

**IT Professional Technical Services
Master Contract Program
T#:902TS
Statement of Work (SOW)
For Technology Services
Issued By:
Minnesota Department of MN.IT Services
Project Title: P&I e-Licensing
Service Category: Project Management**

Business Need

MN.IT Services is in need of a Project Manager to help bring the e-Licensing Program to completion. This program is part of the Strategic and Tactical Plan and thus has a clearly defined duration.

MN E-Licensing System (MNELS) is highly configurable, entity-centric, efficient and capable of delivering web-based, online access. The centerpieces of MNELS are IronData's Versa Regulation and Versa OnLine licensing systems. MNELS is operated and supported by the State's MN.IT Services agency. MNELS enables business owners and professionals the ability to obtain, manage and renew their licenses and permits online. MNELS also enables Licensing Agencies to track, manage and enforce process requirements.

Completing the implementation for the enterprise will help break the practice of supporting multiple, redundant agency specific systems, thus providing a cost savings. Agencies will benefit from the state-of-the-art enterprise security, user friendly web portal and US Bank payment methods built into the system's infrastructure. The public will benefit from a common payment method as well as the improved quality and delivery of service.

Project Deliverables

The deliverables for Project Manager (PM) will consist of, but are not limited to:

- Assures a common understanding of project/program vision and goals among all team members
- Assures that project costs are controlled and project benefits are attained
- Works with the Program Sponsor, Team Leaders and project team members to develop a plan for the overall project effort, and monitors project progress against the plan
- Coordinates the resolution of project issues, bringing to the attention of the Program Sponsor any issues that requires upper management input
- Suggests and assists with communications to management regarding project efforts
- Holds regular meetings with team members
- Assures for a smooth and coordinated effort between MN.IT Services and customer (Agency) including following established common protocols for communication and interaction

- Coordinates project with other integration efforts
- Works with Project Management Office (PMO) to ensure the following of Project/Program best practices as established by MN.IT Services Central PMO
- Manages resource work
- Ensures that the required administrative tasks are completed by team members, including time recording and project documentation
- Establishes time, cost and scope parameters for the project
- Creates implementation, communication and project plan
- Posts and monitors project plan in appropriate location

