

STATE OF NORTH DAKOTA

**Information Technology Department
600 E. Boulevard Avenue, Dept. 112
Bismarck, ND 58505-0100**

Request For Proposal (RFP)

RFP Title: **Information Technology Professional Services Contract Pool**

RFP Number: 110.7-11-001

Date of Issue: February 14, 2011

Purpose of RFP: The STATE has an ongoing need for Information Technology (IT) professionals in a variety of job classifications for both project-based and staff-augmentation work. The STATE plans to meet this need by awarding source-of-supply contracts to multiple vendors. Once these contracts are in place, State agencies will use a structured work order request process to obtain IT professional services.

Offerors are not required to return this form.

Procurement Officer: Patrick Forster, Information Technology Department

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SECTION ONE - INTRODUCTION AND INSTRUCTIONS

1.1 Purpose of the RFP

The North Dakota Information Technology Department, working in cooperation with the Office of Management and Budget, State Procurement Office (STATE), is soliciting proposals for Information Technology professional services. The STATE has an ongoing need for Information Technology (IT) professionals in a variety of job classifications for both project-based and staff-augmentation work. The STATE plans to meet this need by awarding source-of-supply contracts to multiple vendors. Once these contracts are in place, State agencies will use a structured work order request process to obtain IT professional services in various IT Contract Pool Categories.

A primary benefit the State hopes to achieve through State term contracts resulting from this RFP is establishing an efficient work order process enabling agencies to obtain quality IT professional services at good value. By pre-qualifying Vendors based on the State's requirements and establishing master term contracts, both State agencies and Vendors will benefit from lower procurement costs associated with project work orders executed over the course of the contract term. It should be noted that the term contracts resulting from this RFP do not preclude the State from issuing separate procurement solicitations such as RFPs for IT professional services.

This contract is a cooperative purchasing contract established pursuant to North Dakota Century Code Sections 54-44.4-13. This is an open-ended cooperative purchasing contract that is made available to North Dakota government and educational entities and nonprofit organizations established on behalf of public entities for the purpose of purchasing commodities and services. "Open-ended" means that North Dakota government and educational entities may participate in this contract, but participation is not mandated or guaranteed; therefore, the estimated volume of this contract is not known.

1.2 Contact Person, Telephone, Fax, E-mail

The procurement officer is the point of contact for this RFP. Vendors must direct all communications regarding this RFP to the procurement officer. Unauthorized contact regarding the RFP with other State employees may result in the State disqualifying the vendor. The State may also suspend or disbar vendor from the state bidders list.

PROCUREMENT OFFICER: Patrick Forster

PHONE: 701-328-1992

FAX: 701-328-3000

TTY Users call: 7-1-1

E-MAIL: pforster@nd.gov

1.3 RFP Schedule

This schedule of events represents the State's best estimate of the schedule for this RFP.

The approximate RFP schedule is as follows:

- | | |
|--|--------------------------|
| • RFP Issued: | February 14, 2011 |
| • Questions and requests for clarification due by 5pm Central Time | February 24, 2011 |
| • Responses to questions/RFP amendments (if required) | March 3, 2011 |
| • Proposals due by 3pm Central Time | March 31, 2011 |

- RFP evaluation completed by approximately **May 16, 2011**
- State issues Notice of Intent to Award a Contract approximately **May 20, 2011**
- Contract start approximately **July 1, 2011**

1.4 Return Mailing Address and Deadline for Receipt of Proposals

See Section 6 for specific instructions on formatting your proposal. Envelopes or packages containing proposals must be clearly addressed as described below to ensure proper delivery and to avoid being opened by the State before the deadline for receipt. Envelopes or packages must be addressed as follows:

RFP # 110.7-11-001
IT Professional Services Contract Pool
Information Technology Department
600 E. Boulevard Avenue, Dept 112
Bismarck ND 58505-0100

Proposals must be received at the location above by the date and time indicated in the Schedule of Events. Proposals will not be publicly read at the opening.

Offerors may not deliver proposals orally, by facsimile transmission, by other telecommunication or electronic means. Offerors may fax or electronically transmit signed proposals to a third party who must deliver the proposal to the location indicated above by the date and time designated as the deadline for receipt of proposals.

Offerors assume the risk of the method of dispatch chosen. The State of North Dakota ("State") assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt by the State. An offeror's failure to submit its proposal prior to the deadline will cause the State to reject the proposal. Late proposals or amendments will not be opened or accepted for evaluation.

1.5 Assistance to Offerors with a Disability

Offerors with a disability that need an accommodation should contact the procurement officer prior to the deadline for receipt of proposals so the State can make reasonable accommodations.

1.6 Deadline for Receipt of Questions and Objections

Vendors must carefully review this solicitation, the contract and all attachments for defects, questionable, or objectionable material. All questions must be submitted in writing to the following email address:

pforster@nd.gov

For each question cite the subject RFP number, Section of the RFP, and page number(s). The procurement officer must receive these e-mail questions by the deadline specified in the RFP Schedule of Events to allow timely issuance of any necessary amendments.

This will also help prevent the opening of a defective solicitation and exposure of offeror's proposals upon which the State could not make an award. The State will disallow any protests based on the content of the solicitation, if the offeror does not bring these faults to the attention of the procurement officer, in writing, before the time indicated in the Schedule of Events.

If the procurement officer may answer the question by directing the questioner to a specific section of the RFP, then the procurement officer may answer the question over the telephone. Other questions may be more complex and may require a written response directed to all offerors. The procurement officer will make this determination. The State considers oral communications unofficial and non-binding on the State. The offeror must confirm telephone conversations in writing.

1.7 Bidders List Registration Requirements

The State will accept proposals from vendors that are not currently approved vendors on the State's bidders list; however, successful offerors will be required to become approved prior to award.

To become an approved vendor, offerors must: 1) be registered with the North Dakota Secretary of State (fees apply), and 2) submit a completed Bidders List Application to the North Dakota Vendor Registry Office. Prospective offerors may access the Procurement Vendor Database on-line to verify whether their firm is currently on the bidders list. The bidders list that will be used for this solicitation includes commodity codes:

883-43
905-04, -05, -10
918-28, -29, -30, -88, -93
915-51, 915-96
920-04, -07, -14, -18, -24, -27, -30, -31, -33, -37, -40, -45, -46, -47, -49, -56, -63, -64, -65
920-91
924-16, -40
958-23, -77
962-52

The Procurement Vendor Database, registration instructions and forms are available on-line at: <http://www.nd.gov/spo/>. Contact the Vendor Registry Office at 701-328-2683 or SPOVendor@state.nd.us for assistance.

A successful vendor must register and become approved within 60 calendar days from the date of the Notice of Intent to Award. If a Vendor fails to become approved by the time specified by the Procurement Officer, its proposal will be determined to be non-responsive, and its proposal will be rejected.

1.8 Pre-proposal Conference

The State will not hold a pre-proposal conference for this RFP. The State advises offerors to carefully review the RFP and all attachments and submit all questions to the procurement officer by the deadline indicated for submission of questions in the schedule of events.

1.9 Notice Provided

Notice of this solicitation has been provided in accordance with N.D.C.C. 54-44.4-09.

The Request for Proposal and any amendments to the RFP will be posted on the following website: <http://www.nd.gov/spo/vendor/>

1.10 News Releases

A vendor shall not make any news releases related to this RFP without prior approval of the procurement officer or project manager designated by the State.

SECTION TWO - SECTION TWO – TECHNICAL OVERVIEW AND STANDARDS

2.1 Technical Overview

North Dakota State Government Technical Environment

In overview North Dakota's technical environment consists of Windows based desktops and a variety of server platforms connected via an IP based network. Desktop support is provided by the individual State Agencies with the Information Technology Dept. (ITD) providing the state wide network and support for the majority of the server platforms. Brief descriptions of each component are provided below.

Desktop Environment

The *de facto* desktop standard is an Intel platform running some variety of Windows. Windows XP and Windows Vista are the most common, though a migration to Windows 7 is underway.

Network Services

ITD provides both local and wide area network services for North Dakota Government. All LAN segments are switched Ethernet networks. The Fargo, Minot, Grand Forks and Bismarck metropolitan area networks are gigabit fiber based while the majority of WAN connectivity is obtained via both ATM and Ethernet transport services. The core of the WAN consists of a 2.5 Gigabit Ethernet ring. End User support is provided through a central help desk; this service is available 24x7x365.

Directory Services

ITD provides a single Active Directory network domain that provides agencies with a single network sign on. All agency computers utilizing the state's Active Directory are members of the state forest, NDGOV. Each agency comprises an Organizational Unit (OU) within NDGOV. ITD provides the necessary Domain controllers and Global Catalog servers for authentication services.

In addition, ITD provides an LDAP directory service for public facing applications using the IBM Tivoli Directory Server. IBM Tivoli Directory Server LDAP directory service is used to provide authentication and authorization for web applications. This LDAP directory is also used to provide authentication for the ITD managed FTP server.

Hosting Services

The majority of State Agencies receive hosting services from ITD. These services are provided by the following platforms:

- an IBM z10 mainframe running zOS version 1.11,
- an IBM iSeries, model 820 running OS version 5.4,
- Windows servers with Windows 2008 Server being the preferred OS; though a large number of Windows 2003 servers exist,
- IBM AIX 6.1, and
- Intel RedHat Linux servers.

End User support is provided through a central help desk; this service is available 24x7x365. The z10 mainframe provides CICS for transaction management. The standard deployment platform is a Vmware virtual server hosting either Windows or Redhat Linux.

