

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

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

**Department or Agency: MN.IT in support of
Minnesota Pollution Control Agency (MPCA)**

**Project Title: XenApp – NetScaler - Microsoft Server 2008
Configuration, Training, and Tech Support**

Service Categories:

- **Architecture Planning & Assessment – Technical**
- **Server - Support**
- **Training - Instructor-Led**

Project Environment and Business Need

In a service level agreement (SLA) MN.IT provides approximately 100 Minnesota Pollution Control Agency (MPCA) staff persons remote access to critical software and network drives through a Citrix environment which includes XenApp, NetScaler, and Microsoft Server 2008; MN.IT network technicians at MPCA have determined that these three programs and their requisite hardware must be configured in concert and any Contractor under this Project must be able to configure, train, and provide technical support for this suite of programs.

MPCA needs reliable remote access for its off-site staff through a Citrix environment. The Contractor under this project will provide initial assessment and recommendations for MN.IT staff at MPCA, develop capacity for self-configuration and troubleshooting by MN.IT professionals, then provide off-site technical support.

MN.IT estimates the value of this contract to be about **\$15,000.00** (Fifteen Thousand Dollars).

Project Deliverables & Schedule

Project Start Date: **June 28, 2013**

Project End Date: **June 30, 2014**

June 28, 2013 – July 12, 2013:

Initial setup: Assessment of MN.IT environment and delivery of report with recommendations for the MPCA's Citrix/Microsoft system

July 15, 2013 – July 26, 2013:

One-time training: Develop local, MN.IT capacity for configuration and troubleshooting of a XenApp, NetScaler, Microsoft Server 2008 environment at MPCA through on-site training for up to five (5) MN.IT technical staff persons

July 29, 2013 – June 30, 2014:

Remote tech support to MPCA Citrix specialist(s) during core MPCA business hours for XenApp/NetScaler in MS Server 2008 environment.

Business Requirements

- The configured hardware and software will be implemented specifically at MPCA's central office in St. Paul, MN

- The implementation will involve the training of up to three MN.IT staff persons
- Address any ongoing hardware/software, maintenance and warranty needs
- Address:
 - Compliance with the Statewide Enterprise Architecture
 - Compliance with Statewide Project Management Methodology
 - Compliance with applicable industry/agency standards

Responsibilities Expected of the Selected Contractor

- Project Documentation (electronic acceptable)
- Providing training/ knowledge transfer in two classes at MPCA (St. Paul, Minnesota) location

Required Skills

Required minimum qualifications:

- The Contractor will be performing contract services under one or all of these Master Contract service categories:
 - a) Architecture Planning & Assessment – Technical
 - b) Server - Support
 - c) Training - Instructor-Led
- The Contractor will possess and maintain for the duration of the Contract industry-recognized certifications, required licenses and access credentials for Citrix, XenApp, NetScaler, and Microsoft Server 2008

Process Schedule

- Posting begins on OET website 06/19/2013
- Deadline for questions 06/20/2013, 2:00 p.m., Central Daylight Time (CDT)
- Anticipated posted response to questions 06/21/2013, 2:00 p.m., CDT
- **Proposals due** 06/24/2013, 2:00 p.m., CDT
- Anticipated proposal evaluation & decision 06/25/2013

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 06/20/2013, 2:00 p.m., CDT

Name: Daniel McLean

Email Address: contracts.pca@state.mn.us (reference “CR6199” in the subject line)

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 06/21/2013, at 2:00 p.m., CDT at http://mn.gov/buyit/statements/mcp902ts_active.html

Response Requirements

1. Cover Letter

- a) Brief introduction and company overview
- b) Conflict of interest statement as it relates to this project
- c) Contact information for person responsible for the vendor’s Response

2. Workplan (Attachment A) with detailed response to “Project Deliverables & Schedule” and “Business Requirements”

- a) Description of the Vendor’s understanding of the need and explanation of their proposed solution.
- b) Explain how the Contractor will meet the requirements.

3. Detailed Project Cost Proposal (Attachment B) in Microsoft Excel format with task descriptions, hourly rates

4. Detailed Project Schedule (Attachment C) in Microsoft Excel format

5. Provide References with summary information about up to three clients the Contractor has served, with similar projects (XenApp/NetScaler/Microsoft Server 2008)

6. Additional Required Forms to be returned or additional provisions that must be included in proposal

- a) Affidavit of Non-Collusion (**Attachment D**)

b) State of Minnesota Veteran Owned Preference Form (**Attachment E**), if applicable.

Statement of Work Evaluation Process

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.

All responses received by the deadline will be evaluated by representatives of MN.IT. The State reserves the right, based on the scores of the proposals, to create a short-listing of vendors who have received the highest scores to interview, or conduct demonstrations/presentations. The State reserves the right to seek best and final offers from one or more responders.

A 100-point scale will be used to create the final evaluation recommendation. Proposals will be evaluated on “best value” as specified below. The factors and weighting on which proposals will be judged are:

Factor	Maximum points	Percentage
Previous Experience	50 points	50%
Quality of Workplan	20 points	20%
Cost*	30 points	30%

*The Cost Proposal (**Attachment B**) will not be revealed to the review committee until after the other points are awarded.

Proposal Submission Instructions

1. Submit proposals before the deadline to:
Name: Daniel McLean
Email Address: contracts.pca@state.mn.us (reference “CR6199” in the subject line)
2. Vendors are NOT authorized to contact agency personnel other than the contact listed above regarding this solicitation.
3. Late proposals will not be considered. All costs incurred in responding to this Solicitation will be borne by the Responder.

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 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 will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive 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 Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to certified small businesses that are majority-owned and operated by:

- (1) Recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) Veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) Any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, attach documentation, sign and return the Veteran-Owned Preference Form (**Attachment E**) with your response to the solicitation. Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation 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.