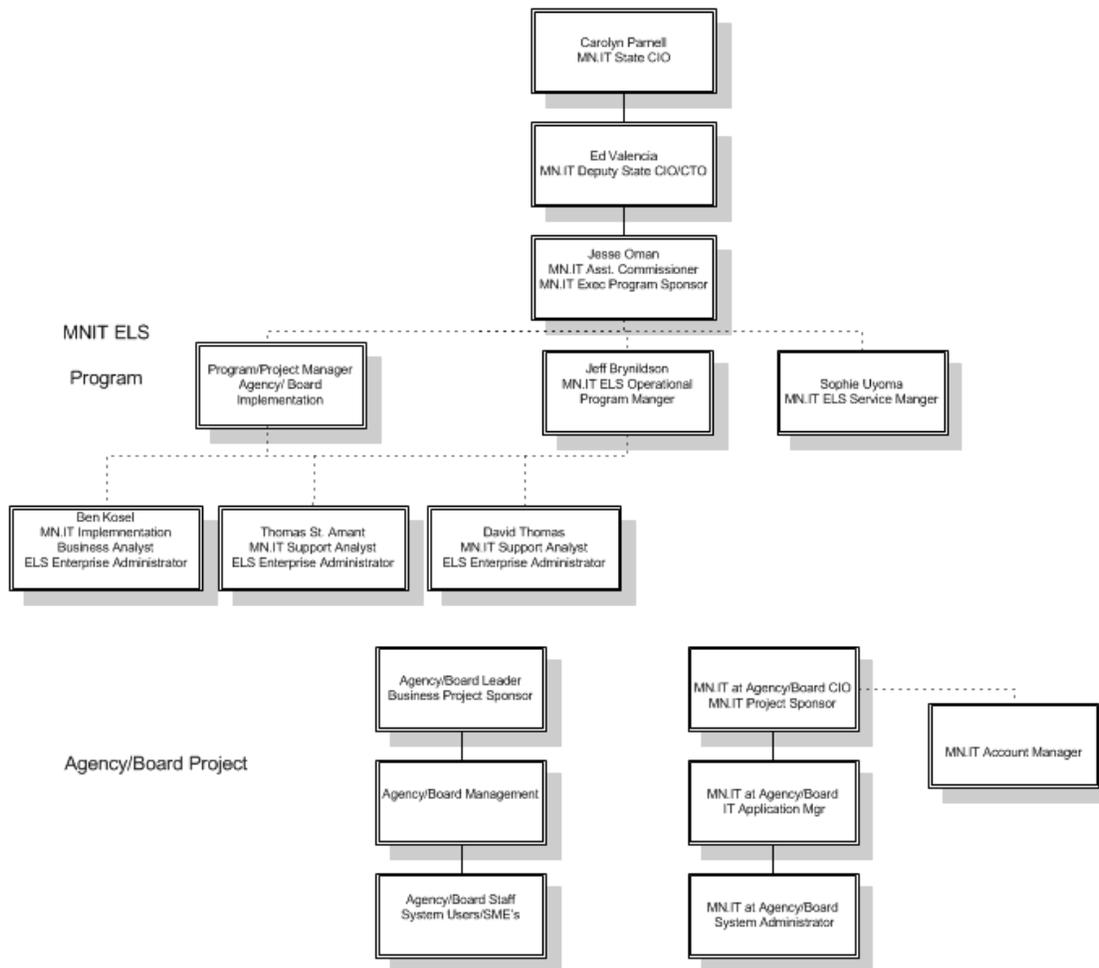
Project Milestones and Schedule

- Anticipated Project Start Date: Mid August
- Key Deliverables – this will be based on each Agency/Board (iterative)
 - Initiate Project
 - Project Kick-Off Meeting
 - Plan
 - Gather Agency requirements
 - Develop Project Plan
 - Refine understanding of business issues
 - Design
 - Agency Pre-Build Demo
 - Detailed Design Specifications
 - Design-Requirements Traceability Document
 - Data Migration-Conversion Plan
 - Build
 - Configuration Report
 - Modification Document
 - Data Migration-Conversion Report
 - User Test Plan/Requirements Documentation
 - System Admin Training/Documentation
 - Testing
 - User Training/Documentation
 - Agency User Approved Test Plan
 - Implementation/Cut-over
 - Technical Cut-over Plan
 - Presentation of Prod Support Model and Process
 - Close – Move to Operation
 - On-site support/incident management
 - Migration of Agency/Board to Support
- End Date 30-June-14

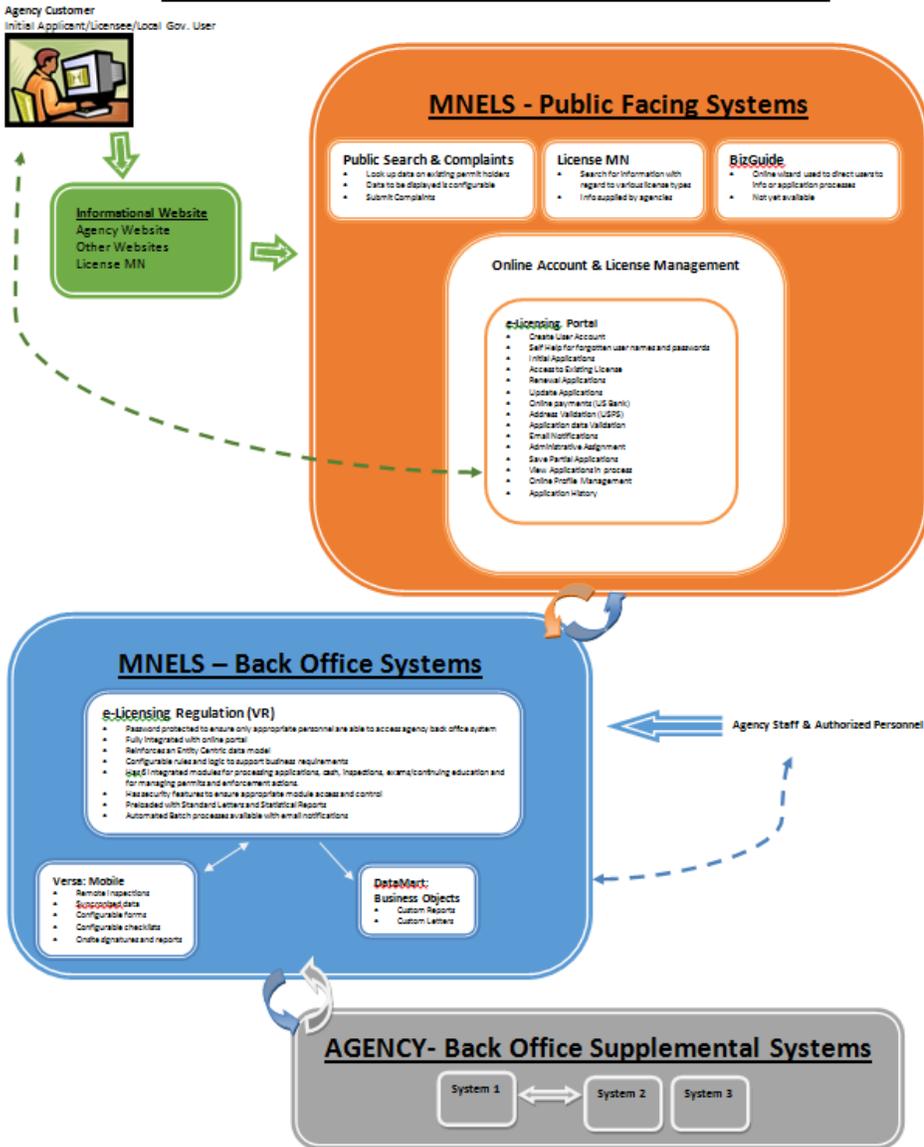
Project Environment (State Resources)

