

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

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

**Ramsey County**

### **Project Title – Service Center Implementation Evaluation and Recommendations**

**Service Category: Architecture Planning and Assessment – Business**

#### **Business Need**

The Ramsey County Department of Information Services (IS) develops and maintains the organization's technology infrastructure and establishes enterprise (County-wide) standards and policies to promote a strong, efficient and secure IT environment. IS provides direct technical support to a majority of Ramsey County Departments and delivers enterprise services that include data compliance, records management and technology procurement oversight.

As part of an ongoing IT Service Management effort, IS is consolidating its IS and Telecom Help Desks into a common Service Center. The Service Center will be the first point of contact for all incidents and tasks originating from IS supported departments. Dedicated technical staff with the ability to support a high percentage of first contact resolution will staff the Service Center. The existing process is shared by three IS divisions' technical staff (Level 2-3; approximately 15) on a rotating basis. Consistent procedures for managing, reporting, follow-up and closeout of customer incident/task requests will be developed as part of the Service Desk consolidation.

We are seeking a high level evaluation and recommendations, aligned with industry standards and practice for advancing IT maturity level, to achieve 2013 deployment. This includes review of work completed, identification of and recommendations for addressing gaps, and a road map for 2013 deployment.

#### **Project Deliverables**

##### **Business Project Requirements**

Evaluation/recommendations against industry standards/practice:

1. Service Desk tasks: Review Tier/Level 1 list and identify gaps; Review and recommend items in Tier/Level 2 that could or should be transferred to Service Desk
2. Service Center Implementation Charge: Review and identify gaps
3. Staffing: Review initial staffing model for gaps and provide recommendations for long-term;
4. Metrics: Review existing metrics; provide input to and recommendations for initial metrics

5. Priority levels and escalation process: advise on defining
6. Review service desk tool expansion recommendations; review existing reports and recommend additional report/query development required for metrics and monitoring/reporting (if needed); identify gaps
7. Recommend approach for break-fix issues associated with 3<sup>rd</sup> party vendor support contracts and first point of contact for end user: IS Service Desk? Vendor support?

### **Deliverables**

1. High level work plan outlining approach
2. High level road map for 2013 deployment, inclusive of recommendations for non-gap items noted above
3. Document identifying gaps and recommendations for addressing

## **Project Milestones and Schedule**

- Project Start Date: No later than October 14, 2013
- Project End Date: No later than November 25, 2013
- Vendor will work with project contact to determine key milestone dates.
- We anticipate the project should take no longer than 4-6 weeks.

## **Project Environment (County Resources)**

- Staff descriptions:
  - a) Project Sponsor: Johanna Berg, CIO
  - b) Project Contact: Lynne Singelmann
  - c) A subset of IS supervisors (3) have been working on implementation; 2 additional supervisors to be consulted as needed
  - d) The project team consists of the Project Contact and 3 supervisors. This team reports to a subset of IS Managers and the CIO (4)
- Service Desk tool is BMC Service Desk Express – “Magic”

## **Project Requirements**

- Work will be performed at the Department of Information Services office located at 121 7<sup>th</sup> Place East (Metro Square – Suite 2300), Saint Paul, MN.
- Compliance with applicable industry/County standards

## **Responsibilities Expected of the Selected Vendor**

- Submit high level work plan outlining approach
- Documentation for each deliverable
- Vendor will assign a primary contact

## **Required Skills**

Required minimum qualifications:

- 5 years demonstrated experience in the service category selected
- Knowledge of service desk management practices
- Experience conducting this type of evaluation

## **Process Schedule**

- |  |                        |
|--|------------------------|
| • Deadline for Questions                   | 09/26/13, 12:00 PM CST |
| • Anticipated Posted Response to Questions | 09/27/13, 4:00 PM CST  |
| • Proposals due                            | 10/02/13, 12:00 PM CST |

- Anticipated proposal evaluation begins 10/03/13
- Anticipated proposal evaluation & decision 10/09/13

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 09/26/13, 12:00 PM CST:

Name: Lynne Singelmann  
 Department: Ramsey County – Information Services  
 Email Address: [lynne.singelmann@co.ramsey.mn.us](mailto:lynne.singelmann@co.ramsey.mn.us)

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 09/27/13, 4:00 PM CST ([http://mn.gov/buyit/statements/mcp902ts\\_active.html](http://mn.gov/buyit/statements/mcp902ts_active.html)).

## SOW Evaluation Process

- Skills and experience (40%)
- Response to Project Deliverables (30%)
- Cost (30%)

**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

- 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.
- Provide information on similar technical assistance provided, including experience with Service Center/Desk management and operations.
- 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 conducting this type of assessment.
- 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 proposed staff have conducted. Include contact information.
- Indicate any conflicts of interest – including the name of the entity, the relationship and a discussion of the conflict.
  - a) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - b) 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 10/02/13, 12:00 PM CST to:  
 Lynne Singelmann, Ramsey County Information Services  
[lynne.singelmann@co.ramsey.mn.us](mailto: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 County 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 County, 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 County 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 County 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 County'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](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](mailto: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.