Database Services

The majority of State agencies receive database services from ITD. The following databases are supported:

- Software AG's ADABAS is hosted on the z10 mainframe and Linux,
- IBM DB2, version 9.1 which is hosted on the z10 mainframe,
- Oracle 10g with a migration to Oracle 11g in progress, and

- Microsoft SQLServer 2005 and 2008 which are hosted on Windows Server clusters. ITD provides both test and production database shared environments.

Web Environment

ITD provides both clustered .NET and J2EE web application environments; test and production environments are provided. The J2EE platform consists of IBM WebSphere version 6.1 running on RedHat Linux. Load testing of any web application is required prior to production deployment and is highly recommended during application development. ITD uses Mercury Interactive's LoadRunner software to perform load testing.

EDMS Environment

The majority of State agencies using EDMS technologies receive their services from ITD. These services are provided by the following platforms:

- FileNet P8 version 4.5.1 Content Manager
- Business Process Manager
- Forms Manager
- Records Crawler
- Cardiff LiquidOffice
- Cardiff Teleform

Data Backup

Backup services are provided by IBM's Tivoli Storage Manager.

Email Environment

The State of North Dakota Email Environment consists of two platforms:

- Microsoft Exchange 2007
- POP3 server

There are approximately 7,000 users on Exchange. The POP3 server is a Linux (Sendmail) based server with approximately 2,000 users.

Geographic Information System (GIS) Environment

ITD provides a database and web infrastructure for hosting GIS data and applications. Data are stored on ITD's SAN and are served to agency GIS desktop software and applications using Oracle and Esri's ArcSDE which are hosted on dedicated Linux servers. Applications and web services based on Esri's ArcIMS are hosted on WebSphere. ArcIMS, ArcGIS Server, and Safe Software's FME are hosted on dedicated Windows servers.

Business Intelligence Environment

The State supports Cognos 8.4.1 and Microsoft SSRS as business intelligence tool sets. State agencies also use Crystal Reports, SAS and SPSS. The State has Oracle Enterprise and SQL Server platforms which it supports and implements data warehouse initiatives.

Master Data Management

The State supports Initiate Systems Master Data Service.

2.2 State Standards

The State's Enterprise Architecture program is responsible for establishing technology standards for state government. Vendor staff providing IT professional services under this contract will be expected to be familiar with the State's technology standards and adhere to applicable standards in the course of providing services to the State.

For a complete listing of North Dakota approved information technology standards, reference the following link: <http://www.nd.gov/ea/standards/>

SECTION THREE -SCOPE OF WORK

3.1 Overview

The Office of Management and Budget, State Procurement Office, working in cooperation with the State's Information Technology Department and Enterprise Architecture program (STATE), is soliciting proposals for Information Technology professional services. The STATE has an ongoing need for Information Technology (IT) professionals in a variety of job classifications for both project-based and staff-augmentation work. The STATE plans to meet this need by awarding source-of-supply contracts to multiple vendors. Once these contracts are in place, State agencies will use a structured work order request process to obtain IT professional services in the following IT Contract Pool Categories:

IT Contract Pool Categories
Cobol/Natural Programmer/Analyst
Client-Server Programmer/Analyst
Microsoft Access Programmer/Analyst
J2EE Programmer/Analyst
Microsoft .Net Programmer/Analyst
Interactive Voice Response (IVR) Programmer/Analyst
PeopleSoft Programmer/Analyst
Web Designer
Project Manager
IT Business Analyst
PeopleSoft Analyst/Integration Specialist
Desktop Support Specialist
BI Analyst – Microsoft Suite
BI Analyst – IBM Cognos Suite
BI Reports Designer
CA:GEN Programmer/Analyst
Uscript Programmer/Analyst
Cardiff Intelligent Document Analyst
Database Administrator – IBM DB2
Database Administrator – Microsoft SQL Server
Database Administrator - Oracle
Database Administrator – Open Source (MySQL, PostgreSQL)
Database Administrator – Adabas/Natural
IBM/FileNet Enterprise Content Management Analyst
Information Systems Security Analyst
Rules Engine Specialist
SharePoint Specialist
Systems Administrator – IBM Mainframe
Systems Administrator - Microsoft
Systems Administrator – Unix/Linux
Quality Assurance Analyst
Quality Assurance Tester
GIS Programmer/Analyst
GIS Technical and Data Services Specialist

Primavera Applications/Training Specialist
Primavera Technical Specialist
Information Technology Training

Vendors that supply services in these categories, or any subset of these categories, may submit a proposal in response to this RFP. Vendors will propose hourly rates in each IT Contract Pool Category for the term of this contract. Other IT professional services not listed in the table above are outside the scope of this RFP.

3.2 IT Contract Pool Category Definitions

See Attachment 1 for a description of the duties, qualifications, experience levels and specific skill sets required within the IT Contract Pool Categories.

3.3 Work Order Request Process

The State will provide the Vendor with a written work order request (see Attachment 6) that includes a Statement of Work (SOW) describing the required services. The work order request may stipulate either a specified number of hours (Time and Materials) or may stipulate a project to be completed at a fixed cost (Fixed Bid). The work order request will describe the work to be done, the numbers of personnel by skill set and job class, and project begin and end dates (including deliverable due dates where applicable).

Agencies may require interviews with proposed staff prior to accepting the Vendor staff.

The State will make a reasonable effort to issue work orders within the applicable IT Contract Pool Category, so that Vendors are not asked to respond to work orders that require staffing outside the scope of what that Vendor has been awarded.

3.4 Submission of Project Offer

Each Work Order Request will specify a proposal due date for the Vendor to respond to the State's request. This time frame will be no less than six (6) business days, but it may be more at the State's discretion. Within the specified time frame, the Vendor must respond to the agency that issued the Work Order Request, either affirming or denying its ability to provide the personnel in the required project time frame. During this response period, if necessary, the Vendor may seek clarifications of the work involved.

If the Vendor is unable to provide the personnel requested, it must state the reason in the appropriate section on the Work Order Request form, sign and return the form to the requesting agency by the proposal due date.

If the Vendor is capable of fulfilling the work order, it will complete and attach a "Project Proposal" to the Work Order Request form, sign and return the form to the requesting agency by the proposal due date. The "Project Proposal" will include the following items:

1. Basic Vendor staff information: Name and date of availability.
2. If agency requests a Time and Materials Proposal, the Vendor must respond with hourly rates for the staffing required. Propose a Service Rate Per Hour for each Vendor staff submitted. If the Work Order Request project dates span more than one year of the Contract term, the Vendor must provide rates for each effective year. Service rates may not exceed the rates originally proposed in response to this RFP; however the rates may be less, depending on the State's requirements, nature of the job market, and the Vendor staff' abilities.

3. If agency requests a Fixed Bid Proposal, provide a fixed price proposal to accomplish the Statement of Work. Provide customer references for similar projects successfully completed, if available.
4. Resume(s) for Vendor staff.¹
5. If agency requests reference checks for Vendor staff. Each Vendor staff reference check must include the results of two reference checks that the Vendor has performed on the proposed individual, including the names and telephone numbers of the references. At least one of the references must be from a previous employer or from a customer for which the Vendor staff performed IT contract services.¹
6. If agency requests background checks for Vendor staff those would be done as specified in the Sample Contract (Attachment 2).¹

3.5 Work Order Request Protocol

When an agency requires IT services, the agency will prepare a work order request describing the needed work. There are several vendors within each IT Contract Pool Category, and the number of vendors an agency must solicit to submit a project proposal is determined by the estimated cost of the IT project. Vendors who are invited to submit project proposals must be priced at, or below, the rates proposed and contractually obligated.

1. Projects estimated at less than \$250,000:
 - a. Direct Assignment. An agency may issue a work order request directly to any of the awarded vendors in the appropriate pool category.
 - b. Competitive - An agency may elect to conduct a competitive process by requesting project proposals from two or more vendors. The agency will select the vendor project proposal that best meets the SOW requirements based upon the selection criteria stated in the work order request.
2. Projects estimated at \$250,000 or more:
 - a. Direct Assignment - An agency may issue a work order request directly to an awarded vendor if prior approval is granted by the contract administrator.
 - b. Competitive - An agency must issue a work order request to a minimum of three of the awarded vendors. The agency will select the vendor project proposal that best meets the SOW requirements and selection criteria stated in the work order request.

3.6 Change Orders

A change order process will be used to manage issues and changes during the life of a work order project. A change request must be in writing to document the potential change. The change will be reviewed and, if acceptable to the STATE, the Vendor will submit an estimate of the charges and the anticipated changes in the delivery schedule that will result from the proposed change in the scope of work. A change order must be approved and signed by both parties prior to implementation of the change.

¹ In the course of responding to multiple work order requests from the same agency, a vendor is only required to provide this documentation with the first work order, unless the agency requests updated documentation for subsequent work orders.

3.7 Estimated Contract Volume

The purpose of this RFP is to establish potential sources of information technology professional services. However, due to the dynamic nature of projects within State government, the State cannot predict the numbers of personnel that will be required under the contract. The State is not obligated to use any of the Vendors' IT professional services. The State makes no guarantees, either stated or implied, about the demand for resources provided through this RFP. This RFP does not preclude the State from issuing other procurement solicitations for IT professional services. State agencies may also procure IT professional services directly from other governmental IT service providers, for example the North Dakota Information Technology Department.

The following table shows the historical volume of the contract for the last three annual reporting periods 2008-2010.

