

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

**Minnesota Office of the State Auditor**

**Project Title: 2012-2013 Network Upgrade and Maintenance**

- \*Network (Data, Video, Voice) - LAN/ WAN Internet Support**
- \*Network (Data, Video, Voice) - Operating System**
- \*Network (Data, Video, Voice) - Operations**
- \*Network (Data, Video, Voice) - Support**

***Business Need***

- The Office of the State Auditor (OSA) has a centralized network with connections to six field offices and three work sites. The network at 525 Park Street, Suite 500, St. Paul, Minnesota, 55103 (main office), consist primarily of virtualized servers using VMware. The servers at the main office are a mixture of Novell NetWare 6.5, Novell Open Enterprise Server 2 (OES2), and Windows 2008. Novell Netware 6.5 is running on the servers in the six field offices. The OSA needs assistance implementing new network equipment and services that will be available at the main office, six field offices and three work sites. The equipment and services that need to be implemented include, imaging notebook and desktop computers, packaging notebook and desktop applications for automated installation, migrating to OES2 cluster , installing Novell Directory Services (NDS) master server, replacing VMware Virtual Center server, replacing SyncSort backup server and tape library, review and modify configuration of a Microsoft Windows 2008 web server, replacing a Windows server used for network management, installing an expansion cabinet and disks drives to expand disk space on OES2 disaster recovery (DR) server, install an AD Domain Controller, replacing VMware ESX server, patching network equipment using Novell's ZENworks Configuration Management (ZCM), and upgrading ZCM to the latest version.

***Project Deliverables***

The following deliverables are to be completed. The features to be configured are listed below each deliverable. The deliverables are listed in the order of priority.

- Web Server Review - Review configuration of recently replaced web server and make any necessary changes so that it is consistent with how other servers are configured.
  - Coordinate review and implementation of any changes with Web Administrator.
  - Review configuration of Syncsort Backup Express software and reconfigure, if necessary.
  - Review configuration of Symantec Antivirus and reconfigure, if necessary.

- Review configuration of the iLO remote management interface and reconfigure, if necessary.
  - Generally, review configuration of server and make modifications to configuration, if necessary.
- Part 1 Base Image – Create a base image for a Dell Latitude E6520 notebook computer.
    - Create base images for a Dell Latitude E6520 notebook computer.
    - Base image shall include:
      - Novell Client for Windows 4.91 SP2 or latest version available.
      - Windows 7
      - .NET 1.1
- Part 1 Apply complete image to Desktop and Notebook Computers – Apply complete images created by the OSA’s Network Administrator to 30 Dell OptiPlex 790 desktop and 30 Dell Latitude E6520 notebook computers.
    - Apply complete images to desktop and notebook computers.
- OES2 Cluster Migration –Migrate, convert, or transfer a 3 node Netware 6.5 SP8 cluster to an OES2 cluster.
    - Validate the current cluster design and make recommendations for changes, if necessary.
    - Migrate from the Netware 6.5 cluster to the OES2 cluster.
    - Transfer data and file system rights to the new cluster.
    - Rezone LUNs (logical unit number) on the existing HP SAN (storage area network).
    - Ensure that each cluster resource is able to online, offline, and migrate between all cluster nodes in the cluster.
- NDS Master Server Replacement - Replace the current server named “osabackup” which is running Netware 6.5 SP8 with new hardware running the latest version of OES2.
    - Install and configure latest version of OES2 and apply any necessary patches.
    - Install and configure DNS (domain name system).
    - Install and configure DHCP (dynamic host configuration protocol).
    - Install and configure FreeRADIUS.
    - Install and configure NTP (network time protocol).
    - Migrate or transfer the NDS Master Replica's, DNS, DHCP and Radius services to new server.
    - Maintain the same IP address for the DNS, NTP and FreeRADIUS servers.
    - Configure the iLO remote management interface.
- VMware Virtual Center Server Replacement – Replace the current VMware Virtual Center server with new hardware.
    - Install and configure a new VMware Virtual Center Server 2008.
    - Retire the existing server and move its functions to the new server.
    - Install and configure VMware vCenter and HP EVA Command View.
    - Validate that all components will function.
    - Zone and configure the fiber channel to the respective zones.
    - Install Microsoft Windows Server 2008 R2 and any necessary patches.
    - Install VMware Virtual Center Server.
    - Install Microsoft SQL Server 2008.
    - Configure the iLO remote management interface.

