

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

Statement of Work (SOW) For Technology Services Issued By

Minnesota Department of Iron Range Resources and Rehabilitation Board

Project Title: SharePoint Web Developer

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

Business Need

Iron Range Resources and Rehabilitation Board (IRRRB) is a Minnesota state agency created to diversify the economy of the iron mining areas of northeastern Minnesota. The agency's activities are guided by an overall mission and four principal goals:

1. Position the agency to be a leader in developing and implementing a strategy for long-term economic viability of the northeastern Minnesota region.
2. Sustain the region's economic base by working with existing businesses to retain existing jobs and expand to create new jobs.
3. Diversify the region's economy by growing new businesses and recruiting expanding businesses from outside the area.
4. Reclaim mining impacted lands to create a diverse regional economic development resource.

More detailed information about the agency's mission, purpose, etc. can be found at <http://mn.gov/irrrb>.

Currently, IRRRB has a number of different tools and methods to manage data related to the agency's mission (loans, grants, business leads) and recognizes a need for an improved combined database. A study was recently completed that indicated a solution focusing on SharePoint Online hosting.

It is the goal of IRRRB to contract with a SharePoint developer with database skills in order to develop a transparent data management system that:

1. Seamlessly supports day to day data needs for managing programs;
2. Organizes and prepares data for periodic analysis and reporting;
3. Manages the flow of data through the agency from prospecting to completion of projects and programs to the reporting and analyzing of results;
4. Creates a central view of the people, organizations, money flow and progress of activities of IRRRB, as well as provide detail needed to administer individual programs;
5. Provides a searchable repository of the major work of IRRRB and be easy to use, widely accessible and accurate;

6. Must be supported by the state's MN.IT department (formerly Minnesota Office of Enterprise Technology) and integrate, as necessary, with state systems;
7. Is a cost-effective means to IRRRB's data management needs;
8. Works within constraints of the Office 365 system;
9. Provides online reporting capabilities to external customers while maintaining the integrity of confidential business information.

The total contract amount will not exceed \$50,000.00.

Project Deliverables

1. Conduct requirement gathering to determine customer needs in order to create a custom branded data management site and sub-sites with a group based user right structure;
2. Development of appropriate custom components that allow for prospecting, grants and loan management;
3. Configure SharePoint system authentication, settings, permissions and security;
4. Custom developed workflows, preferably within the constraints of SharePoint Designer when possible and through custom development when necessary, using consultants vision and scope documents for application development;
5. Development of a Standard Operating Procedure leveraging the above-mentioned workflow processes;
6. Knowledge transfer to select IRRRB staff in order for the individuals to maintain the site(s) internally;
7. Prepare education plan and deliver end-user training on the newly developed site(s) for site administrators and end-users;
8. Establish data management processes;
9. Convert content from existing databases and import into newly designed SharePoint Data Management System;
10. Create reporting dashboards;
11. Other deliverables that may be defined or discovered during the implementation process.

Project Milestones and Schedule

- Project Start Date: October 15, 2012
- End Date: January 30, 2013

Project Environment (State Resources)

This project will be conducted primarily with the IRRRB and the vendor will interact with Development 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 as well as with MN.IT staff to ensure state guidelines are being met.

The vendor will work with Janelle Greschner and her designees on defining website and workflow requirements. Site design, form development and workflow development can be conducted onsite or remotely as needed.

The level of proficiency working with SharePoint in the division is limited.

MN.IT will provide a development site for work and testing to be done while application development occurs.

The IRRRB uses the MN.IT Central SharePoint 2010 environment which is hosted by Microsoft.

The State of Minnesota uses a SharePoint environment sourced within the Microsoft Office 365 Dedicated product offering. All processes, content and development are delivered through this environment. Successful vendors will familiarize themselves with the capabilities of this environment. Details can be found here – <http://www.microsoft.com/en-us/download/details.aspx?id=18128>.

