

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

Statement of Work (SOW) For Technology Services Issued By

Department of Human Services (DHS)

Project Title: SSIS Oracle Database Consolidation

Service Categories:

- Database – Oracle.
- Architecture Planning and Assessment - Technical

Vendor only needs to be approved in one of the above categories.

Business Need

- MN.IT Services @ DHS currently utilizes Oracle Enterprise Edition database version 11g for storage of SSIS application data at the counties/tribes across the state.
- Centralization of the application and databases will be to an implementation of Oracle Enterprise Edition version 12c housed at the MN.IT @ DHS data center.

Project Deliverables

- Recommendations for the following:
 - Hardware for the centralized Oracle database (12c).
 - Capacity planning, ie, sizing requirements for hardware recommended above assuming an average yearly data growth of approximately 20% (Average based on Hennepin County growth from 10/2012 – 9/2013).
 - Hardware for the backup and disaster recovery environment.
 - Capacity planning, ie, sizing requirements for hardware recommended above assuming an average yearly data growth of approximately 20% (Average based on Hennepin County growth from 10/2012 – 9/2013).
 - SSIS environment/system setup recommendations.
 - Oracle database performance and tuning considerations.
 - Oracle database consolidation.
 - Oracle database migration processes.
 - Oracle backup and disaster recovery processes.

Contract Type

- Time and materials not to exceed \$25,000.

Project Milestones and Schedule

- This project will begin on or after January 1st, 2014.
- End date no later than May 30, 2014.

Project Environment (State Resources)

- State staff assigned to this project are:
 - Greg Kramer
 - Leroy VanGrootheest
 - Mike Palmer
 - Joseph Korah
 - Dan Kretchmer
- Staff resource descriptions:
 - The MN.IT @ DHS for the Social Services Information System (SSIS) has the task of consolidating the database footprint for the SSIS application that every Minnesota County and multiple Minnesota Tribes utilize.
- Virtual Servers to host SSIS application.
- Physical server(s) to host Oracle database.
- Physical server(s) to host backup and disaster recovery for Oracle database.

Agency Project Requirements

- Work will be completed at MN.IT Services @ DHS offices during normal working hours of 8:00 am to 5:00 pm.
 - Office location:
 - 444 Lafayette Road North
 - St. Paul, MN 55164

Responsibilities Expected of the Selected Vendor

- Have an existing employee(s) with required skills and abilities.
- Transfer knowledge to MN.IT Services @ DHS employees.

Required Skills (These are to be scored as pass/fail requirements)

- Required minimum qualifications of proposed consultant(s)
 - Database Oracle:
 - Ten years of experience maintaining and deploying Oracle Databases
 - Ten years of experience with performance tuning and capacity planning for Oracle Databases
 - Implemented at least two successful Database projects with Healthcare or Government related applications and for clients of comparable size and complexity
 - Implemented at least three successful complex database consolidation projects supporting enterprise applications
 - Implemented Oracle Data Guard and Oracle GoldenGate
 - Project Manager:
 - Ten years of experience developing and deploying systems architecture for Oracle Databases
 - Three years of experience with program level capacity planning for enterprise applications
 - Managed at least two successful project experiences with Healthcare or Government related applications and for clients of comparable size and complexity
 - Managed at least three successful complex consolidation projects supporting enterprise applications
 - Managed at least three successful multi-level technology refresh projects for enterprise applications
 - Managed at least three successful disaster recovery project for enterprise applications

Desired Skills

- Experience working with MN.IT Services @ DHS SSIS/Oracle environment, setup, and configuration.
- Excellent verbal and written communications skills.

Process Schedule

- Deadline for Questions 01/17/2014
- Anticipated Posted Response to Questions 01/22/2014
- Proposals due 01/24/2014
- Anticipated proposal evaluation begins 01/27/2014
- Anticipated proposal evaluation & decision 01/31/2014

Questions

- Any questions regarding this Statement of Work should be submitted via e-mail by Friday, January 17, 2014, 3:00 PM CT:
 - Name: Thomas Kine
 - Department: MN.IT Services @ DHS
 - Email Address: tom.kine@state.mn.us

Questions and answers will be posted on the Office of MN.IT Services website (http://mn.gov/buyit/statements/mcp902ts_active.html) according to the process schedule above.