- Network Management Server Replacement – Replace the current server named “MGMT” which is used for general network management tasks with new hardware running Microsoft Server 2008 R2.
  - Install and configure Windows Server 2008 R2 and apply any necessary patches.
  - Install and configure the following applications.
    - Scheduled Robocopy online backup scripts from current server.
    - Novell ConsoleOne
    - PuTTY
    - WinSCP.
    - Syncsort Backup Express
    - DNS and DHCP Management Consoles
    - HP Insight Manager.
    - Other various utilities as installed on current server.
  - Configure the iLO remote management interface.
  
- AD Domain Controller Installation – Add and configure second AD Domain Controller.
  - Install and configure Windows 2008 R2 apply any necessary patches.
  - Install and configure a second AD Domain Controller.
  - Implement roles and features as necessary to mirror existing AD Domain Controller.
  - Install and configure DNS services.
  - Configure the iLO remote management interface.
  - Configure and implement other services as determined in planning.
  
- VMware ESX Server Replacement – Replace the existing VMware ESX servers with new hardware.
  - Create an implementation plan for replacing existing VMware ESX servers.
  - Install and configure new servers.
  - Install, configure and patch VMware ESX / v sphere server.
  - Configure the iLO remote management interface.
  - Coordinate the replacement of existing servers with newly configured servers.
  
- Novell ZCM Patch Management Implementation – Implement ZCM Patch Management for new hardware and virtual machines.
  - Configure ZCM Patch Management to work with new hardware and virtual machines.
  
- Novell ZCM Upgrade – Upgrade Novell ZCM 10.x to latest version.
  - Perform upgrade of Novell ZCM to latest version.
  
- Field Servers Replacement - Replace six (6) field servers and one (1) spare field server which are running Netware 6.5 SP8 with new hardware running the latest version of OES.
  - Create an implementation plan for replacing six (6) existing Novell Netware 6.5 SP8 servers and one (1) spare field server with Novell OES servers.
  - Install and configure latest version of OES and apply any necessary patches.
  - Encrypt hard drives.
  - Configure the iLO remote management interface.
  - Migrate data and users from existing servers to new servers.
  - Link the Novell eDirectory at the main office to the new servers in field offices.

- Design a plan for replacing any of the new field servers with the seventh spare server.
- Packaging of Applications for Installation - Package applications for installation on imaged computers using ZCM.
  - Create packaged applications using Novell ZCM
  - Train OSA's network administrator on how to apply base image and packaged applications to desktop and notebook computers.
  - Applications to be packaged for installation shall include:
    - Office 2010 or the latest version available.
    - Novell GroupWise 8 with updates.
    - CaseWare Working Papers 2011 or the latest version available.
    - Adobe Acrobat 9 Pro with updates.
    - Symantec Endpoint Protection
    - CDMS 2.x
    - 7-zip 9.20 or latest version available
    - ScanSoft PaperPort 11
    - Cisco VPN Client
    - Novell iFolder 3.x
    - Novell ZenWorks Adaptive Agent
    - Eraser
- Part 2 Base Image – Create a base image for a notebook computer that will be purchased in the spring of 2013.
  - Create base images.
  - Base image shall include:
    - Novell Client for Windows 4.91 SP2 or latest version available.
    - Windows 7
    - .NET 1.1
- Part 2 Apply base image and packaged applications to Notebook Computers – Apply the images created in the previous deliverable to 30 notebook computers that will be purchase in the spring of 2013.
  - Apply base image to desktop and notebook computers.
  - Apply applications to imaged notebook computers based on defined user needs.
  - Show OSA Network Administrator how to apply image and applications.
- General Support
  - Provide up to 80 hours of support for network and connected equipment. Current environment includes:
    - VMware ESX Server
      - ESX 3.5 & 4.0
    - Cisco
      - ASA5510
      - PIX 515E
      - PIX 501

- Catalyst 3750 switches
- Catalyst 2960 switches
- Novell
  - NetWare 6.5
  - SUSE Linux Enterprise (SLE) 9, 10
  - Open Enterprise Server OES & OES2
  - GroupWise 8.
  - iFolder 3.x
  - ZENworks
- Novell ZENworks Configuration Manager 10
  - Imaging Updates
  - Application deployment support
- Microsoft
  - Windows Server 2003 and 2008 SP2
  - Windows XP workstation and notebook computers
  - Windows 7 workstation and notebook computers
- Symantec Antivirus – Corporate edition
- Syncsort Backup Express