Contract Category	2008-2010 Volume
Cobol-Natural Programmer/Analyst	\$656,449
Client-Server Programmer/Analyst	\$2,024,892
Access Programmer/Analyst	\$15,000
J2EE Programmer/Analyst	\$176,693
.Net Programmer/Analyst	\$2,945,778
SharePoint Specialist	\$60,200
PeopleSoft Programmer/Analyst	\$481,830
Web Design Specialist	\$165,900
Project Manager	\$1,423,045
Business Analyst	\$740,947
PeopleSoft Analyst/Integration Specialist	\$481,830
Desktop Support Specialist	\$28,727
GIS Programmer/Analyst	\$277,283
GIS Data-Tech/Analyst	\$40,548
FileNet Analyst	\$857,865
Security Analyst	\$37,180
Database Administrator - Oracle	\$430,172
Quality Assurance Tester	\$178,830
IVR Developer	\$87,295
Systems Administrator - Unix	\$65,120
Systems Administrator - IBM	\$569,554
Total	\$11,745,138

3.8 Contract Target Pool Size

This RFP will result in a multiple award contract with Vendors awarded in each of the IT Contract Pool Categories. The target size for the number of Vendors to be awarded contracts in each pool is listed below. Pool size may, of course, be impacted based on number of responses and adequacy of proposals.

IT Contract Pool Category	Minimum # of Vendor Contract Awards	Maximum # of Vendor Contract Awards
Cobol/Natural Programmer/Analyst	3	5
Client-Server Programmer/Analyst	3	10

Microsoft Access Programmer/Analyst	3	10
J2EE Programmer/Analyst	3	10
Microsoft .Net Programmer/Analyst	3	10
IVR Programmer/Analyst	2	4
PeopleSoft Programmer/Analyst	3	5
Web Designer	3	10
Project Manager	3	10
IT Business Analyst	3	10
PeopleSoft Analyst/Integration Specialist	3	5
Desktop Support Specialist	2	3
BI Analyst – Microsoft Suite	3	10
BI Analyst – IBM Cognos Suite	3	10
BI Reports Designer	3	10
CA:GEN Programmer/Analyst	2	5
Uscript Programmer/Analyst	1	3
Cardiff Intelligent Document Analyst	3	7
Database Administrator – IBM DB2	3	5
Database Administrator – Microsoft SQL Server	3	5
Database Administrator - Oracle	3	5
Database Administrator – Open Source (MySQL, PostgreSQL)	3	5
Database Administrator – Adabas/Natural	3	5
IBM/FileNet Enterprise Content Management Analyst	3	7
Information Systems Security Analyst	3	5
Rules Engine Specialist	2	5
SharePoint Specialist	3	10
Systems Administrator – IBM Mainframe	3	5
Systems Administrator - Microsoft	3	5
Systems Administrator – Unix/Linux	3	5
Quality Assurance Analyst	3	7
Quality Assurance Tester	3	7
GIS Programmer/Analyst	3	7
GIS Technical and Data Services Specialist	3	7
Primavera Applications/Training Specialist	3	5
Primavera Technical Specialist	3	5
Information Technology Training	2	4

3.9 Contract Performance Provisions

The success of this contract depends on Vendor response to State issued work orders and quality of the IT professional services rendered. The following performance provisions and reporting requirements apply to Vendors participating in this contract.

3.9.1 Vendor Reporting Requirements

By submitting a proposal to this RFP, the Vendor agrees, should it be awarded a contract, to follow the following reporting requirements:

- Participate, as requested, in periodic project status meetings
- Participate, as requested, in periodic project executive steering committee meetings

- Provide, as requested, written activity/status reports to the agency regarding work accomplished for each work order
- Provide a report as requested by the State Procurement Office at least once each annual contract period, within 30 days of the request, that includes
 - a summary of work orders completed or in progress including
 - work order number and short description of the project
 - agency name
 - contract type (Time & Materials or Fixed Bid)
 - number of Vendor staff provided in each IT Contract Pool Category
 - work order price

3.9.2 Vendor Performance on Work Orders

The Vendor shall be responsible for the completion of each work order it agrees to perform, complying with the contract terms and adhering to the delivery schedule and price agreed upon in the Vendor's Project Offer to the Work Order Request (taking into consideration approved change orders). All work is subject to inspection, evaluation, and acceptance by the State. The State may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract.

3.9.3 Customer Satisfaction Surveys

Throughout the contract term, agencies may be asked to complete customer satisfaction surveys rating the agency's satisfaction with quality of work, cost and schedule adherence, and contract compliance. Dissatisfaction with Vendor performance indicated on agency customer satisfaction surveys may be used by the State in making a determination to terminate or restrict the Vendor's contract (see 3.9.6 and 3.9.7 below).

3.9.4 Vendor Adherence to State Information Technology Standards

The Vendor shall be responsible for adhering to all State information technology standards that are applicable to work performed under this contract. Vendor staff providing IT professional services under this contract will be expected to be familiar with the State's technology standards and adhere to applicable standards in the course of providing services to the State. See Section 2.2 for information regarding State technology standards.

3.9.5 Failure to Attain Work Orders

If a Vendor fails to attain any work orders, applicable to IT Contract Pool Categories it was awarded, during a contract reporting period as described in Section 3.9.1 then that Vendor is subject to having its contract terminated, at the State's option. The State will take into consideration the applicable work order volume (or lack thereof) in making this determination.

3.9.6 Restriction of Vendor Contract

Upon the State's exercising its right to restrict a Vendor contract, the Vendor may not be allowed to accept any future work orders. The remainder of the contract provisions shall remain in effect to the extent necessary to allow the Vendor to complete any existing work orders that are in progress. Upon the State's exercising its right to restrict a Vendor contract, the State may supplement the IT Contract Pool Categories with a vendor that had the next highest ranked proposal for those pools. When a restricted Vendor completes its existing work orders, the State may reinstate the Vendor if the performance problems have been resolved or it may exercise its option to terminate the Vendor contract.

3.9.7 Termination of Vendor Contract

If the Vendor fails to resolve unsatisfactory performance problems or fails to attain work orders, the State may terminate the contract by sending a written notice to the Vendor. Upon

the State's exercising its right to terminate a Vendor contract, the State may supplement the IT Contract Pool Categories vacated by that Vendor with a vendor that had the next highest ranked proposal for those pools. If the cause of the termination is related to failures in compliance to contract requirements, the State may also consider suspension or debarment of the Vendor from the State bidders list for other State solicitations.

3.10 Value Added Services

Vendors may include in the RFP response, those items, tangible or intangible, that the Vendor feels may provide additional value to its proposal.

3.11 Vendor Warranty

In responding to this RFP the Vendor represents that its organization has expertise in the pool categories bid. The Vendor warrants that the products and services delivered under this RFP shall provide functional, efficient, and effective solutions that incorporate reliable techniques and technology and shall meet all stated requirements and State IT standards.

The Vendor shall be responsible for correcting all problems, at no additional cost, for an initial warranty period of 30 days after final acceptance, stemming from incorrect, erroneous, negligent, nonprofessional, and/or incomplete work on the Vendors' part.

3.12 Work Space and Equipment

Agencies will indicate in the Work Order Request whether the State will furnish office space, network access, equipment (such as PC workstation), and software licenses for Vendor staff.

Note: When an agency requires the Vendor to supply the PC workstation equipment, the equipment must be configured in compliance with State security requirements including active anti-virus software with current signature files, Microsoft critical security patches current within 30 days of release, automatic screen locking with maximum 15-minute activation timer.

3.13 Location

For purposes of this RFP "onsite" is any agency location in the State of North Dakota. "Offsite" is work that is done at the Vendor's business location. While it is likely that much of the onsite work under this contract will occur in Bismarck where many State agencies are headquartered, work could occur at any agency location in the State. For example, work performed in the Desktop Support category may require travel to agency office locations throughout the state. Agencies will indicate the location of work in the Work Order Request.

Note: Vendor staff working onsite must complete the State's security awareness tutorial within three days of being granted access to the State Network.

SECTION FOUR - GENERAL CONTRACT INFORMATION

4.01 Contract Term, Extension and Renewal Options

The State intends to enter into a contract with an effective date beginning July 1, 2011 and ending September 30, 2013.

Extension Option

The State reserves the right to extend the contract period for an additional period of time, not to exceed 12 months, beyond the normal expiration date of the contract, upon mutual written agreement by both parties.

Vendors shall be responsible for fulfilling all work orders executed within the contract term. The State will notify the Vendors of its intent to terminate the contract at least thirty days before the expiration date. Vendors must provide the State with a list of all work orders in progress and the scheduled completion dates by the deadline indicated by the State. The contract will be extended until all unfinished work orders are completed; however, no new work orders may be executed during the extension period.

Renewal Option

This contract may be renewed upon satisfactory completion of the initial contract term. The state reserves the right to execute an option to renew this contract under the same terms and conditions for a period of 12 months. This contract will not automatically renew. The State will provide written notice to the contractor of its intent to renew this contract at least 30 days before the scheduled contract expiration date.

Contract Transition for Existing Vendors

Vendors currently holding contracts that are re-awarded as a result of this RFP will transition from the old contract in the following manner. The State will terminate the vendor's old contract upon execution of the new contract. Vendors will fulfill existing work order obligations executed under terms of the old contract. All new work orders will be executed under terms of the new contract. Existing vendors that are not re-awarded will continue to service the old contract until the scheduled expiration date.