Other persons ARE NOT authorized to discuss this SOW or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

SOW Evaluation Process

Each section of the vendor responses will be evaluated / scored by an evaluation team of MN.IT Services @ DHS employees.

Step 1: Pass/Fail criteria. Review responses to ensure proposals meet pass/fail criteria before further consideration/evaluation is completed

Step 2: All proposals that meet the requirements of Step 1 will be evaluated based on the weighting factors listed below.

- Experience (required skills) (25%)
- Desired skills (20%)
- Proposed work plan (25%)
- Hourly cost (30%)

Step 3: Interviews - MN.IT Services @ DHS, at their discretion, may conduct interviews with the top-scoring vendors as part of the final selection process.

The next section will point out more clearly how responses should be formatted and how they will be scored.

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

- Introduction
- Company overview
- Project overview
- Detailed response to “Business Need”
 - Description of vendors understanding of the need and explanation of their proposed solution.
 - Explain how the project will meet requirements.
- Detailed explanation of the proposed project approach
 - Explain how the vendor will approach their participation in the project. This includes:
 - Organization of staffing (including staff qualifications, resumes, etc.)
 - Work-plan with life-cycle cost breakdown
 - Documentation of progress such as status reports
- Detailed response to staff augmentation.
 - Resume
 - Cost
- 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 (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

- e. Resident Vendor Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

- Responses must be emailed and received at the following address no later than Friday, January 24, 2014, 3:00 PM CT and should be addressed to:

Subject: SSIS System Assessment Proposal
To: tom.kine@state.mn.us

- Responses must include resume of the offered resource(s).
- DO NOT include marketing materials or any other information not requested in Response Requirements.
- MN.IT Services @ DHS will NOT be conducting a reverse auction for this SOW.

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

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/oet/policies-and-standards/accessibility/>.

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.

STATE OF MINNESOTA

IT Professional Technical Services Master Contract Program Work Order

This work order is between the State of Minnesota, acting through its _____ ("State") and _____ ("Contractor"). This work order is issued under the authority of Master Contract T-Number 902TS, Contract Number _____, and is subject to all provisions of the master contract which is incorporated by reference.

Work Order

1 Term of Work Order

1.1 Effective date: _____, or the date the State obtains all required signatures under Minn. Stat. § 16C.05, subd. 2, whichever is later.

The Contractor must not begin work under this work order until it is fully executed and the Contractor has been notified by the State's Authorized Representative to begin the work.

1.2 Expiration date: _____, or until all obligations have been satisfactorily fulfilled, whichever occurs first.

2 Contractor's Duties

The Contractor, who is not a state employee, will: _____ [Thorough Description of Tasks/Duties]

3 Consideration and Payment

3.1 Consideration. The State will pay for all services performed by the Contractor under this work order as follows:

A. *Compensation.* The Contractor will be paid as follows: _____ [For example; Resource Type hourly rate]
Travel Expenses. Reimbursement for travel and subsistence expenses actually and necessarily incurred by the Contractor as a result of this work order will not exceed \$ 0_____.

Total Obligation. The total obligation of the State for all compensation and reimbursements to the Contractor under this work order will not exceed \$ _____.

3.2 Invoices. The State will promptly pay the Contractor after the Contractor presents an itemized invoice for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices must be submitted timely and according to the following schedule: _____

4 Authorized Representatives

The State's Authorized Representative is [NAME, TITLE, ADDRESS, TELEPHONE NUMBER], or his/her successor. The State's Authorized Representative will certify acceptance on each invoice submitted for payment.

The Contractor's Authorized Representative is _____. If the Contractor's Authorized Representative changes at any time during this work order, the Authorized Representative must immediately notify the State.

5 Liability

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: 13

- 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.

1. STATE ENCUMBRANCE VERIFICATION 3. STATE AGENCY

Individual certifies that funds have been encumbered as Individual certifies the applicable provisions of Minn. Stat. required by Minn. Stat. §§16A.15 and 16C.05. §16C.08, subdivisions 2 and 3 are reaffirmed.

Signed: _____ By: _____
(with delegated authority)

Date: _____ Title: _____

SWIFT Contract ID _____ PO #: _____ Date: _____

2. CONTRACTOR

The Contractor certifies that the appropriate person(s) have executed the contract on behalf of the Contractor as required by applicable articles or bylaws.

By: _____

Title: _____

Date: _____