

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

The Office of MN.IT Services @ Department of Public Safety

Project Title: MNLARS Technology Program Manager

Category: Project Manager

Business Need

- Office of MN.IT Services (MN.IT) is issuing this Request for Proposals (RFO) to secure a Technology Program Manager with strong experience in large and complex systems development projects. The Technology Program Manager is needed to bring several active, high visibility projects to successful completion, to enable the Minnesota License and Registration System (known as MNLARS) technical solution to be deployed and fully operational. The Technology Program Manager will be responsible for leading the MNLARS Program Management Office and managing the MNLARS IT portfolio of projects. These will include several cross-agency projects with key collaborators from the Minnesota Department of Public Safety and MN.IT. Total value of the portfolio of projects being impacted is over \$90 million dollars.
- The successful candidate will have the experience to assume the role of Technology Program Manager on large and technically complex projects (new and active projects) which impact current processes, to develop flexible and efficient plans, lead matrixed project teams with multiple priorities while fostering an environment of team building and coordination and act as an interface between MN.IT teams, other agencies, and contractors.
- The Technology Program Manager will also mentor MN.IT project managers in system development related project and portfolio management and advise/participate with MN.IT leadership on strategies to increase project management effectiveness.
- It is the on-going commitment of MN.IT to provide technology solutions that are reliable and flexible enough to meet fluctuating customer demand and increasing expectation of 7x24x365 system availability, all while decreasing on-going support expenses.

Project Deliverables

For each project, the Technology Program Manager working with the MNLARS Business Program Manager and project managers will be expected to create:

- scope definition document;
- project plans;
- communication documents and regular updates to stakeholders;
- risk & issues assessments plans;
- resource requirements definitions;

- information for the project budget, such as forecasts and actuals.

For each current, assigned project, the Technology Program Manager will be expected to:

- review all current project artifacts and bring to light deficiencies which may impact project deliverables/schedules;
- actively monitor and manage risk mitigation plans and activities;
- recommend strategies to move projects forward to completion;
- manage overall scope of the project within the scope of the whole MNLARS portfolio.

Project Milestones and Schedule

This work effort is expected to run from the present to June 30, 2016 with an option for up to a one year extension based on project/agency needs.

Project Environment

The Technology Program Manager will need to interface with a variety of MN.IT and agency business leadership and team resources including:

MN.IT employees
DPS Business staff
External vendors

Stakeholder communities including: local deputy registrar staff, motor vehicle dealership staff, law enforcement agencies, and various other stakeholders.

Project Requirements

- All work will be done at offices in St. Paul, MN unless otherwise arranged;
- If applicable, work must comply with the Statewide Enterprise Architecture;
- Work must comply with Statewide Project Management Methodology;
- Work must comply with applicable industry/agency standards;
- Resource must be able to work independently, with little or no supervision;
- Resource must be able to drive to resolution in situations with high ambiguity and confusion.

Technology Program Manager will report to the MN.IT DPS CIO but will work closely with the MNLARS Business Program Manager.

Responsibilities Expected of the Selected Vendor

Responsibilities to include, but not limited to the following:

- Establish and lead the MNLARS Program Management Office (PMO) which follows MN.IT Enterprise PMO processes and standards (see below for components of MNLARS PMO);
- Manage and drive a large, complex, multi-site technology project using iterative (Agile) methodologies;
- Coach and train teams through transition to Agile and utilize best practices;
- Provide project and program management and leadership for projects with MNLARS technical solution impacts including technical, resource, schedule, communication and financial plans;
- Management of the MNLARS project portfolio;
- Develop a multi-release project plan and roadmap for the MNLARS Solution with the business and technical teams;

- Provide guidance and direction to technology vendors;
- Responsible for developing and directing strategies, approaches, and procedures for the MNLARS Solution;
- Manage risks and issues;
- Communicate and incorporate business owner's visions, business plans, and key objectives.
- Establish and communicate clear performance expectations;
- Partner with key business leaders to determine high-level priorities, resources, and schedules to ensure successful delivery of development and functionality;
- Provide project management and vendor management mentoring to State and other vendor staff as required;
- Foster a culture that supports and drives staff engagement and collaboration in support of State objectives;
- Establish, manage, and leverage business and technology relationships both internal and external to the MNLARS Solution;
- Be accountable to executive sponsors for schedule, budget, and quality of all program elements;
- Lead high-level sessions for program plan and schedule development;
- Review/approve project plans for conformance to program strategy and program plan and schedule;
- Act as the communications conduit to executive sponsors and program steering committee and conduct periodic briefings/status updates;
- Escalate decisions to executive sponsors, as appropriate.

The MNLARS PMO shall address the following areas:

- Resources coordination;
- Risk assessment;
- Work products tracking and review;
- Facilities administration;
- Technical support liaison;
- Training coordination;
- Methodology and process support;
- Issues management;
- Communications management;
- Status reporting management.

Required Skills (to be scored as pass/fail)

The following skills are required for resource(s) being submitted. These are scored as pass/fail.

- Vendor must be in Master Contract resource type(s)/ categories for Project Management;
- Resource must have at least 10 years of project management experience;
- Resource must have at least 4 years of experience managing complex system development programs where new technologies were being introduced including Agile methodologies.

Resource must have managed project teams of 50 or more team members, including outside vendors.

Desired Skills

Subject to the Statement of Work evaluation process, points will be scored based on the following criteria as well:

- Bachelor's degree;
- Certified Scrum Master (CSM);
- PgMP certification;
- Experience in creating procurement documents for hardware/software and professional/technical services;
- Any project management experience working with Disaster Recovery projects;
- Any experience with the motor vehicle or driver license programs;
- Any experience creating and delivering new processes to streamline or define activities/processes;
- Three (3) or more years of experience managing projects involving system development including commercial and custom software, hardware and integration;
- Any experience training / mentoring on project management processes;
- Any experience facilitating process reviews and/or change management efforts.