4.02 Contract Type

This contract is a firm fixed price contract with adjustments. Vendors will provide fixed hourly rates effective July 1, 2011 through September 30, 2012 and may propose adjusted fixed hourly rates effective October 1, 2012 through September 30, 2013. If the State renews the contract for an optional 12 months, adjustments will be made in accordance with the contract (see Attachment 2, Section 31 Payments).

4.03 Standard Contract Provisions

The successful offeror will be required to sign and submit a contract substantially similar to the contract attached to this RFP (Attachment 2). The contractor must comply with the contract provisions set out in this attachment. Any objections to the contract provisions must be set out in the offeror's proposal. The State will not permit alteration of these provisions without prior written approval.

The State instructs offerors to contact the procurement officer in writing by the deadline set for questions with any concerns regarding the contract provisions.

4.04 Proposal as a Part of the Contract

The State may incorporate part or all of this RFP and the successful proposal into the contract.

4.05 Additional Terms and Conditions

The State reserves the right to add, delete, or modify terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

4.06 Supplemental Terms and Conditions

Proposals including supplemental terms and conditions will be accepted, but supplemental conditions that conflict with those contained in this RFP or that diminish the State's rights under any contract resulting from the RFP will be considered null and void. The State is not responsible for identifying conflicting supplemental terms and conditions before issuing a contract award. After award of contract:

- [a] if conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and
- [b] if the result of the application of a supplemental term or condition included in the proposal would diminish the State's rights, the supplemental term or condition will be considered null and void.

4.07 Contract Approval

This RFP does not, by itself, obligate the State. The State's obligation will commence when the State signs the contract. Upon written notice to the contractor, the State may set a different starting date for the contract. The State will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the State.

4.08 Indemnification and Insurance Requirements

Offerors must review the attached Service Contract for indemnification and insurance requirements. The State will incorporate indemnification and insurance provisions into the final contract.

The offeror must submit objections to any of the provisions of the Indemnification and Insurance Requirements in writing to the attention of the procurement officer by the time and date set for receipt of questions. The State will not permit any alteration of these provisions without prior written approval from the purchasing agency in consultation with the North Dakota Risk Management Division.

Upon receipt of the Notice of Intent to Award, the successful offeror must obtain the required insurance coverage and provide the procurement officer with proof of coverage prior to contract approval. The coverage must be satisfactory to the purchasing agency, in consultation with the North Dakota Risk Management Division. An offeror's failure to provide evidence of insurance coverage is a material breach and grounds for withdrawal of the award or termination of the contract.

4.09 Taxes and Taxpayer Identification

The contractor must provide a valid Vendor Tax Identification Number as a provision of the contract.

The State is not responsible for and will not pay local, state, or federal taxes. The State sales tax exemption number is E-2001, and the State will furnish certificates upon request.

A contractor performing any contract, including service contracts, for the United States Government, State of North Dakota, counties, cities, school districts, park board or any other political subdivisions within North Dakota is not exempt from payment of sales or use tax on

material and supplies used or consumed in carrying out contracts. In these cases, the contractor is required to file returns and pay sales and use tax just as required for contracts with private parties. Contact the North Dakota Tax Department at 701-328-3470 or visit its website at www.nd.gov/tax for more information.

A contractor performing any contract, including a service contract, within North Dakota is also subject to the corporation income tax, individual income tax, and withholding tax reporting requirements, whether the contract is performed by a corporation, partnership, or other business entity, or as an employee of the contractor. In the case of employees performing the services in the state, the contractor is required to withhold state income tax from the employees' compensation and remit to the state as required by law. Contact the North Dakota Tax Department at 701-328-3125 or visit its web site for more information

4.10 Billing and Payment Terms

The Vendor shall be responsible for submitting accurate and timely billing to the agency customer. Vendor invoices to bill services provided under this contract shall be submitted to the agency within 30 days of completion of each billable event as defined in the executed work order. Vendor billing cycle frequency shall not be less than every two weeks.

The State will normally make payment for commodities and services received under contracts within 30 calendar days after receipt and acceptance by the State or after receipt of a correct invoice, whichever is later. The contractor must direct any payment inquiries to the purchasing agency.

The purchasing agency may take Prompt Payment Discount Terms offered by the contractor if the purchasing agency makes payment within the specified terms.

4.11 Right to Inspect Place of Business

At reasonable times, the State may inspect those areas of the contractor's place of business that relate to the performance of a contract. If the State makes an inspection, the contractor must provide reasonable assistance.

4.12 Inspection & Modification - Reimbursement for Unacceptable Deliverables

The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the project manager designated by the State. The State may employ all reasonable means to ensure that the work is progressing and the work being performed is in compliance with the contract. Should the project manager determine that corrections or modifications are necessary in order to accomplish its intent; the project manager may direct the contractor to make changes. The contractor will not unreasonably withhold changes.

Failure of the contractor to timely perform the contract, including any corrections or modifications directed by the State, may cause the State to terminate the contract, for default by the contractor. In this event, the State may require the contractor to reimburse, within 30 days of State's notice to terminate, all payments made to contractor for the deficient work. State shall return deliverables and services which are deficient, and further has the option of returning all deliverables and services which State previously accepted, but which are affiliated with the deficient deliverables and which, without the deficient deliverables, are rendered incapable of performance or impractical for the State to retain. Contractor shall also, within 30 days thereafter of the State's notice to terminate, reimburse the State for payments made for such previously accepted but subsequently returned deliverables and services. This clause does not restrict the State's right to seek associated damages, for contractor's failure to timely perform its obligations, including corrections and modifications, under the contract.

4.13 Termination for Default

If the project manager designated by the State determines that the contractor has refused to perform the work or has failed to perform the work with diligence as to ensure its timely and accurate completion, the State may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all or the remaining work.

This clause does not restrict the State's right to termination under the contract provisions of the Service Contract, attached.

4.14 Informal Debriefing

When the contract is completed, the State may perform an informal debriefing at the discretion of the procurement officer or project manager designated by the State. If performed, the scope of the debriefing will be limited to the work performed by the contractor. The State will negotiate the debriefing time and location between the State and contractor.

SECTION FIVE - EVALUATION CRITERIA AND CONTRACTOR SELECTION

5.1 General Vendor Qualifications and Experience

Thirty Percent (30%) of the total possible evaluation points will be assigned to this criterion.

In order to be considered for award, a vendor must score not less than 120 points for evaluation criteria in section 5.1.

5.2 Vendor Staff Qualifications and Experience

Forty Percent (40%) of the total possible evaluation points will be assigned to this criterion. Each IT Contract Pool Category will be evaluated separately for this portion of the evaluation criteria.

In order to be considered for award, a vendor must score not less than 160 points for evaluation criteria in section 5.2.

5.3 Cost Proposal

Thirty Percent (30%) of the total possible evaluation points will be assigned to cost. Each IT Contract Pool Category will be evaluated separately for this portion of the evaluation criteria.

Any prompt payment discounts terms proposed by the vendor will not be considered in evaluating cost. The cost amount used for evaluation may be affected by the application of North Dakota preference laws (N.D.C.C. § 44-08-01). The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be evaluated according to the method set forth in the Proposal Evaluation form attached to this RFP.

SECTION SIX - PROPOSAL FORMAT AND CONTENT

6.1 General Formatting Instructions

The State discourages overly lengthy and costly proposals; however, in order for the State to evaluate proposals fairly and completely, vendors must follow the format set out in this RFP and provide all information requested.

- Proposals shall be prepared on standard letter size paper.
- Proposals shall be on three-holed punched paper.
- Pages shall be consecutively numbered.
- A table of contents is required for the technical proposal.
- Cost proposal and pricing information shall **not** be included in the technical proposal.
- Cost proposal must be separate from technical proposal and in a sealed envelope or package.
- Vendors must submit 2 electronic copies of their proposal on CD, DVD or USB Flash Drive (submit two physical electronic media). Include all technical proposal and cost proposal documents on both copies of the electronic media.
 - Each proposal document shall be named using the Vendor name as the file name prefix followed by the document title, for example:
 - <Vendor name> Technical Proposal
 - <Vendor name> <Category name> Proposal
 - An electronic copy of the cost proposal must also be provided on the CD, DVD or USB Flash Drive using the Vendor name as the file name prefix followed by "Cost Proposal", for example:
 - <Vendor name> Cost Proposal

See Section 1.4 for mailing instructions.

6.2 Proposal Sections

The Proposal shall be divided into separately bound sections and shall follow the format and sequence in sections 6.3 through 6.6 below.