## ***Project Milestones and Schedule***

- Project Start Date
  - On or after December 17, 2012
- Key deliverable dates
 

○ Web Server Review	12/21/2012
○ Part 1 Base Image	1/18/2013
○ Part 1 Apply complete image to Desktop and Notebook Computer	1/31/2013
○ OES2 Cluster Migration	2/15/2013
○ NDS Master Server Replacement	2/01/2013
○ VMware Virtual Center Server Replacement	2/22/2013
○ Network Management Server Replacement	3/15/2013
○ DR Server Disk Expansion	3/29/2013
○ AD Domain Controller Installation	3/22/2013
○ VMware ESX Server Replacements	3/29/2013
○ ZCM Patch Management	4/12/2013
○ Novell ZCM Upgrade	4/12/2013
○ Field Servers Replacement	5/10/2013
○ Packaging of Applications for Installation	6/07/2013
○ Part 2 Base Image	6/14/2013
○ Part 2 Apply base image and packaged applications to Notebook Computers	6/30/2013
○ General Support	6/30/2013
- End Date
  - June 30, 2013

## ***Project Environment (State Resources)***

- Staff descriptions:
  - a) Number of people on the project  
The OSA has 1 network administrator who will work closely with the consultant.
  - b) One Project Manager
- Current support structures in place:

The OSA has a main office located 525 Park Street, Suite 500, St. Paul, MN 55103, six field offices located in Rochester, Mankato, Marshall, Moorhead, Minneapolis, and Duluth and three worksites located at Ramsey County, City of St. Paul and Anoka County. All field offices and worksites are connected to the main office by VPN using a Cisco PIX 501 at each location. Each field office has a server running Novell NetWare 6.5 for print and file services. The main office has several Novell OES servers for print and file, GroupWise 8 email, iFolder 3.x, and ZENworks services. In addition, the main office has several Microsoft Windows 2008 servers for website and database services and a SUSE Enterprise Linux backup server.

The OSA primary software packages are:

- Microsoft Office 2010
- FileMaker Pro 12
- Thomson RIA Checkpoint
- CaseWare Working Papers
- Novell iFolder 3.x
- Novell GroupWise 8
- Central Data Management System (written in C#. Net)
- Microsoft Internet Explorer 8
- Symantec Antivirus
- Cisco VPN Client
- Novell NetWare 6.5
- SUSE Linux
- Syncsort Backup Express
- Microsoft SQL Server 2008
- Microsoft Windows Server 2003 & 2008

Additional software packages include:

- Lotus 123 97
- Lotus Approach 97

## ***Agency Project Requirements***

- All server installations will be done at the OSA's main office. General network support may require working with network equipment located in field offices or worksites in addition to servers in the main office. Travel is not expected to be necessary for working with network equipment located in field offices or worksites.
- The vendor will train the network administrator sufficiently so he can properly use and manage the servers and software.
- The vendor will include in their estimated costs the cost of obtaining sufficient knowledge of the OSA's network and business needs in their proposal.

## ***Responsibilities Expected of the Selected Vendor***

- The vendor will designate one person who has at least 10 years of experience as senior network engineer as the primary architect for this project. This person will obtain a complete understanding of the OSA's

technology infrastructure and coordinate all recommendations made to the OSA for implementing the deliverables. The vendor will use additional staff with appropriate experience as necessary.

- The vendor will provide updated documentation for changes to the basic configuration of the servers and SAN.
- The vendor will keep all OSA 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 transfer sufficient knowledge to the network administrator so they can properly administer the servers and SAN.
- The vendor will develop a work plan for completing the deliverables. The vendor will review the work plan with the OSA's project manager and network administrator before beginning work on the deliverables.
- The vendor will submit the hourly rates for the individuals they will be assigning to this project.
- The vendor will track and document the details of time spent on each deliverable within the Office of The State Auditors Time Tracking System.

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

The person designated by the vendor for this project will meet the following minimum qualifications:

- A CNE or equivalent;
- Minimum of 10 years of experience as a senior network engineer;
- Minimum of 5 years of experience installing and working with Cisco equipment such as Cisco ASA5510, Cisco Catalyst switch, and Cisco PIX;
- Minimum of 3 years of experience installing and working with Syncsort Backup software;
- Minimum of 5 years of experience migrating between versions of ZCM;
- Minimum of 5 years of experience installing and working with VMware ESX ;
- Minimum of 5 years of experience working with ZCM Patch Management; and
- Minimum of 5 years of experience upgrading virtual servers.

