20%)
- Microsoft Certified Partner (Windows\SCCM) (10%)
- Sample work product of previous System Center implementation, including references (25%).
References will only be contacted for finalist
- Cost (30%)

Response Requirements

- Introduction
- Company overview
 - a) Company history, growth
 - b) Current financial data if publicly available
 - c) Company service areas
- Approval necessary in at least one of the service categories listed
- Detailed response to “Business/Project Requirements”
 - a) Description of vendor understanding of business need and explanation of their proposed solution.
 - b) Explain how the project will meet the requirements. Each project deliverable should be listed as a sub-heading. For each deliverable, describe how you will get to the deliverable.
 - c) For each “response,” vendor would need to explain if they will be leveraging templates and work products they have developed and tested in prior engagements.
- Detailed response to “Project Approach”
 - a) Explanation of how the vendor will approach their participation in the project, including:
 - 1) Organization and staffing (staff qualifications, resumes, etc.)
 - 2) Work-plan, including life-cycle cost breakdown
 - 3) Contract/change management procedures
 - 4) Project management (e.g. quality management, risk assessment/management, etc.)
 - 5) Documentation of progress such as status reports
 - 6) Any unique approach that will be used to deliver value
- Sample work products of previous System Center implementation (preferably System Center 2012)
- References: Provide up to three references of previous System Center implementations
- 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) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>

Proposal Submission Instructions

- All inquiries and responses must be directed to Melissa Iverson.
- Response Information:
 - Melissa Iverson
 - Melissa.Iverson@state.mn.us
 - Minnesota Department of Veteran Affairs 20 West 12th Street, St. Paul, MN 55155
 - *All communications must include Attention: System Center Selection Committee***
 - One(1) Electronic copy and three(3) hard copies should be submitted
- Key dates:
 - a. See Schedule
 - b. Expiration date for the vendor’s price/terms guarantee. Price and terms will be valid for at least 30 days beyond the “Anticipated proposal evaluation & decision date”. After which, price and terms will remain in effect if the vendor is selected.

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 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.

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.

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.

**STATE OF MINNESOTA
MINNESOTA DEPARTMENT OF VETERANS AFFAIRS
VETERAN-OWNED PREFERENCE FORM**

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.

If responding to a Request for Bid (RFB), the preference is applied only to the first \$500,000 of the response. If responding to a Request for Proposal (RFP), the preference is applied as detailed in the RFP.

Eligible veteran-owned small businesses must be CVE Verified (in accordance with Public Law 109-471 and Code of Federal Regulations, Title 38, Part 74) at the solicitation opening date and time to receive the preference.

Information regarding CVE Verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** this form. Only eligible, CVE Verified, veteran-owned small businesses that provide this completed and signed form will be given the preference.

I hereby certify that the company listed below:

1. Is an eligible veteran-owned small business, as defined in Minnesota Statute §16C.16, subd. 6a; and
2. Has its principal place of business in the State of Minnesota; and
3. Is CVE Verified by the United States Department of Veterans Affairs' Center for Veterans Enterprise.

Name of Company: _____ Date: _____

Authorized Signature: _____ Telephone: _____

Printed Name: _____ Title: _____

IF YOU ARE CLAIMING THE VETERAN-OWNED PREFERENCE, SIGN AND RETURN THIS FORM WITH YOUR RESPONSE TO THE SOLICITATION.

**STATE OF MINNESOTA
MINNESOTA DEPARTMENT OF VETERANS AFFAIRS**

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 **Web Redesign and Content Management** Statement of Work (SOW) 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 Statement of Work, 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: _____