- Binder 1 with Technical Proposal
10 COLLATED COPIES OF THE FOLLOWING:
 - Table of Contents
 - Introduction with Signed Transmittal (per section 6.3 instructions)
 - General Vendor Qualifications and Experience (per section 6.4 instructions)
- Binders 2 – X, Category Proposals (Separate binder for each category proposed)
10 COLLATED COPIES REQUIRED PER CATEGORY:
 - Vendor Staff Qualifications and Experience (per section 6.5 instructions)
- Separate Sealed Envelope/Package with Cost Proposal
2 COLLATED COPIES OF THE FOLLOWING:
 - Cost Proposal (per section 6.6 instructions)

-See Example Proposal on the following page-

Example:

In this example, ABC Company is submitting a proposal for three categories (Client-Server Programmer Analyst, J2EE Programmer/Analyst, and Business Analyst). Their submission would contain 4 hard copy binders, one sealed envelope with the cost proposal and two CD, DVD, or USB Flash media broken out as follows:

- **Binder 1 (10 collated copies of the following):**
 - Table of Contents
 - ABC Company Introduction with Signed Transmittal (per instructions in section 6.3)
 - ABC Company General Vendor Qualifications and Experience (per instructions in section 6.4)
- **Binder 2 (10 collated copies of the following):**
 - ABC Company Client-Server Programmer/Analyst Category Proposal with Vendor Staff Qualifications and Experience (per instructions in section 6.5)
- **Binder 3 (10 collated copies of the following):**
 - ABC Company J2EE Programmer/Analyst Category Proposal with Vendor Staff Qualifications and Experience (per instructions in section 6.5)
- **Binder 4 (10 collated copies of the following):**
 - ABC Company Business Analyst Category Proposal with Vendor Staff Qualifications and Experience (per instructions in section 6.5)
- **Sealed Envelope/Package (2 collated copies of the following):**
 - ABC Company Cost Proposal (per instructions in section 6.6)
- **CD, DVD, or USB Flash Drives (2 copies of electronic media):**
 - Electronic Copy of Technical Proposal (Binder 1 information)
 - File name: ABC Company Technical Proposal
 - Individual Category Proposal files (Binders 2-4)
 - File names :
 - ABC Company Client-Server Programmer Analyst
 - ABC Company J2EE Programmer Analyst
 - ABC Company Business Analyst
 - Electronic Copy of Cost Proposal
 - File name: ABC Company Cost Proposal

6.3 Introduction with Signed Transmittal

Include the complete name and address of vendor's firm and the name, mailing address, email address, and telephone number of the person the State should contact regarding the proposal.

The introduction must disclose any instances where the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict (e.g. employed by the State of North Dakota).

The introduction must be signed by a company officer empowered to bind the company. A Vendor's failure to include these items may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

6.4 General Vendor Qualifications and Experience

Provide the following information (referencing the following subsections in sequence):

- 6.4.1** Written confirmation that the Vendor shall comply with the State's Information Technology Standards when providing Information Technology services to State Agencies.
- 6.4.2** Written confirmation that the Vendor accepts the terms and conditions set out in the sample contract in Attachment 2 of this RFP. Vendor is to indicate any exceptions it takes to any of the terms and conditions. Certain exceptions may result in a vendor proposal being disqualified from further consideration and the proposal may be rejected.
- 6.4.3** Provide a brief narrative indicating the Vendor's credentials to deliver the IT professional services sought under this contract.
- 6.4.4** Provide a brief description of the Vendor's background and organizational background including the number of years in business, location of offices, number of employees, and client base. Include in the narrative any current office(s) located in Bismarck or other North Dakota cities, or specific plans (include timeline) for establishing office(s) in Bismarck or other North Dakota locations. If the Vendor will not have any office locations in the State, detail how you would plan to effectively service this contract.
- 6.4.5** Provide an organizational chart highlighting the key people in your organization who will be assigned to manage the personnel that are called for in this RFP. The chart should illustrate the lines of authority and designate the individual that will serve as the main vendor contact for this contract.
- 6.4.6** If your company intends to use subcontractors, the Vendor must identify the names and mailing addresses of the subcontractors and the scope and portions of the work the subcontractors will perform. Describe the process used by the Vendor in selecting subcontractors who meet the State's qualifications, skill sets, and experience requirements defined in Attachment 1 of this RFP.
- 6.4.7** Provide a statement as to whether there is any pending litigation against the Vendor; and if such litigation exists, attach an opinion of counsel as to whether the pending litigation will impair the Vendor's performance in a contract under this RFP. Disclose any and all judgments, pending or expected litigation, or other real potential financial reversals, which might materially affect the viability or stability of the vendor's organization; or certify that no such condition is known to exist.

- 6.4.8** Describe the Vendor's approach and methods for retaining a stable staff. Include processes the company has in place for motivating its staff to perform at their maximum capability. Also, address plans the company has for ensuring technical competence in a changing technological environment.
- 6.4.9** Describe the quality assurance procedures the Vendor will employ for work performed under this contract.
- 6.4.10** Describe the process the Vendor will use to communicate with the State during the course of carrying out a work order under this contract.
- 6.4.11** List and describe any previous experience your company has in working with state agencies in North Dakota or with other state governments. Indicate number of years of experience working with state government clients.

Provide a list of three (3) large clients, preferably state government clients, the Vendor is currently serving or has served within the past three (3) years). Higher scores will be given for experience with state government and for work reflecting services the same as or similar to those requested in this RFP. For each client, include:

- a) Client name, address, and telephone number
- b) Description of service provided
- c) Maximum number of staff on-site with the client
- d) Time period of the project and/or contract. Must be stated in the form of "From-to" dates (e.g., "Jan. 2009 -- March 2010")
- e) For each client, provide contact information for one reference. The Vendor must include the following contact information for that reference: person's name, telephone number, fax number, and e-mail address. The Vendor must verify the accuracy of all contact information. The State will send a reference check questionnaire to these references, and their input on the questionnaire will affect the Vendor's score. The reference is fully responsible for the timing and content of the reference check information returned to the State. If the reference does not return the questionnaire by the date specified or fails to properly fill out the questionnaire, then scoring will proceed as if the reference information were unfavorable.

Label the reference responses above as follows: "Experience Reference # 1," followed by specific responses to a) through e); "Experience Reference #2," etc.

- 6.4.12** Provide written confirmation that Vendor will provide warranty coverage for Work Orders as defined in Section 3. Describe any standard warranty provisions provided by the Vendor.
- 6.4.13** Vendors may provide a description of any value-added services offered related to the IT Contract Pool categories requested in this RFP.

6.4.14 Provide documentation of Vendor Financial Resources:

- a) The vendor shall provide financial information in such a manner that a determination about the stability and financial strength of the organization can be reasonably formulated. This must include but not be limited to company size, organization, date of incorporation, ownership, number of employees, revenues for the last fiscal year, and, if available, audited financial statements for the most recent 3 years. A current Dun and Bradstreet Report may be used to fulfill this requirement. An Annual Report can be used as verification of financial status provided it contains at a minimum a Compiled Income Statement and Balance Sheet verified by a Certified Public Accounting firm. The State reserves the right to contact the accounting firm if questions arise. As an alternative, for those Vendors unable to provide audited financial statements or Dun and Bradstreet report, the Vendor shall provide tax returns and financial statements including income statements and balance sheets for the most recent 3 years, and any available credit reports.
- b) A confidentiality statement may be included if this portion is considered non-public information. The State may request reports on financial stability from independent financial rating services in order to further substantiate stability.

6.5 Vendor Staff Qualifications and Experience

Provide a separately bound hard copy for each IT Contract Pool Category that the Vendor is including in its proposal. No response is necessary for any pool categories that the Vendor is not including in its proposal. Each IT Contract Pool Category identified with an electronic media symbol (●) must be created as a separate document file on the electronic media. Do not create electronic files for pool categories that the Vendor is not responding to. Each bound hard copy and electronic document shall be named using the Vendor name as the file name prefix followed by the document title, for example:

- <Vendor name> Mainframe Programmer Analyst
- <Vendor name> Client-Server Programmer Analyst
- <Vendor name> Project Manager
-
- etc. (include separate bound hard copy and electronic document file for each category being proposed)

6.5.1(●) Cobol/Natural Programmer/Analyst

6.5.1.1 For each job classification listed below, complete the table.²

- (1) Supply the total number of Cobol/Natural programmer/analysts that your company has employed.
- (2) Supply the number of Cobol/Natural programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
- (3) Supply the number of Cobol/Natural programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

² Do not artificially inflate these counts. Do not include individuals that do not meet the State's qualifications, skill sets, and experience requirements listed in Attachment 1, or individuals with which your company has no direct working relationship.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Cobol/Natural Programmer/Analyst			
Cobol/Natural Senior Programmer/Analyst			

6.5.1.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.1.3 Describe how the Vendor's Cobol/Natural programmer/analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.1.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.

6.5.1.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.2(●) Client-Server Programmer/Analyst

6.5.2.1 For each job classification listed below, complete the table.²

- (1) Supply the total number of client-server programmer/analysts that your company has employed.
- (2) Supply the number of client-server programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
- (3) Supply the number of client-server programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Client-Server Programmer/Analyst			
Client-Server Senior Programmer/Analyst			

6.5.2.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.2.3 Describe how the Vendor's client-server programmer/analyst staff

experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.2.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.

6.5.2.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.3(●) Microsoft Access Programmer/Analyst

6.5.3.1 For each job classification listed below, complete the table.²

- (1) Supply the total number of Microsoft Access programmer/analysts that your company has employed.
- (2) Supply the number of Microsoft Access programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
- (3) Supply the number of Microsoft Access programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Microsoft Access Programmer/Analyst			

6.5.3.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.3.3 Describe how the Vendor's Microsoft Access programmer/analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.3.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.

6.5.3.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.4(●) J2EE Programmer/Analyst

6.5.4.1 For each job classification listed below, complete the table.²

- (1) Supply the total number of web J2EE programmer/analysts that your company has employed.

(2) Supply the number of web J2EE programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of web J2EE programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Web – J2EE Programmer/Analyst			
Web – J2EE Senior Programmer/Analyst			

6.5.4.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.4.3 Describe how the Vendor's web J2EE programmer/analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.4.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc,

6.5.4.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.5(●) .NET Programmer/Analyst

6.5.5.1 For each job classification listed below, complete the table.²

(1) Supply the total number of .Net programmer/analysts that your company has employed.

