

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

Statement of Work (SOW) For Technology Services Issued By

Minnesota Department of Natural Resources (DNR)

Project Title: WIRES 11. 5 .9 Upgrade to Oracle EBS R12.1.3

Service Category(ies) Any of the following- 1. Database-Oracle; or 2. E-Business Specialist- Business Integration, middleware; or 3. Analyst-technical

Business Need

The DNR has been running its Web Integrated Revenue System (WIRES) application on Oracle's E-Business Suite 11.5.9 (EBS) since 2004. WIRES is integral to the department's cash management and accounts receivable functions and supports several major departmental sub-systems, such as Timber Sales, Land Records, Reservation System, Licensing and others.

Upgrades to WIRES have been delayed due to several reasons, most notably the recent implementation of SWIFT. However, SWIFT is unable to meet DNR needs for revenue processing; primarily due to the type of data that must be maintained related to land acquisition. Moreover, while any single patch isn't necessarily significant, the sheer volume of updates coupled with infrastructure changes, such as the DNR's virtual server environment, and Oracle's discontinuance of developing new patches for EBS 11.5.9, creates urgency to upgrade the system. In addition, new functionality available in R12 provides an opportunity to attain additional departmental goals related to billing practice and overall business process standardization.

An upgrade at this time extends the life of the current system while enabling the DNR to re-evaluate options with SWIFT at a later date. The business need and goal alignment can be summarized as:

Strategic Alignment Perspective,

- The Governor's priorities.....Better Government/Continuous improvement; and
- Conservation That Works – Goal 4 – Operational Excellence and continuous improvement

Functional Perspective,

- Easier management of DNR bank accounts
- Increase tax management capability
- Streamline period-end reconciliation processing
- Increase collections (Dunning) and late charges flexibility
- Increase standardization of internal invoices

Technical Perspective,

- Move to a supported version of software
- Increase performance with servers and infrastructure related improvements
- Decrease likelihood of system failures
- Increase recoverability should system issues arise

Policy Perspective,

- Use the technology to drive standardization of processes, functions and rules across multiple DNR systems

- Use the technology to support departmental billing policies and practices

Project Deliverables

- Coordinate, advise and document business requirements
- Review and advise DNR on use of various Oracle Life Cycle Advisors (EBS technology Stack upgrade and Financials and Project upgrade)
- Set-up and Configure Oracle R12
 - Bank Accounts;
 - Tax Module;
 - Period-end reconciliation;
 - Advanced Collections (Collections Workbench);
 - Receivables (Receipts and Transaction Workbenches);
 - Sub Ledger Accounting (XLA);
 - Operating Units;
 - Forms;
 - Multi-Org Access Control
 - Customers; and others as dictated by the business requirements
- Set-up standard invoices and dunning letters
- Load, test and verify data migration
- Post go-live support and data and configuration clean-up
- Document configuration decisions/set-up steps

Project Milestones and Schedule

10/29/12 - Project start

- 11/22/12 - Work Plan
- 01/01/12 - Business Requirements
- 01/31/13 - Upgrade to R12 in test environment
- 03/31/13 - Configure R12 in test environment
- 04/30/13 - Testing complete
- 05/15/13 - Documentation complete
- 05/30/13 - Cut-over to production complete
- 06/30/13 - Post production support and clean-up complete
- 06/30/13 - Project End

Project Environment (State Resources)

- Staff descriptions:
 - The technical project team consists of 3 state staff
 - Project manager is Tyrone Spratt
 - Project team is well versed in the database development and management, application development, interface development and has been supporting WIRES for the past 6+ years
 - State staff is inexperienced with 11.5.9 to R12 upgrades
- Oracle support is in place for the WIRES application

Agency Project Requirements

- All project work will be performed at the DNR central office location at: 500 Lafayette Road North, Saint Paul, MN 55155.
- Upgrade work will be completed in a test and development regions. The DNR and chosen vendor will work together to migrate final product to production.
- Training is not part of the project; however, the selected vendor is required to provide a walk-through of final upgrade configuration documentation with selected DNR staff.
- Compliance with Statewide Project Management Methodology, including, but limited to, work plan, risk identification and mitigation and change management. Project management deliverables must be commensurate with a project of this duration and complexity.