Agency Project Requirements

Agency implementation requirements include:

- Implementation will involve development staff in the Eveleth, MN location of IRRRB
- Training of staff for site administrators and end-users so that the site can be updated and maintained
- Compliance with the Statewide Enterprise Architecture
- Compliance with Statewide Project Management Methodology
- Compliance with State of Minnesota IT Accessibility standards that incorporate both Section 508 standards and Web Content Accessibility 2.0 level 'AA' standards

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;
- Use best practices to implement and deploy a custom brand on SharePoint 2010;
- Ensure cross browser support for IE7, 8, 9, Firefox 3.6 and 4, Safari, Chrome;
- 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;
- Assist in troubleshooting and resolving issues that may arise during conversion;
- Provide adequate training and knowledge transfer to IRRRB 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

Required minimum qualifications:

- SharePoint Development and Design experience.
- Years of experience: Minimum of 2 years of experience in the following:
 - Business process documentation for website requirement gathering;
 - SharePoint experience must include SharePoint Designer workflows, effective use of the data view web part (DVWP), database integration, content query web part, data form web part and navigation customization;
 - 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;
- Develop and deliver data architecture and standards based on business rules captured from the requirement gathering process;
- Ability to transfer knowledge to select IRRRB staff so the site(s) can be maintained internally following development.
- Understanding of the state's IT Accessibility standards.

Desired Skills

- Preference for vendors to be listed in the following categories:
 - Architecture Planning and Assessment - Business
 - Architecture Planning and Assessment – Technical

- Familiarity with the dedicated Office 365 environment used by the IRRRB, including hosted SharePoint 365;
- Experience in completing work similar to that required by this project, focusing on requirements definition, business process workflow, SharePoint application design and layout and application training;
- Experience working with government systems automation;
- Familiarity with SharePoint 2010 web database design, creation and integration into SharePoint workflows;
- Experience writing end user documentation;
- Experience working in a government setting;
- Project management experience;
- Ability to present technical concepts to people with varying skill levels and learning styles;
- Ability to design screen layouts that accommodate desktop, laptop and mobile devices;
- Experience working with Section 508 standards and Web Content Accessibility Guidelines 2.0.

Process Schedule

- | | |
|--|-------------------------|
| • Deadline for Questions | 09/19/2012, 2:00 PM CDT |
| • Anticipated Posted Response to Questions | 09/25/2012, 2:00 PM CDT |
| • Proposals due | 09/28/2012, 2:00 PM CDT |
| • Anticipated proposal evaluation begins | 10/02/2012 |
| • Anticipated proposal evaluation & decision | 10/02/2012 |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 09/19/2012, Time: 2:00 PM CDT

Name: Leah Wilhelmy

Iron Range Resources and Rehabilitation Board

Email Address: leah.wilhelmy@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 09/25/2012, Time: 2:00 PM CDT (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

SOW Evaluation Criteria

- Company qualifications, references (25%)
- Demonstrated qualifications to meet Required and Desired skill sets (35%)
- Work Plan (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

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

Responses to this Statement of Work (SOW) must be in Microsoft Word or Adobe PDF format and must include the following:

- Introduction
 - Include mailing address, facility address, facsimile number, telephone number and web site address (if applicable)
 - Name, title, address, telephone number and e-mail address of person designated by responder to answer questions regarding the Proposal
- Company overview
- Project Overview
- Detailed response to Project Approach
 - a) Explanation of how the vendor will approach their participation in the project.
 - i) Description of the vendor's understanding of the need and explanation of the proposed solution
 - ii) Organization and staffing
 - iii) Proposed work plan and timeline
 - iv) Project management
 - v) Documentation of progress (status reports, etc.)
- Detailed response to staff augmentation
 - 1) Resume
 - 2) Cost
 - a. Include hourly rates for all proposed skill sets
- 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
 - i) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - ii) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - iii) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - iv) 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 e-mail to Leah.wilhelmy@state.mn.us (Subject line of e-mail: SOW SharePoint Developer). Responses to any other e-mail address will not be considered.
- All proposals must be received no later than 2:00 PM, Central Daylight Time, Friday, September 28, 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

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.

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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:

- Intentional, willful, or negligent acts or omissions; or
- Actions that give rise to strict liability; or
- 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.

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