(2) Supply the number of .Net programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of .Net programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Web - .Net Programmer/Analyst			
Web - .Net Senior Programmer/Analyst			

- 6.5.5.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.
- 6.5.5.3** Describe how the Vendor's web .Net programmer/analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.
- 6.5.5.4** Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.
- 6.5.5.5** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.6(●) IVR Programmer/Analyst

- 6.5.6.1** For each job classification listed below, complete the table.²
- (1) Supply the total number of IVR programmer/analysts that your company has employed.
- (2) Supply the number of IVR programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
- (3) Supply the number of IVR programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
IVR Programmer/Analyst			
IVR Senior Programmer/Analyst			

- 6.5.6.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.
- 6.5.6.3** Describe how the Vendor's web IVR programmer/analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.
- 6.5.6.4** Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.
- 6.5.6.5** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.7(●) PeopleSoft Programmer/Analyst

6.5.7.1 For each job classification listed below, complete the table.²

- (1) Supply the total number of PeopleSoft programmer/analysts that your company has employed.
(2) Supply the number of PeopleSoft programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
(3) Supply the number of PeopleSoft programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
PeopleSoft Programmer/Analyst			
PeopleSoft Senior Programmer/Analyst			

6.5.7.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.7.3 Describe how the Vendor's PeopleSoft programmer/analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.7.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.

6.5.7.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.8(●) Web Designer

6.5.8.1 For the job classification listed below, complete the table.²

- (1) Supply the total number of web designers that your company has employed.
(2) Supply the number of web designers the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
(3) Supply the number of web designers the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Web Designer			

6.5.8.2 Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.8.3 Describe how the Vendor's web designer staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.8.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.8.5 For each of the web designer individuals identified above, provide the URLs for two (2) web sites designed by that individual.

6.5.9(●) Project Manager

6.5.9.1 For the job classification listed below, complete the table.²
 (1) Supply the total number of project managers that your company has employed.
 (2) Supply the number of project managers the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of project managers the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Project Manager			

6.5.9.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.9.3 Describe how the Vendor's project management staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.9.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.9.5 For each of the project manager individuals identified above, provide one (1) project management plan document (to include cost, schedule, scope, quality, issues, communication, risk, etc.) developed by that individual on a previous project.

6.5.10(●) IT Business Analyst

- 6.5.10.1** For the job classification listed below, complete the table.²
 (1) Supply the total number of IT business analysts that your company has employed.
 (2) Supply the number of IT business analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of IT business analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
IT Business Analyst			

- 6.5.10.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

- 6.5.10.3** Describe how the Vendor's IT business analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

- 6.5.10.4** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

- 6.5.10.5** For each of the individuals identified above, provide one (1) Requirements Management Plan, Requirements Traceability Matrix, Requirements Analysis document and Process diagram developed by that individual.

6.5.11(●) PeopleSoft Analyst/Integration Specialist

- 6.5.11.1** For the job classification listed below, complete the table.²
 (1) Supply the total number of PeopleSoft Analyst/Integration Specialist staff that your company has employed.
 (2) Supply the number of PeopleSoft Analyst/Integration Specialists the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of PeopleSoft Analyst/Integration Specialists the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
PeopleSoft Analyst/Integration Specialist			

- 6.5.11.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.
- 6.5.11.3** Describe how the Vendor's PeopleSoft Analyst/Integration Specialist staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.
- 6.5.11.4** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.
- 6.5.11.5** For each of the individuals identified above, provide one (1) requirements analysis document completed by that individual related to a PeopleSoft Enterprise project.

6.5.12(●) Desktop Support Specialist

- 6.5.12.1** For the job classification listed below, complete the table.²
 (1) Supply the total number of Desktop Support Specialist staff that your company has employed.
 (2) Supply the number of Desktop Support Specialists the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of Desktop Support Specialists the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Desktop Support Specialist			

- 6.5.12.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.
- 6.5.12.3** Describe how the Vendor's Desktop Support Specialist staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.
- 6.5.12.4** Describe the locations in North Dakota where Vendor has Desktop Support Specialist staff located and the service area they cover.
- 6.5.12.5** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.13(●) Business Intelligence Analyst – Microsoft Suite

- 6.5.13.1** For each job classification listed below, complete the table.²
 (1) Supply the total number of business intelligence analysts that your company has employed.

(2) Supply the number of business intelligence analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of business intelligence analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Business Intelligence Analyst – Microsoft Suite			

6.5.13.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.13.3 Describe how the Vendor's business intelligence analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.13.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.14(●) Business Intelligence Analyst – IBM Cognos Suite

6.5.14.1 For each job classification listed below, complete the table.²

(1) Supply the total number of business intelligence analysts that your company has employed.

(2) Supply the number of business intelligence analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of business intelligence analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Business Intelligence Analyst – IBM Cognos Suite			

6.5.14.5 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.14.6 Describe how the Vendor's business intelligence analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.14.7 Provide resumes for up to three (3) of the individuals that would be

available to work on State projects.

6.5.15(●) Business Intelligence Reports Designer

6.5.15.1 For each job classification listed below, complete the table.²

(1) Supply the total number of business intelligence reports designers that your company has employed.

(2) Supply the number of business intelligence reports designers the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of business intelligence reports designers the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Business Intelligence Reports Designer			

6.5.15.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.15.3 Describe how the Vendor's business intelligence reports designer staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.15.4 Describe reports the Vendor staff in this category have developed in the past three years including a general description of the application, complexity, etc.

6.5.15.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.16(●) CA:GEN Programmer/Analyst

6.5.16.1 For each job classification listed below, complete the table.²

(1) Supply the total number of CA:GEN programmer/analysts that your company has employed.

(2) Supply the number of CA:GEN programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of CA:GEN programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
CA:GEN Programmer/Analyst			

6.5.16.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.16.3 Describe how the Vendor's CA:GEN programmer/analysts staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.16.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.

6.5.16.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.17(●) Uscript Programmer/Analyst

6.5.17.1 For each job classification listed below, complete the table.²

(1) Supply the total number of Uscript programmer/analysts that your company has employed.

(2) Supply the number of Uscript programmer/analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of Uscript programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Uscript Programmer/Analyst			

6.5.17.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.17.3 Describe how the Vendor's Uscript programmer/analysts staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.17.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc.

6.5.17.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.18(●) Cardiff Intelligent Document Analyst

6.5.18.1 For each job classification listed below, complete the table.²

(1) Supply the total number of Cardiff Intelligent Document Analysts that your company has employed.

(2) Supply the number of Cardiff Intelligent Document Analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of Cardiff Intelligent Document Analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Cardiff Intelligent Document Analyst			

6.5.18.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.18.3 Describe how the Vendor's Cardiff Intelligent Document Analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.18.4 Describe the intelligent document services the Vendor staff in this category have provided in the past three years.

6.5.18.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.19(●) Database Administrator – IBM DB2

6.5.19.1 For each job classification listed below, complete the table.²

(1) Supply the total number of IBM DB2 database administrators that your company has employed.

(2) Supply the number of IBM DB2 database administrators the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of IBM DB2 database administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Database Administrator – IBM DB2			

6.5.19.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.19.3 Describe how the Vendor's IBM DB2 database administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.19.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.20(●) Database Administrator – Microsoft SQL

6.5.20.1 For each job classification listed below, complete the table.²

- (1) Supply the total number of Microsoft SQL database administrators that your company has employed.
- (2) Supply the number of Microsoft SQL database administrators the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
- (3) Supply the number of Microsoft SQL database administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Database Administrator – Microsoft SQL			

6.5.20.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.20.3 Describe how the Vendor's Microsoft SQL database administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.20.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.21(●) Database Administrator - Oracle

6.5.21.1 For the job classification listed below, complete the table.²

- (1) Supply the total number of Oracle database administrators that your company has employed.

(2) Supply the number of Oracle database administrators the Vendor has available on the anticipated contract start date given In Section 1 of this RFP.

(3) Supply the number of Oracle database administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Database Administrator - Oracle			

6.5.21.2 Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.21.3 Describe how the Vendor's Oracle database administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.21.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.22(●) Database Administrator – Open Source (MySQL/PostgreSQL)

6.5.22.1 For the job classification listed below, complete the table.²

(1) Supply the total number of Open Source database administrators that your company has employed.

(2) Supply the number of Open Source database administrators the Vendor has available on the anticipated contract start date given In Section 1 of this RFP.