### ***Process Schedule***

- |   |                          |
|---|--------------------------|
| • Deadline for Questions                                | 12/03/2012, 12:00 PM CDT |
| • Posted Response to Questions                          | 12/04/2012, 12:00 PM CDT |
| • Proposals due   | 12/07/2012, 12:00 PM CDT |
| • Anticipated proposal evaluation and interviews begins | 12/11/2012, 12:00 PM CDT |
| • Anticipated decision                                  | 12/14/2012, 12:00 PM CDT |

### ***Questions***

Any questions regarding this Statement of Work should be submitted via e-mail by 12/03/2012, 12:00 PM CDT to:

Name: Mark Stathopoulos

E-mail Address: [mark.stathopoulos@osa.state.mn.us](mailto:mark.stathopoulos@osa.state.mn.us) or [mstathopoulos@osa.state.mn.us](mailto:mstathopoulos@osa.state.mn.us) or [mstathopoulos@auditor.state.mn.us](mailto:mstathopoulos@auditor.state.mn.us) Questions and answers will be posted on the Office of Enterprise Technology web site by 12/04/2012, 12:00 PM CDT ([www.oet.state.mn.us](http://www.oet.state.mn.us)).

### ***SOW Evaluation Process***

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

- Experience (30 points)
- Work Plan/Understanding of the work that needs to be done (20 points)
- Cost (30 points)
- Interview (20 points)

## ***Response Requirements***

- Introduction.
- Company overview.
  - a) Company history, growth.
  - b) Current financial data if publicly available.
- Project Overview.
- Detailed response to “business need” and “project deliverables”.
  - 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 client references for similar type of work.
- Detailed explanation of how the person designated by the vendor as primary architect for this project will meet the following minimum qualifications:
  - A CNE or equivalent;
  - Minimum of 10 years of experience as a senior network engineer;
  - Minimum of 5 years of experience installing and working with Cisco equipment such as Cisco ASA5510, Cisco Catalyst switch, and Cisco PIX;
  - Minimum of 3 years of experience installing and working with Syncsort Backup software;
  - Minimum of 5 years of experience migrating between versions of ZCM;
  - Minimum of 5 years of experience installing and working with ESX VMWare;
  - Minimum of 5 years of experience working with ZCM Patch Management; and
  - Minimum of 5 years of experience upgrading virtual server.
- Conflict of interest statement as it relates to this project.  
See additional information on page 10.
- 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 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.

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**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: \_\_\_\_\_

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

## ***Proposal Submission Instructions***

- Response Information:
  - a) To whom to address the response:  
Mark Stathopoulos
  
  - b) Where to respond  
[mark.stathopoulos@osa.state.mn.us](mailto:mark.stathopoulos@osa.state.mn.us) or [mstathopoulos@osa.state.mn.us](mailto:mstathopoulos@osa.state.mn.us), or  
[mstathopoulos@auditor.state.mn.us](mailto:mstathopoulos@auditor.state.mn.us)
  
  - c) How to label the response  
The subject line of the email must include the words “IT Proposal”.
  
- How to submit:  
Email Proposal shall be submitted by email attachment in an Adobe Acrobat document.
  
- Key dates:
  - a) Response must be received by the OSA’s email system no later than: 12/07/2012, 12:00 PM CDT
  - b) Expiration date for the Responder’s price/terms guarantee: 6/30/2013, 12:00 PM CDT
  - c) Constraints or rules on respondents: All questions shall be directed only to Mark Stathopoulos.

## ***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.

### **Disposition of Responses**

All materials submitted in response to this statement of work (SOW) will become property of the State of Minnesota (State) and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to 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 SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State. The Responder 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 Responder by the Responder or the Responder's agents or employees. This clause will not be construed to bar any legal remedies the Responder may have for the State's failure to fulfill its obligations under this contract.

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 that 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, the Responder is unable or potentially unable to render impartial assistance or advice to the State, or the Responder'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 Responder 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. The provisions of this clause must be included in all subcontracts for work to be performed to preserve the State's rights.

