

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

Statement of Work (SOW) For Technology Services Issued By

**Minnesota Department of Human Services-Disability Services
Division (DSD)**

**Project Title: TTC (Training, Technical Assistance, and
Communications)**

Service Category: Training-eLearning Course Development

Business Need

The business need for this request is to acquire the skills provided by a qualified eLearning developer and increase workload capacity required to complete the design and development of online learning modules for various initiatives within Department of Human Services (DHS) – Disability Service Division (DSD).

Our intentions are to:

- 1) Improve the instructional design and development process and outcomes
- 2) Improve the evaluation and knowledge of learner and business needs
- 3) Improve the development of online learning environments
- 4) Improve workflow process for future online learning design and development
- 5) Increase the skills and capacities of the TTC team

Our focus is to increase product quality and efficiency of development workflows for projects and initiatives that affect all 87 counties, state tribes, DSD staff and administration, and other external partners and stakeholders.

With a culture shift occurring at DHS from traditional face-to-face training to more web-based training, we are working towards the goal of providing higher quality learning experiences that can quickly adapt to the business needs of various initiatives and projects. The DSD-TTC team currently is lacking the overall skill and capacity to effectively and efficiently meet the needs of business areas. By obtaining an eLearning professional, we will be able to improve products and processes.

Project Deliverables

- Waiver Provider 101 eLearning Module (online development)
- Waiver Provider Standards eLearning Module (online development)
- MnCHOICES Modules (ongoing editing and development)
- Money Follows the Person (MFP) (initial instructional design and online development)

The environments that are design and developed, we will be able to reuse these digital assets for future projects. These deliverables will not be the sole responsibility of the eLearning developer. Project managers and other SMEs will be tracking deliverables. It is the responsibility of the developer to manage their own work as delegated to them.

Project Milestones and Schedule

- Project Start Date ASAP-Would like to be able to get them started by mid January 2013.
- Key deliverable dates (March 1st-Waiver Provider 101 and Standards online modules)
- End Date- May 2013 (based on 80,000 total funds)

Project Environment (State Resources)

Currently, TTC staff that is able to do this work is limited. Our main developer has other responsibilities and is not able to do higher-level coding and development. Our instructional designer is essentially full time on MnCHOICES and is not able to work on other initiatives. Taylor Kearns is the Supervisor of the TTC team and holds a MEd in Learning Technologies. He is familiar with the skills and capacities needed to design and develop online trainings. Bringing in an eLearning developer is critical to upcoming projects. The skillset is not currently available within the larger DHS agency.

The TTC team does have adequate hardware and software to engage in this work. We are currently using the Adobe eLearning Suite 6 to develop online training modules. Our workstations are adequate for most of the applications we use but tend to have some issues with Photoshop and other resource heavy applications. We are developing environments based on a HTML/CSS/JS platform. Bringing personal equipment is possible and in some cases, preferred due to the lack of permissions and flexibility in downloading, installing and using software that is used.

Agency Project Requirements

There are DHS standards in regards to the accessibility of the online environments as well as any multimedia assets (video, audio, graphics/images, documents etc.). The ability of the developer to be able to proactively address this when developing online assets and/or environment is essential.

Responsibilities Expected of the Selected Vendor

The vendor is expected to provide a skilled professional that will work within the TTC team at the Elmer Anderson building in downtown St. Paul. This will improve their understanding of the business needs of DSD, improve communication and production workflows, and facilitate improved collaborative work between the instructional designer, subject matter experts, project managers and the developer.

The eLearning developer will design and develop online environments that will be the property of DHS and repurposed for future projects. The coding within the environment will contain comments that detail the structure and intent of the code so that future developers will be able to reuse the environment.

The eLearning developer will design and develop online environments that meet DHS accessibility standards (508 and W3C-WCAG2.0).

Required Skills

Required minimum qualifications:

- Bachelor's Degree in education, training, web development, learning technologies or similar program.
- 4+ years of designing and developing online learning environments including the following:
 - Knowledge and experience creating accessible environments and digital assets based on Sec. 508 and W3C-WCAG2.0 requirements. See IT Accessibility requirements below.
 - Experience using adobe eLearning Suite (Dreamweaver, Captivate, Photoshop, Flash, Audition, Adobe Encoder)
 - Experience with Learning Management Systems (LMS) and loading eLearning modules with formal assessments based on SCORM 1.2 standards
 - Experience designing, developing and modifying HTML/CSS/JS-based eLearning templates (Dreamweaver).
- Ability to effectively collaborate with subject matter expert (SME), instructional designer (ID), and project manager (PM) to design and develop learning environments that are interactive, authentic, and accessible.

Desired Skills

- Knowledgeable regarding QA/Accessibility testing processes and tools.
- Advanced degree in Learning Technologies or similar program.
- Membership in ASTD, eLearning Guild, or other similar organization.

Process Schedule

- Deadline for Questions 3/29/2013, Time 4:00PM CDT
- Anticipated Posted Response to Questions 4/1/2013, Time 4:00PM CDT
- Proposals due 4/5/2013, Time 12:00PM CDT
- Anticipated proposal evaluation begins 4/8/2013, Time 8:00AM CDT
- Anticipated proposal evaluation & decision 4/8/2013, Time 4:00PM CDT

Questions

Any questions regarding this Statement of Work should be submitted via mail or e-mail by 3/29/2013, Time: 4:00 PM Central Daylight Time.

Name: Taylor Kearns

Department: Department of Human Services (DHS)-Disability Services Division (DSD)

Telephone Number: 651-431-2440

Email Address: taylor.kearns@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 4/1/2013 Time 4:00 PM CDT (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

SOW Evaluation Process

Scoring will be based on the following criteria and weights:

- Company (20%) Experience placing leading eLearning developers within a variety of organizations/agencies.
- Experience (50%) Ability of eLearning Developer to meet required skills and knowledge (see Required Skills section above).
- Cost (30%)

This 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

- Introduction
- Company overview
 - a) Company history
 - b) Brief overview of experience successfully placing eLearning Developers in other companies
- Detailed response to Business Need / Project Deliverables
 - a) Describe your understanding of the Business Need and your experience working with other companies with similar needs. Also provide links and/or information on the final deliverable.
- Detailed response to:
 - a) Explain your approach to managing this contract. This includes:
 - 1) Recruitment methods and staffing (including staff qualifications, resumes, and/or professional portfolios, etc.)
 - 2) Communication: What will be your communication method to monitor? In-person, phone, email, chat, etc. What will be the frequency? Once a week, once a day etc.
 - 3) Contract/change management procedures. What is the process if there are problems with placed staff? Who is the contact?
 - 4) Documentation of financial and monitoring activities (reports)
- Detailed response to staff augmentation

- a) Resume – Provide resumes of potential qualified eLearning developers
- b) Cost – Provide hourly rate. Total available funds are \$120,000.
- References: Provide references from three clients using similar services
- 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

- Response Information:
 - a) Taylor Kearns
 - b) taylor.kearns@state.mn.us
 - c) How to label the response: Response to Statement of Work
- Submit via email
- Key dates:
 - a) Response due date: 4/5/2013 12:00 PM CDT
 - b) Expiration date for the vendor's price/terms guarantee: 6/5/2013
 - c) Vendors must submit proposals directly to **Taylor Kearns** by 12:00 p.m. on or before **4/5/2013**. This may be done via an attachment to e-mail by the required time and due date.

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

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.

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.