

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

Statement of Work (SOW) For Technology Services Issued By

Minnesota State Colleges and Universities System Office

Engagement Title: Enterprise Data Center and Network Services Staff Augmentation

Service Category: Network (Data, Video, Voice) - LAN/ WAN Internet Support

Focus

Minnesota State Colleges and Universities (MnSCU) is seeking Professional/Technical Services to augment staff for the administration of enterprise and network systems developed and/or supported by the Information Technology Services division of the System Office for a period of three to twelve months.

Business Need

Provide temporary staff augmentation to assist in daily administrative tasks required for enterprise data center and network systems. The engagement requires a resource knowledgeable enough to administer MnSCU infrastructure, manage, and monitor the WAN on a daily basis. In addition, this individual must be able to program, update and install new hardware and software releases on firewalls and routers; work with campus technical staff to troubleshoot and correct problems related to WAN connectivity; work with MN.IT Services network operations center to correct WAN problems; assist in the management of MnSCU Domain Name Servers and Network Bandwidth and Performance.

The engagement requires working as a member of the ITS System Office Wide Area Network staff. In addition, the person in this role may be required to work collaboratively with other members of the Enterprise Services team and authorized personnel from any of MnSCU's 31 institutions.

All work must be consistent with System Office enterprise network requirements.

Engagement Deliverables

In general terms the individual(s) filling this role will need to provide the follow technical services:

- Resource will service MnSCU under a normal forty hour (40) work week schedule for a period of twelve (12) weeks.
- Resource will participate as a member of the WAN team to maintain enterprise data center and networks for the system office including support for campus firewalls and WAN connectivity.
- Assist with the upgrade of Cisco ASA firewalls to multi-context state wide.

Environment (State Resources)

The following list contains the MnSCU stakeholders for this engagement and their roles:

- Sponsor – Marty Gang, Associate Vice Chancellor - Infrastructure
- Supervisor – Andrea Kodner-Wenzel, System Director of Enterprise Services
- Enterprise Services Manager – Russell Roering
- WAN Team Members - Dave Nelson, David Goetz and Michael Roundtree
- Project Manager – William Nyariki

Agency Project Requirements

The successful responder will:

- Primarily work on site at MnSCU System Office 30 Seventh Street East, Suite 350 St. Paul, MN 55101.
- Work may be required, as necessary, at various outstate locations as assigned.
- Participate in MnSCU Enterprise Data Center and Network services projects and initiatives.
- Be required to follow MnSCU's project management guidelines, deployment procedures, security and support procedures.

Responsibilities Expected of the Selected Vendor

The vendor will:

- Follow the change management process stipulated by the System Director of Enterprise Services and Enterprise Services Manager.
- Provide qualified staff with listed skills.

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

Required minimum qualifications:

- a) Master Contract resource category: Network (Data, Video, Voice) - LAN/ WAN Internet Support (Senior);
- b) Experience: 3-5 years experience in information systems and/or network analysis plus 3-5 years experience in the support of network-based application(s) software; extensive knowledge of TCP/IP, LAN and WAN topologies combined with 3-5 years experience with router and firewall configuration/programming is also required;
- c) At least one year of operational experience with routing protocols, such as border gateway protocol (BGP) and open shortest path first (OSPF) is required;
- d) Knowledge of the UNIX operating systems and the use of scripting tools are requirements;
- e) Comprehensive understanding of Cisco ASA appliances and contexts;
- f) Comprehensive understanding of Cisco routing and switching; and
- g) Strong communication skills.

Desired Skills

- a) Five (5) plus years Network and firewall administrative and implementation experience;
- b) One (1) year experience implementing PCI compliant networks and firewall specific to Higher Education bookstore applications; and
- c) Plus one or more years of experience work with Information Technology in a Higher Education setting.

Process Schedule

- Post 1/2/2012
- Questions 1/4/2013, 2:00 P.M. CST
- Deadline for Applicants 1/11/2013, 2:00 P.M. CST
- Interviews 1/14/2013 - 1/18/2013
- Proposed start date 1/28/2013

Questions

Prospective responders who have technical questions regarding this Statement of Work are asked to submit questions to: Nathan.Sorensen@csu.mnscu.edu via mail or e-mail by 1/4/2013 2:00 P.M. CST. Using the subject line "ENTERPRISE DATA CENTER AND NETWORK SERVICES STAFF AUGMENTATION"

JANUARY 2013.” Questions and Answers will be posted on the MN.IT website by approximately, 1/7/2013 (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

- Other MnSCU personnel are **NOT** authorized to discuss this Statement of Work before the submission deadline. Contract regarding this SOW with other MnSCU personnel could result in disqualification.

SOW Evaluation Process

The responses will be evaluated as follows.

- Company (10%)
- Experience (20%)
- References (20%)
- Desired skills (30%)
- Cost (20%)

Response Requirements

Vendor shall respond with the following:

Company overview

- a) Company history, growth
- b) Current financial data if publicly available

Explanation of how the vendor will approach their participation in the staff augmentation. This includes:

- 1) Organization and staffing (including staff qualifications, resumes, etc.)
- 2) Contract/change management procedures
- 3) Documentation of progress such as status reports

Detailed response to staff augmentation

- 1) Resume of proposed staff augmentation contractors.
- 2) Cost

References: Provide three clients using the proposed applicant for staff augmentation

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) Immigration Status Certification (if over \$50,000)
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
- d) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
- e) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- f) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Sealed proposals must be received at the following address not later than 2:00 p.m. CST on Friday, January 11, 2013.

Proposals received after this date and time will be returned to the responder unopened.

Fax and e-mail responses will not be considered.

Proposals must be submitted with the envelope or packaging plainly marked on the outside: "ENTERPRISE DATA CENTER AND NETWORK SERVICES STAFF AUGMENTATION JANUARY 2013."

Institution: SYSTEM OFFICE
Name: Nathan Jay Sorensen
Title: ITS Contract and Purchasing
Address: 30 Seventh Street East, Suite 350 Saint Paul, MN 55101-7804
Telephone: 651-201-1524

The responder shall submit four (4) copies of its RFP response and a compact disc with the RFP response in Microsoft Word and/or PDF format. Proposals are to be sealed in mailing envelopes or packages with the responder's name and address clearly written on the outside. One copy of the proposal must be unbound and signed in blue or black ink by an authorized representative of the vendor. Proof of authority of the person signing must accompany the response.

Expiration date for vendor's price/terms guarantee June 30, 2014. Price and terms of the proposal as stated must be valid for the length of the resulting contract.

Proposals made in pencil will be rejected. Alterations in cost figures used to determine the lowest priced proposal will be rejected unless initialed in ink by the person responsible for or authorized to make decisions as to price quoted. The use of "white out" is considered an alteration.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification: 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.