(3) Supply the number of Open Source database administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Database Administrator – Open Source			

6.5.22.2 Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.22.3 Describe how the Vendor's Open Source database administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.22.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.23(●) Database Administrator – Adabas/Natural

- 6.5.23.1** For the job classification listed below, complete the table.²
- (1) Supply the total number of Adabas/Natural database administrators that your company has employed.
- (2) Supply the number of Adabas/Natural database administrators the Vendor has available on the anticipated contract start date given In Section 1 of this RFP.
- (3) Supply the number of Adabas/Natural database administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Database Administrator – Adabas/Natural			

- 6.5.23.2** Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

- 6.5.23.3** Describe how the Vendor's Open Source database administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

- 6.5.23.4** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.24(●) IBM/FileNet Enterprise Content Management (ECM) Analyst

- 6.5.24.1** For the job classification listed below, complete the table.²
- (1) Supply the total number of IBM/FileNet ECM analysts that your company has employed.
- (2) Supply the number of IBM/FileNet ECM analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
- (3) Supply the number of IBM/FileNet ECM analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
IBM/FileNet Enterprise Content Management Analyst			

- 6.5.24.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

- 6.5.24.3** Describe how the Vendor's IBM/FileNet ECM analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.
- 6.5.24.4** Describe the content management services provided by the Vendor staff in the most recent 3 year period.
- 6.5.24.5** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.25(●) Information Systems Security Analyst

- 6.5.25.1** For the job classification listed below, complete the table.²
 (1) Supply the total number of information systems security analysts that your company has employed.
 (2) Supply the number of information systems security analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of information systems security analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Information Systems Security Analyst			

- 6.5.25.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.
- 6.5.25.3** Describe how the Vendor's information systems security analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.
- 6.5.25.4** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.26(●) Rules Engine Specialist

- 6.5.26.1** For the job classification listed below, complete the table.²
 (1) Supply the total number of rules engine specialists that your company has employed.
 (2) Supply the number of rules engine specialists the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of rules engine specialists the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Rules Engine Specialist			

6.5.26.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.26.3 Describe how the Vendor's rules engine specialist staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.26.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.27(●) SharePoint Specialist

6.5.27.1 For the job classification listed below, complete the table.²

- (1) Supply the total number of SharePoint Specialist staff that your company has employed.
- (2) Supply the number of SharePoint Specialists the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
- (3) Supply the number of SharePoint Specialists the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
SharePoint Specialist			
Senior SharePoint Specialist			

6.5.27.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.27.3 Describe how the Vendor's Desktop SharePoint Specialist staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.27.4 Describe SharePoint applications the Vendor staff in this category have developed in the past three years including a general description of the application, feature-set, complexity, number of end users, etc.

6.5.27.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.28(●) Systems Administrator – IBM zSeries, iSeries

6.5.28.1 For each job classification listed below, complete the table.²

(1) Supply the total number of IBM systems administrators that your company has employed.

(2) Supply the number of IBM systems administrators the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of IBM systems administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Systems Administrator – IBM zSeries, iSeries			

6.5.28.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.28.3 Describe how the Vendor's IBM systems administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.28.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.29(●) Systems Administrator - Microsoft

6.5.29.1 For each job classification listed below, complete the table.²

(1) Supply the total number of Microsoft system administrators that your company has employed.

(2) Supply the number of Microsoft system administrators the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of Microsoft system administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Systems Administrator - Microsoft			

6.5.29.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.29.3 Describe how the Vendor's Microsoft system administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.29.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.30(●) Systems Administrator – Unix/Linux

6.5.30.1 For each job classification listed below, complete the table.²

(1) Supply the total number of Unix/Linux system administrators that your company has employed.

(2) Supply the number of Unix/Linux system administrators the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of Unix/Linux system administrators the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Systems Administrator – Unix/Linux			

6.5.30.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.30.3 Describe how the Vendor's Unix/Linux system administrator staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.30.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.31(●) Quality Assurance Analyst

6.5.31.1 For each job classification listed below, complete the table.²

(1) Supply the total number of quality assurance analysts that your company has employed.

(2) Supply the number of quality assurance analysts the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of quality assurance analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Quality assurance analysts			

6.5.31.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.31.3 Describe how the Vendor's quality assurance analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.31.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.32(●) Quality Assurance Tester

6.5.32.1 For each job classification listed below, complete the table.²

(1) Supply the total number of quality assurance tester that your company has employed.

(2) Supply the number of quality assurance testers the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of quality assurance testers the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Quality Assurance Tester			

6.5.32.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.32.3 Describe how the Vendor's quality assurance tester staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.32.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.33(●) GIS Programmer/Analyst

6.5.33.1 For the job classification listed below, complete the table.²

(1) Supply the total number of GIS programmer/analysts that your company has employed.

(2) Supply the number of GIS programmer/analysts the Vendor has available on the anticipated contract start date given

In Section 1 of this RFP.

(3) Supply the number of GIS programmer/analysts the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
GIS Programmer/Analyst			

6.5.33.2 Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.33.3 Describe how the Vendor's GIS Programmer/Analyst staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.33.4 Describe applications the Vendor staff in this category have developed in the past three years including a general description of the application, size of the application, feature-set, complexity, number of end users, number of screens, etc

6.5.33.5 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.34(●) GIS Technical and Data Services Specialist

6.5.34.1 For the job classification listed below, complete the table.²

(1) Supply the total number of GIS technical and data services specialists that your company has employed.

(2) Supply the number of GIS technical and data services specialists the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.

(3) Supply the number of GIS technical and data services specialists the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
GIS Technical and Data Services Specialist			

6.5.34.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.34.3 Describe how the Vendor's GIS Technical and Data Services Specialist staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

- 6.5.34.4** Describe projects the Vendor staff in this category have completed in the past three years including a general description of the project, size of the project, complexity, types of analysis, data conversion techniques used, etc.
- 6.5.34.5** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.35(●) Primavera Application/Training Specialist

- 6.5.35.1** For the job classification listed below, complete the table.²
 (1) Supply the total number of Primavera Application/Training Specialists that your company has employed.
 (2) Supply the number of Primavera Application/Training Specialists the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of Primavera Application/Training Specialists the Vendor has currently assigned to other contracts that will become available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Primavera Application/Training Specialist			

- 6.5.35.2** *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.
- 6.5.35.3** Describe how the Vendor's Primavera Application/Training Specialist staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.
- 6.5.35.4** Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.36(●) Primavera Technical Specialist

- 6.5.36.1** For the job classification listed below, complete the table.²
 (1) Supply the total number of Primavera Technical Specialists that your company has employed.
 (2) Supply the number of Primavera Technical Specialists the Vendor has available on the anticipated contract start date given in Section 1 of this RFP.
 (3) Supply the number of Primavera Technical Specialists the Vendor has currently assigned to other contracts that will become Available during the term of this contract.

Job Classification	(1) Total # Staff *	(2) # Staff Available on Contract Start Date *	(3) # Additional Staff Available After the Contract Start Date *
Primavera Technical Specialist			

6.5.36.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.36.3 Describe how the Vendor's Primavera Technical Specialist staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.36.4 Provide resumes for up to three (3) of the individuals that would be available to work on State projects.

6.5.37(●) Information Technology Training

6.5.37.1 For the job classification listed below, complete the table.²
 (1) Supply the total number of IT trainers that your company has employed.
 (2) Supply the number of IT training courses the Vendor offers, The State desires a broad selection of IT training courses as identified in the skill set for this category in Attachment 1.

Job Classification	(1) Total # IT Training Staff *	(2) # IT Training Courses
IT Trainers		

6.5.37.2 *Provide additional commentary regarding the Vendor's answers to the table above and describe how the Vendor will accommodate workload for this contract pool category from the State's contract.

6.5.37.3 Describe how the Vendor's IT trainer staff experience and credentials meet the qualifications and each identified skill set defined in Attachment 1.

6.5.37.4 Provide resumes for up to three (3) of the individuals that would be available to work on State training projects.

6.5.37.5 Provide an IT training course listing with proposed rates for this contract. This is a separate requirement from the Cost Proposal and Vendor's format is acceptable.

6.6 Cost Proposal

All costs associated with the contract must be stated in U.S. currency. Any commodities being imported must be identified, and the price must include any applicable customs, brokerage agency fees, and duties.

Vendors must complete cost proposal attached to this RFP (see Attachment 3) or prepare a

cost proposal following the same format. Provide both Onsite and Offsite rates. The State will not reimburse for travel, meals, lodging, or related expenses so Vendors should factor travel and per diem assumptions into the Onsite hourly rate proposal.³

The cost proposal must be placed in a separately sealed envelope clearly marked with the Vendor's name followed by "Original Cost Proposal". Submit 2 copies of the cost proposal. Do not include cost proposals with any of the technical proposal copies. The cost proposal must also be submitted electronically and should be submitted on the same CD with the technical proposal electronic files.

6.7 Required Enclosures

Vendors must provide all documents, attachments, samples, or other information specifically required in this RFP.

³ The Onsite rate must cover all travel related expenses other than "Short Notice" Work Order Requests. Short Notice requests are those issued to Vendors with less than 14 calendar days to project start date. In such cases, Vendors may be allowed, with the approval of the agency issuing the work order, to bill supplemental travel expenses caused by the short notice. The Vendor must provide documentation justifying the supplemental travel expense billing.

SECTION SEVEN - STANDARD PROPOSAL INFORMATION

7.01 Authorized Signature

An individual authorized to bind the offeror to the provisions of the RFP must sign all proposals.

7.02 State Not Responsible for Preparation Costs

The State will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

7.03 Conflict of Interest

Offerors must disclose any instances where the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict (e.g. employed by the State of North Dakota). The State reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the offeror's proposal. The State's determination regarding any questions of conflict of interest is final.

7.04 Offeror's Certification

By signature on the proposal, an offeror certifies that it complies with:

- [a] the laws of the State of North Dakota;
- [b] North Dakota Administrative Code;
- [c] all applicable local, state, and federal laws, code, and regulations;
- [d] the applicable portion of the Federal Civil Rights Act of 1964;
- [e] the Equal Employment Opportunity Act and the regulations issued by the federal government;
- [f] the Americans with Disabilities Act of 1990 and the regulations issued by the federal government;
- [g] all terms, conditions, and requirements set forth in this RFP;
- [h] a condition that the proposal submitted was independently arrived at, without collusion;
- [i] a condition that the offer will remain open and valid for the period indicated in this solicitation; and
- [j] a condition that the firm and any individuals working on the contract do not have a possible conflict of interest (e.g. employed by the State of North Dakota).