Responsibilities Expected of the Selected Vendor

- Solicit and develop business requirements
- Develop and execute a work plan
- Develop and use a change management process
- Develop and conduct functional and data testing, in conjunction with DNR staff
- Consult and advise state staff and recommend industry best practices
- Consult and advise state staff on reporting and interfaces options and best practices
- Document configuration decisions/set-up steps

Required Skills

- Master Contract resource types/ categories of: 1. Database-Oracle; or 2. E-Business Specialist-Business Integration, middleware; or 3. Analyst-technical
- 3-years experience implementing Oracle EBS upgrades from version 11i or greater to R12
- 2-years experience implementing or configuring Oracle EBS AR or GL modules (version 11i or greater)

Desired Skills

- 5-years experience upgrading Oracle EBS 11.5.9 to R12 with focus on GL and AR
- Oracle Multi-Org configuration
- Basic technical experience in writing SQL queries and knowledge of Oracle Applications tables.
- Gap analysis of Oracle Financial E-Business suite system configuration.
- Experience using ConfigSnapshot in upgrade and configuration projects
- Creating system configuration documents, detailed functional design documents, test plans and test cases, user training documents and implementation documentation.
- Excellent partnering, communication, and negotiation skills as to effectively communicate between technical development, business and support groups.
- Strong organizational skills.
- Solid interpersonal and communication skills.
- Strong problem solving, analytical and critical thinking skills
- Experience implementing Oracle EBS in a virtual server environment
- Experience with Oracle EBS licensing model
- Experience with the State of MN's IT Accessibility standards that include both Section 508 standards and Web Content Accessibility Guidelines 2.0 level 'AA'.

Process Schedule

Deadline for Questions

10/03/2012, Noon central

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| • Anticipated Posted Response to Questions | 10/04/2012, 4:30 pm central |
| • Proposals due | 10/08/2012, 4:30 pm central |
| • Anticipated proposal evaluation begins | 10/09/2012, 8:00 am central |
| • Anticipated proposal evaluation & decision | 10/15/2012, 4:30 pm central |

Questions

Any questions regarding this Statement of Work should be submitted via mail or e-mail by 10/03/2012, Noon central:

Name: Tyrone Spratt

Department: Natural Resources

Telephone Number: 651-259-5448

Email Address: Tyrone.spratt@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 10/04/2012, 4:30 pm central (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

SOW Evaluation Process

- Required Skills (40 %)
- Desired Skills (20%)
- Cost (30%)
- References (5%)
- Vendor relationship (5%)

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

- Detailed response to “Business/Project Requirements”
 - a) Description of understanding the need.
 - b) Explain the relationship between the vendor and candidate
 - i) Length of the relationship
 - ii) Number of engagements candidate has worked on behalf of vendor representative
 - iii) Employment status: employee or independent contractor or other
 - c) Explain how the candidate’s experience and background meet the business needs, required and desired skills
- Details of candidate
 - a) Resume
- Cost
 - b) Expiration date for the vendor’s price/terms guarantee
- References: Provide three clients using the candidate
- 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

- a) Response Information:
 - b) Vendors must submit response material directly to Tyrone Spratt_ by 4:30 p.m. central on or before 10/08/2012.
 - a) To: Minnesota Department of Natural Resource
 - b) This may be done via an attachment to e-mail (Tyrone.spratt@state.mn.us), or timely delivery of hard copies to MN DNR 500 Lafayette Road No, Saint Paul, MN 55155-4002 (attention Tyrone Spratt) by the required time and due date.
- 3 hard copies if proposal is not presented via email

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 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

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.