- Staff descriptions:
 - a) Number of people on the project – will vary from project to project
 - b) Program Sponsor Name: Director of Projects & Initiatives
 - c) Existing PMO Project/PMO standards will be used
 - d) Currently established process for e-Licensing will be adhered to
 - e) Basic organizational structure (organizational chart) of the project

e-Licensing System Program/Implementation Project Organization



MN e-Licensing System Overview



Agency Project Requirements

The consultant will be required to work on site as needed to support the business, technical, information, processing and reporting requirements of the MN.IT Services PMO. The state will provide a workspace, supplies, computer and network connection. The consultant will be responsible for compliance with MN.IT Services Project Management Methodology, compliance with applicable MN.IT Services documentation standards, training of staff after implementation.

Responsibilities Expected of the Selected Vendor

The vendor Project Manager will follow directions given by MN.IT Central PMO. The vendor PM will be responsible for deliverables as listed in project deliverable section. The vendor PM will be expected to follow existing MN.IT Central PMO processes and procedures related to:

- Proposed change management process
- Project Documentation
- Project management responsibilities
- Providing training/ knowledge transfer
- Testing and acceptance criteria
- Project Work Plan

Required Skills

Required minimum qualifications: (These will be scored as Pass/Fail)

- Must have a minimum of 10 years of Project Management;
- Must have a minimum of 5 years of experience with managing a program with multiple projects;
- Must have a minimum of 5 years of experience managing high profile, enterprise project/program;
- Must have at least two projects with demonstrated success communicating to executives, business staff and technologists (both up and down the organization);
- Must have a minimum of 5 years of experience that will demonstrate full knowledge of Software Development Life Cycle (SDLC) processes;
- Must have a minimum of 5 years of experience that will demonstrate past responsibility with the Cost Control and Budget Management of a project;
- Must have a minimum of 5 years of experience that that will demonstrate a firm understanding of Program management and project management best practices; and,
- Must have 5 years of experience that will demonstrate the ability to Build plans, and proactively manage execution against plans.

Desired Skills

- Ability to lead a multiple project teams dispersed across multiple agencies
- Outstanding written and verbal communication skills
- Outstanding conflict, negotiation and issue resolution skills
- Experience with vendor management

Process Schedule

- Deadline for Questions 7/31/13, 4:00 pm, Central Time
- Anticipated Posted Response to Questions 7/31/13

- Proposals due 8/7/13, 1:00 pm, Central Time
- Anticipated proposal evaluation begins 8/7/13
- Anticipated proposal evaluation & decision 8/9/13

Questions

Any questions regarding this SOW should be submitted via e-mail by 7/31/13, at 4:00 pm, to:

Name: Sherry Falb-Joslin

Department: Projects & Initiatives - PMO

Email Address: sherry.falb-joslin@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website approximately 7/31/13, by the end of the business day at http://mn.gov/buyit/statements/mcp902ts_active.html.

SOW Evaluation Process

- Experience of resource - 50%
- Desired Skills - 20%
- Cost - 30%

This SOW 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, growth
- Detailed response to the required/desired skills:
 - 1) Resume – Please be very specific and provide a chart to demonstrate how the resource meets the Pass/Fail Criteria; and,
 - 2) References: Provide three that will be able to provide information that is relevant to this type of project.
- 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>
- See the following instructions regarding submission of the Cost Proposal.

Proposal Submission Instructions

All proposals must be submitted via e-mail to:

Name: Lynette Podritz, Contract Manager

Email Address: MN.IT_Contracts@state.mn.us (Please note there is an underscore _ that is between MN.IT and the word Contracts.)
Subject line: e-Licensing Project Manager SOW

The cost proposal must be a separate attachment within the email.

Late proposals will not be considered or evaluated.

The project response format must include detailed answers and descriptions of work to be performed to meet the requirements of the SOW.

Cost Proposal

The cost proposal must be a separate attachment within the email.

The price and terms proposed should be good for a minimum of six months following the date submitted. All costs incurred in responding to this SOW will be borne by the responder.

The state does not make regular payments based upon the passage of time; it only pays for services performed or work delivered after it is accomplished.

Proposals will be evaluated on “best value” as specified in this SOW.

The cost proposal will not be opened by the evaluation committee until after the qualifications points are awarded.

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:

- a) Intentional, willful, or negligent acts or omissions; or
- b) Actions that give rise to strict liability; or
- c) 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 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.