### **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.

### **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. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by e-mail at [mmd.help.line@state.mn.us](mailto:mmd.help.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **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 Office of the State Auditor reserves the right to reject any and all proposals.

**Liability**

Each party will be responsible for its own acts and behavior and the results thereof. The Minnesota Torts Claims Act, Minn. Stat. § 3.736 and other applicable laws govern the State's liability.

**STATE OF MINNESOTA  
AFFIDAVIT OF NONCOLLUSION**

I certify under 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 proposal submitted in response to the State of Minnesota Statement of Work 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;
4. That neither I, nor any member or agent of this company or corporation, have or will contact other companies regarding participation in any future reverse auction conducted under this program; and
5. That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Subscribed and sworn to me this \_\_\_\_\_ day of \_\_\_\_\_

Notary Public

My commission expires: \_\_\_\_\_

# STATE OF MINNESOTA

## IT Professional Services Master Contract Work Order

This work order is between the State of Minnesota, acting through its Office of the State Auditor ("State") and \_\_\_\_\_ ("Contractor"). This work order is issued under Contract T-Number 902TS, Swift Number \_\_\_\_\_ and is subject to all provisions of the master contract which is incorporated by reference.

### Recitals

1. Under Minn. Stat. § 15.061 the State is empowered to engage such assistance as deemed necessary.
2. The State is in need of assistance installing and configuring new network equipment that will be available to the main and six field offices. The equipment that needs to be installed includes a SAN Expansion, ESX VMWare, Syncsort Backup Solution, and Virtual Server Implementation.
3. The Contractor represents that it is duly qualified and agrees to perform all services described in this work order to the satisfaction of the State.

### Work Order

#### 1. Term of Work Order

- a. *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.]**

- b. *Expiration date:* June 30, 2013, or until all obligations have been satisfactorily fulfilled, whichever occurs first.

#### 2. Contractor's Duties

The Contractor, who is not a state employee, will:

- a. OES2 Cluster Migration - Install new OES2 cluster and migrate, convert, or transfer a 3 node Netware 6.5 SP8 cluster to an OES2 cluster.
  - i. Validate the current cluster design and make recommendations for changes, if necessary.
  - ii. Configure the HP Integrated Lights-out (iLO) remote management interface.
  - iii. Install and configure the most current version of OES2 and apply any necessary patches.
  - iv. Migrate from the Netware 6.5 cluster to the OES2 cluster.
  - v. Transfer data and file system rights to the new cluster.
  - vi. Rezone LUNs (logical unit number) on the existing HP SAN (storage area network).
  - vii. Ensure that each cluster resource is able to online, offline, and migrate between all cluster nodes in the cluster.
- b. NDS Master Server Replacement - Replace the current server named "osabackup" which is running Netware 6.5 SP8 with new hardware running the latest version of OES2.
  - i. Install and configure latest version of OES2 and apply any necessary patches.
  - ii. Install and configure DNS (domain name system).
  - iii. Install and configure DHCP (dynamic host configuration protocol).
  - iv. Install and configure FreeRADIUS.
  - v. Install and configure NTP (network time protocol).
  - vi. Migrate or transfer the NDS Master Replica's, DNS, DHCP and Radius services to new server.
  - vii. Maintain the same IP address for the DNS, NTP and FreeRADIUS servers.
  - viii. Configure the iLO remote management interface.

