

IT Professional Technical Services Master Contract Program T#:902TS Statement of Work (SOW) For Technology Services

Issued By: Ramsey County Information Services

Project: Information Security Program Review

Service Category: Architecture Planning & Assessment - Security

Business Need

Ramsey County, through the Information Services Department (the "County"), is sponsoring the above referenced Information Security Program Review project. The County has identified a need to build a strong information security program to support enterprise objectives for data protection, compliance and IT governance.

The goal of the Information Security Program Review project is to review the County's centralized security program against industry accepted best practices and develop a plan for the creation of a strong information security program for the County.

Project Deliverables

1. Security Program Review Tracking Matrix

A completed tracking matrix will be provided, showing current state of compliance, comments and recommendations. This tracking matrix should be interactive so that the County can make updates as improvements are made in the security program. The matrix should have automated charts and graphs that show remediation progress.

2. Project Report

A project report should be developed, including but not limited to the following:

- a. Executive Summary
 - i. Overview of project and methodology
 - ii. Abstract of findings – including positive and constructive feedback about current practices
 - iii. Prioritized recommendations (Top 10 list)
- b. Security Program Roadmap
 - i. Projects and activities
 - ii. Sequence and order

Appendices should include: Controls used in baseline analysis, Interviewee list, Documentation collection list, Security Program Tracking Matrix

3. Formal Presentation

A formal presentation that gives an overview of the project results and provides an outline of the next steps for the County. The presentation may be Web-based or conducted on-site at the County.

Project Milestones and Schedule

- **Milestone 1: Pre-Engagement Phase Kick-Off Call**

The pre-engagement kick-off call will give the Vendor the opportunity to gather information about the County's environment necessary to perform the project. Vendor will drive the discussion by going through a pre-engagement checklist with the County. The primary goals are to accurately capture the scope of work and to identify any significant obstacles to completion prior to beginning the project.

- **Milestone 2: Identify Current State**

- **Gather Input and Documentation**

Vendor will collect relevant policies, standards and procedures for review.

- **Set the Baseline**

Vendor will set the baseline for analysis and identify functional owners across the organization and conduct appropriate interviews.

- **Conduct Interviews**

Interview up to twenty (20) individuals responsible for information security, IT governance and operations to understand current County practices.

Vendor shall use an interactive tracking matrix tool during this stage to track compliance with program control expectations. Gaps and recommendations shall be recorded in this matrix. The completed matrix will be provided to the County as a Deliverable.

- **Milestone 3:**

- **Identify Gaps**

Identify and clarify gaps in information security policies, standards and practices against the baseline.

- **Develop Recommendations**

Build on the understanding of current gaps and priorities and offer targeted advice for improvements to the information security program.

- **Develop Roadmap**

Build an organized roadmap of activities that will eliminate gaps and reduce risk.

Project Environment (State Resources)

- The County will provide a single point of contact to help the Vendor coordinate access to required project materials and personnel.
- The County will provide documents/diagrams detailing the existing policies, specifications and/or architecture in a timely manner.
- The County will provide the Vendor's consultant an appropriate workspace while s/he is on-site at the County
- The County will provide the Vendor's consultant any necessary site-access badges.
- The County will make the appropriate County staff available to the Vendor.

Responsibilities Expected of the Selected Vendor

- Vendor is to dedicate at least one (1) consultant to perform the work outlined in the SOW.
- The work is to be performed consecutively until project completion. There will be no break in services other than weekends or recognized holiday.
- All County information and documentation is to be considered sensitive and confidential and vendor will treat with the same degree of care which with it treats its own sensitive and confidential information and documentation.
- Vendor shall encourage and facilitate knowledge transfer with the County.
- Time is of the essence and Vendor shall strive to complete this project on time. If Vendor foresees a delay in services, Vendor shall give the County immediate notice of such delay and the parties will determine ways to mitigate the delay's impact on the project.

- Vendor should keep the County informed on the progress of the project on a weekly basis. Vendor may provide status updates via email messages, weekly status reports or phone calls.
- Vendor warrants that all services will be performed with the highest standard of professional service, be free from defects and conform with the requirements of this SOW. Any services corrected or re-performed will be covered by this warranty. Non-conforming services will be replaced, corrected or re-performed at Vendor's expense.

Required Skills

Master Contract resource category: Architecture Planning & Assessment - Security
Vendor's consultant must have the following skills:

- 2 years designing security architecture
- 2 years assessing security architecture
- 2 years experience in project management

Process Schedule

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|--|---------------------------------|
| • Deadline for Questions | 10/17/2013, 2:00pm Central time |
| • Anticipated Posted Response to Questions | 10/18/2013, 5:00pm Central time |
| • Proposals due | 10/21/2013, 5:00pm Central time |
| • Anticipated proposal evaluation begins | 10/22/2013, 2:00pm Central time |
| • Anticipated proposal evaluation & decision | 10/28/2013, 5:00pm Central time |

Questions

Any questions regarding this SOW should be submitted via e-mail by 10/17/2013, 2:00pm Central time to:

Becky Kwapick, Contract Manager
Information Services
becky.kwapick@ramsey.co.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 10/18/2013 5:00pm, Central time (http://mn.gov/buyit/statements/mcp902ts_active.html)

SOW Evaluation Process

- Experience (70%)
- Cost (30%)

Please note that 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 County reserves the right to reject any and all proposals.

Response Requirements

- Firm's history and accomplishments including any industry certifications.
- Descriptions and documentation of staff technical expertise and experience.
- Name of Vendor's official contact person for any contractual relationship.
- Detailed response to all SOW requirements including but not limited to:
 - a) Vendor's plan to meet the County's business needs and an explanation of their proposed solution for each separate deliverable.
 - b) Vendor's plan to complete the Project Milestone.
 - c) Cost proposal detailing hourly rates for all proposed personnel and estimated hours for project deliverables.
- 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

Submit proposals via email no later than 5:00 pm on 10/21/13 to:

Becky Kwapick
Contract Manager
Information Services
becky.kwapick@ramsey.co.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 a 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 SOW, 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.