Process Schedule

Vendor Conference	10/9/2014, 8:30-9:30am
Deadline for Questions	10/9/2014, 5:00 pm
Anticipated Posted Response to Questions	10/13/2014, 5:00pm
Proposals due	10/16/2014, 4:00 pm
Anticipated proposal evaluation & decision	11/1/2014

Questions

A vendor conference will be held on Thursday, October 9, at 8:30 at DPS offices, skyway level, Town Square in St. Paul. All potential vendors are invited to attend. Please email Joyce Simon with your plans to attend to assure sufficient seating.

Additionally, questions regarding this Request for Offers may be submitted via e-mail no later than 5:00pm on Thursday, October 9.

Name: Joyce Simon
Organization: MN.IT
Email Address: joyce.simon@state.mn.us

In Subject Line enter: Program Manager RFO

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO 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.

RFO Evaluation Process

Clarity/Proposal Organization - 5%
 Desired Skills and Resume – 35%
 Project Approach 30%
 Cost – 30%

The state reserves the right to interview a short list of candidates who have the highest technical scores. Based on the interviews, the state reserves the right to adjust the scores based on additional information derived through the interview process. References may be checked for any or all candidates.

This Request for Offers 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 Organization reserves the right to reject any and all proposals.

Submission Format

Proposals should be organized according to the sections below, contain only the noted information. Failure to adhere to page limit, where noted, or format may cause your proposal to be removed from further consideration. Do not include marketing information or other non-required pages such as cover sheets, tables of contents, introductory letters, etc... as these will lower your score for Clarity of Proposal.

❖ *Clarity/organization of the proposal document is worth 5% of the proposal's total score.*

1 - Cover Page:

Vendor Name
 Vendor Address
 Vendor City, State, Zip
 Contact Name for Vendor
 Contact's-direct phone/cell phone (if applicable)
 Contact's email
 Resource Name being submitted

2 - Required & Desired Skills:

Required skills are scored pass/fail. If the proposal does not demonstrate that the Responder possesses all required skills, the State reserves the right to discontinue further scoring of the proposal. If pass, required skills are also given a score. **Copy this chart and insert into your proposal – use one chart for each resource if more than one being submitted.**

RESOURCE NAME:	
Required Skill	Note clearly what experience from resume meets this requirement
Proposed resource must have at least 10 years of project management experience	
Proposed resource must have at least 4 years of experience managing complex system development programs where new technologies were being introduced including Agile methodology	

Proposed resource must have managed project teams of 50 or more team members, including outside vendors.	
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Points will also be awarded based on the following **desired skills** of the resource(s) submitted. Use one chart per resource, if submitting more than one.

RESOURCE NAME:	
Desired Skill	Note clearly what experience from resume meets this requirement
Bachelor's degree	
Scrum master certified (CMS)	
PMP, PgMP certifications	
Experience in creating procurement documents for hardware/software and professional/technical services	
Any project management experience working with Disaster Recovery projects	
Any experience with the motor vehicle and driver license Programs	
Any experience creating and delivering new processes to streamline or define activities/processes	
Three (3) or more years of experience managing projects involving system development including commercial and custom software, hardware and integration	
Experience training / mentoring on Project Management Processes	
Experience facilitating process reviews and/or change management efforts	

Attach resume for resource being proposed, including dates for all work.

Attach a 1 – 2 page writing sample from proposed resource such as a memo or report.

Provide two (2) references for the resource. Include for each reference:

- name, title
- company, address, city, state
- reference direct phone number
- reference direct email address

❖ *Desired Skills are worth 35% of the proposal's total score.*

3 – Project Approach & Interview

Not to exceed three (3) pages total, single spaced, have the resource answer the following questions.

1. Describe project approach used to achieve the deliverables of the RFO. Note any constraints or assumptions you may be taking into account. Responders are encouraged to propose additional tasks or activities if they will substantially improve the results of the project.

Based on the details from this RFO as well as your experience in this area, what do you feel will be the biggest challenge in completing this assignment?

How do you plan on addressing this challenge?

Note: The State reserves the right to interview final candidates based on responses and scores. The vendor will be contacted to arrange a mutually agreed upon interview time, should this be necessary.

❖ *Project Approach and Interview is worth 30% of the proposal's total score.*

4 - Cost

Based on the project approach described in Section #3 above, show in a simple chart the resource(s) cost per hour and how the hours will be budgeted. This contract will be time and materials and will not include travel and expenses. Submit this separately from the rest of the proposal.

❖ *Cost is worth 30% of the proposal's total score.*

Extra points will be awarded for Veteran-Owned/Service Disabled Veteran-Owned Businesses. Include a statement in the Cost section if you qualify for these extra points and include the documentation in the State Forms section.

Include a Conflict of interest statement as it relates to this project.

5 - 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-2.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>
- f) Equal Pay Certificate Form (if proposal exceeds \$500,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>

Proposal Submission Instructions

Response Information:

Submissions are due according to the process schedule previously listed. Vendors should send their response in a Word document or PDF attachment to an email with the cost proposal separated from the rest of the proposal. Responses will only be accepted electronically.

Email your proposal by the date and time specified in the Process Schedule section above to:

Name Joyce Simon

Email address: joyce.simon@state.mn.us

SUBJECT LINE: Technology Program Manager Response

Responses are due on and must be received by **Thursday October 16, 4:00 p.m. CDT.**

Please note: proposals arriving past the deadline will not be considered. The State is not responsible for proposals that do not arrive on time due to technical difficulties of the State or another party.

- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

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 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 RFO 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 RFO 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 RFO, 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/programs/policies/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.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.