- c. VMware Virtual Center Server Replacement – Replace the current VMware Virtual Center server with new hardware.
  - i. Install and configure a new VMware Virtual Center Server 2008.
  - ii. Retire the existing server and move its functions to the new server.
  - iii. Install and configure VMware vCenter and HP EVA Command View.
  - iv. Validate that all components will function.
  - v. Zone and configure the fiber channel to the respective zones.
  - vi. Install Microsoft Windows Server 2008 R2 and any necessary patches.
  - vii. Install VMware Virtual Center Server.
  - viii. Install Microsoft SQL Server 2008.
  - ix. Configure the iLO remote management interface.
- d. Web Server Review - Review configuration of recently replaced web server and make any necessary changes so that it is consistent with how other servers are configured.
  - i. Coordinate review and implementation of any changes with Web Administrator.
  - ii. Review configuration of Syncsort Backup Express software and reconfigure, if necessary.
  - iii. Review configuration of Symantec Antivirus and reconfigure, if necessary.
  - iv. Review configuration of the iLO remote management interface and reconfigure, if necessary.
  - v. Generally, review configuration of server and make modifications to configuration, if necessary.
- e. Network Management Server Replacement – Replace the current server named “MGMT” which is used for general network management tasks with new hardware running Microsoft Server 2008 R2.
  - i. Install and configure Windows Server 2008 R2 and apply any necessary patches.
  - ii. Install and configure the following applications.
    - 1. Scheduled Robocopy online backup scripts from current server.
    - 2. Novell ConsoleOne
    - 3. PuTTY
    - 4. WinSCP.
    - 5. Syncsort Backup Express
    - 6. DNS and DHCP Management Consoles
    - 7. HP Insight Manager.
    - 8. Other various utilities as installed on current server.
  - iii. Configure the iLO remote management interface.
- f. DR Server Disk Expansion – Add and configure an expansion cabinet and additional drives to server located at the Minneapolis field office.
  - i. Add a disk expansion cabinet.
  - ii. Add and configure additional disks.
  - iii. Expand or move existing virtual server to new disk space.
  - iv. Configure the iLO remote management interface.
  - v. Install and configure disk expansion for existing DR server on VMware ESX server.
  - vi. Partition and format storage for VMware ESX server.
  - vii. Transfer existing virtual machines to larger storage partitions.
- g. AD Domain Controller Installation – Add and configure second AD Domain Controller.
  - i. Install and configure Windows 2008 R2 apply any necessary patches.
  - ii. Install and configure a second AD Domain Controller.
  - iii. Implement roles and features as necessary to mirror existing AD Domain Controller.
  - iv. Install and configure DNS services.
  - v. Configure the iLO remote management interface.
  - vi. Configure and implement other services as determined in planning.
- h. VMware ESX Server Replacement – Replace the existing VMware ESX servers with new hardware.
  - i. Create an implementation plan for replacing existing VMware ESX servers.

- ii. Install and configure new servers.
- iii. Install, configure and patch VMware ESX / v sphere server.
- iv. Configure the iLO remote management interface.
- v. Coordinate the replacement of existing servers with newly configured servers.
- i. HP EVA Upgrade- Install additional disk drives and upgrade disk pool and software on current HP EVA.
  - i. Expand the EVA disk pool with new disk drives.
  - ii. Review and update all software as necessary.
  - iii. Review and upgrade all firmware as necessary.
  - iv. Install new disk drives and expand of the disk pool on the HP EVA.
- j. Novell ZCM Patch Management Implementation – Implement ZCM Patch Management for new hardware and virtual machines.
  - i. Configure ZCM Patch Management to work with new hardware and virtual machines.
- k. Novell ZCM Upgrade – Upgrade Novell ZCM 10.x to latest version.
  - i. Perform upgrade of Novell ZCM to latest version.
- l. General Support.
  - i. Provide up to 80 hours of support for network and connected equipment.

**3. Considerations and Payment**

- a. **Consideration.** The State will pay for all services performed by the Contractor under this work order as follows:
  - i. **Compensation.** The Contractor will be paid as follows:

Deliverable	Estimated Hours	Compensation
OES2 Cluster Migration		
NDS Master Server Replacement		
VMware Virtual Center Server Replacement		
Web Server Review		
Network Management Server Replacement		
DR Server Disk Expansion		
AD Domain Controller Installation		
VMware ESX Server Replacement		
HP EVA Upgrade		
Novell ZCM Patch Management Implementation		
Novell ZCM Upgrade		
General Support	80	
<b>Total</b>		

- ii. **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 \$0.00.
- iii. **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 for providing up to 80 hours of support for network and network equipment must be submitted timely in the month following when the support was provided. Invoices must be submitted timely upon completion of each deliverable.

**4. Liability**

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.

**5. Authorized Representatives**

The State's Authorized Representative is Mark Stathopoulos. 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.

**1. STATE ENCUMBRANCE VERIFICATION**

*Individual certifies that funds have been encumbered as required by Minn. Stat. 16A.15 and 16C.05.*

By: \_\_\_\_\_

Date: \_\_\_\_\_

CFMS Contract No.: \_\_\_\_\_

**2. STATE OFFICE**

By: \_\_\_\_\_  
(with delegated authority)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**3. CONTRACTOR**

*The Contractor certifies the appropriate person(s) have executed the contract on behalf of the Contractor as required by applicable articles or bylaws*

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_