

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

Statement of Work (SOW) For Technology Services Issued By

Ramsey County

Project Title – Property Records and Revenue Technology Assessment

Service Categories*

Analyst – Business

Architecture Planning & Assessment – Business

Architecture Planning & Assessment – Information/Data

*(Vendor must be approved in at least one of these categories)

Business Need

Ramsey County is seeking Professional/Technical services to provide a high-level assessment of the Property Records and Revenue department's current application/systems structure supporting its lines of business; evaluate associated strengths and weaknesses; identify gaps and redundancies; map connections between existing applications/systems/databases; detail the support model for each and make short-term and long-term recommendations to the Property Records and Revenue Department (PR & R) and Department of Information Services (IS) management for sustaining mission-critical business applications.

Property Records and Revenue oversees the services of property ownership recording; valuing all property in the County; treasurer and auditor functions overseeing the collection, balancing and settlement of all monies collected by the County; and the facilitation of local, state and national elections. The department operates four major work areas:

- Assessor
- Elections
- Property Tax Services
- Recorder and Registrar of Titles

More information is located at <http://www.co.ramsey.mn.us/prr/about.htm>.

The county's Chief Information Officer and PR & R Department Director jointly sponsor the project. Recommendations should align with Ramsey County technology direction and industry standards. This project does not include an architectural mapping to supporting infrastructure, except where that information is available or easily discoverable.

Project Deliverables

Business Project Requirements

High-level road map from as-is to future state – identify options and make prioritized recommendations:

1. Identify and map current applications/systems/databases to business needs and priorities (validate against existing application portfolio):
 - a. Status of technologies supporting critical business processes
 - b. Current state of systems and infrastructure
 - c. Currently planned upgrade paths
 - d. Software and Operating system release
 - e. Lifecycle status
 - f. Gaps and redundancies
2. Assess PR & R data management strategy
 - a. Outline current state vs. desired state
 - b. Recommend data management strategy
3. Detail the support model in place for each system/application
 - a. Contract status
 - b. Support structure (vendor, PR & R, IS roles and responsibilities)
 - c. Risks and gaps
4. High-level Business Process Analysis
 - a. Review current lines of business as it relates to their critical applications/systems for duplication of data/function
 - b. Recommend any process streamlining/automation as part of prioritized road map.
5. Identify staffing needs
 - a. Business
 - b. Vendor
 - c. Information Services

Deliverables

1. High level work plan with milestones
2. Document mapping current applications to business needs/priorities, including gaps and redundancies
3. Document detailing high level critical business requirements/processes
4. Document outlining current and recommended data management strategy
5. Document detailing support model for systems/applications, including risks and gaps
6. Document detailing staffing needs: business, vendors and Information Services
7. Final report including high level prioritized road map

Project Milestones and Schedule

- Project Start Date: September 1, 2013
- Vendor will work with project contacts to determine key milestone dates.
- We anticipate the project should take approximately 12-16 weeks.

Project Environment (County Resources)

- Staff descriptions:
 - a) Project sponsors: Mark Ostwald, PR & R Department Director and Johanna Berg, CIO
 - b) Project contacts: Jeffrey Schmitz, PR & R and Lynne Singelmann, IS
 - c) Vendor is expected to work with project contacts to identify SMEs and interview staff necessary to providing a thorough understanding of the “as is” environment.

- Application environment:
 - a) Approximately 50-55 systems are identified in the application portfolio. Applications include Access databases, vendor, vendor customized and custom developed. Most are hosted internally.
 - b) External applications owned by other government entities are relevant only to the extent they may interact with existing applications.
 - c) Limited documentation exists for vendor support agreements, custom applications support and infrastructure architecture.

Agency Project Requirements

- Work will be performed at the PR & R offices located at 90 West Plato Blvd., St. Paul, MN. Limited travel to IS location at 121 7th Place East, St. Paul, MN for staff interviews is expected.

Responsibilities Expected of the Selected Vendor

- Submit high-level work plan outlining approach and milestones
- Regular check-in with project contact(s) and status updates as agreed on
- Provide documentation for each deliverable
- Vendor staffing will be approved by project sponsors
- Vendor will assign a primary contact
- Executive Presentation upon conclusion of project

Required Skills

Required minimum qualifications:

- 5 years demonstrated experience in at least one of the service categories: Analyst – Business; Architecture Planning & Assessment – Business; Architecture Planning & Assessment – Information/Data
- 5 years demonstrated experience in any alternative staffing categories proposed.
- Experience conducting this type of assessment.

Process Schedule

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|--|--------------------------|
| • Deadline for Questions | 08/14/2013, 3:00 PM CST |
| • Anticipated Posted Response to Questions | 08/15/2013, 4:00 PM CST |
| • Proposals due | 08/16/2013, 12:00 PM CST |
| • Anticipated proposal evaluation begins | 08/16/2013 |
| • Anticipated proposal evaluation & decision | 08/23/2013 |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 08/14/2013, 3:00 PM:

Name: Lynne Singelmann

Department: Ramsey County Information Services

Email Address: lynne.singelmann@co.ramsey.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 08/15/2013, 4:00 PM (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

Proposals will be evaluated on the following criteria:

- Skills and experience (30%)
- Response to Project Deliverables (25%)
- Cost (30%)
- Staffing model (15%)

Statement of Work does not obligate the County to award a work order or complete the assignment, and the County reserves the right to cancel the solicitation if it is considered to be in its best interest. The County reserves the right to reject any and all proposals.

Response Requirements

- Provide an outline of Company's background.
- Provide response to Project Deliverables including a description of understanding of the business need and explanation of proposed approach.
- Vendor may propose alternative staffing model (service categories), accompanied by explanation of how proposal will better address project requirements.
- Provide cost estimate, including a breakdown of tasks and professional services including hourly rates for services. Include proposed personnel who will provide the assessment, detailing their training and work experience.
- Identify the level of County staff participation required as well as any other services to be provided by the County.
- Provide two client references of similar work you have conducted. Include contact information.
- Indicate any conflicts of interest – including the name of the entity, the relationship and a discussion of the conflict.
- 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) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - c) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

Submit proposals via **email** no later than 08/16/2013, 12:00 PM to:
Lynne Singelmann, Ramsey County Information Services
lynne.singelmann@co.ramsey.mn.us

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.

Liability

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the County, its agents, and employees,

from any claims or causes of action, including attorney's fees incurred by the County, 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 County's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the County'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 County 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 County, 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 County'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 County.

The County 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.

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.