If any offeror fails to comply with the provisions stated in this paragraph, the State reserves the right to reject the proposal, terminate the contract, or consider the contractor in default.

7.05 Offer Held firm

Proposals must remain open and valid for at least 120 days from the deadline specified for submission of proposals. In the event the State does not award within 120 days, the State will send a written request to all offerors deemed susceptible for award asking offerors to hold their price firm for a longer specified period of time.

7.06 Amendments to Proposals and Withdrawals of Proposals

Offerors may amend or withdraw proposals prior to the deadline set for receipt of proposals. The State will not accept amendments after the deadline unless they are in response to the State's request. After the deadline, offerors may make a written request to withdraw proposals and provide evidence that they made a substantial mistake. The procurement officer may permit withdrawal of the proposal upon verifying that the offeror made a substantial mistake, and the State may retain the offeror's bid bond or other bid type of bid security, if one was required.

7.07 Alternate Proposals

Offerors may submit only one proposal for evaluation.

Alternate proposals (proposals that offer something different than what the State requested) will be rejected.

7.08 Subcontractors

Offerors may use subcontractors to perform work under this contract. If an offeror intends to use subcontractors, the offeror must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

If the State selects a proposal with subcontractors, the offeror must provide the following information concerning each prospective subcontractor within five working days from the date of the State's request:

- [a] complete name of the subcontractor;
- [b] complete address of the subcontractor;
- [c] type of work the subcontractor will be performing;
- [d] percentage of work the subcontractor will be providing;
- [e] evidence, as set out in the relevant section of this RFP, that the subcontractor is registered and, if applicable, holds a valid North Dakota business license; and
- [f] a written statement, signed by each proposed subcontractor, which clearly verifies that the subcontractor is committed to render the services required by the contract.

An offeror's failure to provide this information, within the time set, may cause the State to consider its proposal non-responsive and reject it. The offeror may substitute one subcontractor for another only at the discretion and with prior written approval of the State's designated procurement officer or project manager.

7.09 Joint Ventures

The State will not allow joint ventures.

7.10 Disclosure of Proposal Contents and Compliance with State's Open Records Laws

All proposals and other material submitted become the property of the State and the State may return them only at the State's option. All proposals and related information, including detailed cost information, are exempt records and will be held in confidence until an award is made, in accordance with N.D.C.C. § 54-44.4-10(2).

Offerors may make a written request to hold confidential any trade secrets and other proprietary data contained in proposals. The offeror must clearly identify the material considered confidential, and the offeror must include a brief statement that sets out the reasons for confidentiality. See the North Dakota Office of the Attorney General website for additional information. <http://www.ag.nd.gov/OpenRecords/ORM.htm>

After award, proposals will be subject to the North Dakota open records law. Records are closed or confidential only if specifically stated in law. If the State receives a request for public information, the procurement officer, in consultation with the Office of the Attorney General, will determine whether the information is an exception to the North Dakota open records law, and the information will be processed accordingly.

7.11 Evaluation of Proposals

The State will review all proposals to determine if they are responsive to the requirements of this

solicitation. The procurement officer or an evaluation committee will evaluate responsive proposals. The State will base the evaluation solely on the evaluation factors set forth in this RFP. The evaluation will consider information obtained subsequent to any discussions with offerors determined to be reasonably susceptible for award and any demonstrations, oral presentations, or site inspections, if required in this RFP.

7.12 Right of Rejection

The State reserves the right to reject any proposals, in whole or in part. The State will reject proposals received from debarred or suspended vendors. The procurement officer may reject any proposal that is not responsive to all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the State. If an offeror does so, the procurement officer may determine the proposal to be a non-responsive counter-offer and the State may reject the proposal.

The procurement officer may waive minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are insignificant, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision,

The State reserves the right to reject any proposal determined to be not responsive, and to reject the proposal of an offeror determined to be not responsible. The State also reserves the right to refrain from making an award if it determines it to be in its best interest.

7.13 Clarification of Offers

In order to determine if a proposal is reasonably susceptible for award, the State permits communications by the procurement officer or the proposal evaluation committee with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal and determine responsiveness to the RFP requirements. Clarifications may not result in a material or substantive change to the proposal. The State may adjust the initial evaluation because of a clarification under this section.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, the State will issue an amendment. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. The State may adjust evaluations as a result of receiving new or amended proposals.

7.14 Discussions and Best and Final Offers

The State may conduct discussions or request best and final offers with offerors that have submitted proposals determined to be reasonably susceptible for award. The State is not obligated to do so, therefore, vendors should submit their best terms (cost and technical). The purpose of these discussions is to ensure full understanding of the requirements of the RFP and the offeror's proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the procurement officer. Discussions, if held, will be after initial evaluation of proposals by the proposal evaluation committee. If the State requests modifications to the proposal as a result of these discussions, the offeror must put the modifications in writing. If the State requests best and final offers, the State will evaluate the best and final offer submitted by

the offeror against the criteria stated in the RFP and any subsequent amendments to the RFP including the best and final offer request. If an offeror does not submit a best and final offer, the State will consider its original proposal as its best and final offer.

Offerors with a disability needing accommodation should contact the procurement officer prior to the date set for discussions so that the State can make reasonable accommodations.

7.15 Preference Laws

The preference given to a resident North Dakota offeror will be equal to the preference given or required by the state of the nonresident offeror. A “resident” North Dakota bidder, offeror, seller, or contractor is one that has maintained a bona fide place of business within this State for at least one year prior to the date on which the State awarded a contract. For a listing of state preference laws, visit the following website:

http://www.oregon.gov/DAS/SSD/SPO/reciprocal_detail.shtml or contact the North Dakota State Procurement Office at 701-328-2683.

7.16 Contract Negotiation

After final evaluation, the procurement officer may negotiate with the offeror of the highest-ranked proposal. Negotiations, if held, will be within the scope of the request for proposals and limited to those items that would not have an effect on the ranking of proposals. If the highest-ranked offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the State may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal.

If the State commences contract negotiations, they will be held:

Information Technology Department
600 East Boulevard Avenue
Bismarck, ND 58505

If the State holds contract negotiations, the offeror will be responsible for all cost including its travel and per diem expenses.

7.17 Failure to Negotiate

If the selected offeror:

- fails to provide the information required to begin negotiations in a timely manner;
- fails to negotiate in good faith;
- indicates it cannot perform the contract within the budgeted funds available for the project; or

If the offeror and the State, after a good faith effort, cannot come to terms, the State may terminate negotiations with the offeror initially selected and commence negotiations with the next highest ranked offeror.

7.18 Notice of Intent to Award

After the completion of contract negotiation the procurement officer will issue a written Notice of Intent to Award to all offerors that responded to this Request for Proposal. The Notice of Intent to Award will set out the names and addresses of all offerors and identify the proposal selected for award. The scores and placement of other offerors will not be part of the Notice of Intent to Award.

The State advises the successful offeror named in the Notice of Intent to Award not to begin work, purchase materials, or enter into subcontracts relating to the project until both the

successful offeror and the State sign the contract.

7.19 Protest and Appeal

North Dakota law provides that an interested party may protest a solicitation.

If an interested party wishes to protest the content of this RFP, the procurement office must receive, in writing, the protest at least seven calendar days before the deadline for receipt of proposals.

An interested party may protest the award or proposed award of a contract.

If an offeror wishes to protest the award of a contract or proposed award of a contract, the procurement office must receive the protest, in writing, within seven calendar days after the date the State issues the Notice of Intent to Award.

SECTION EIGHT - ATTACHMENTS

8.01 Attachments

1. IT Contract Pool Category Definitions
2. Contract Form
3. Cost Proposal Format
4. Vendor Checklist
5. Sample Work Order Request Form
6. Change Order Form
7. Proposal Evaluation Form

ATTACHMENT 1 - IT CONTRACT POOL CATEGORY DEFINITIONS

Cobol/Natural Programmer/Analyst

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

Cobol/Natural Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class
- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

Cobol/Natural Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved; numbers and types of business functional areas involved; numbers and types of interorganizational/intraorganizational issues to be considered; and, numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

Cobol/Natural Programmer/Analyst Skill Set

- Primary skill set includes NATURAL, ADABAS, COBOL, Microfocus COBOL, JCL, Microfocus JCL engine, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set/considerations include CICS, DB2, TSO, RPG, Subversion, functional testing tools.

Client-Server Programmer/Analyst

- Analyzes and documents requirements for information systems

- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

Client-Server Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class
- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

Client-Server Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of interorganizational/intraorganizational issues to be considered, and numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

Client/Server Programmer/Analyst Skill Set

- Primary skill set includes Power Builder, Power Builder PFC, Visual Basic, Structured Query Language, ODBC, Oracle, PL-SQL, MS-SQL, Power Designer, Crystal Reports, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set/considerations include DB2, FileNet IMS, FileNet P8, Progress, functional testing tools, ClearCase, Visual Source Safe, XML, uScript for CMHC/MIS applications

Microsoft Access Programmer/Analyst

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define

system functions

- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

Microsoft Access Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class

Microsoft Access Programmer/Analyst Skill Set

- Primary skill set includes MS Access, MS Access Security Model, VBA, Structured Query Language, ODBC, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set/considerations include Crystal Reports, MS SQL

J2EE Programmer/Analyst

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

J2EE Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class
- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

J2EE Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of interorganizational/intraorganizational issues to be considered, and numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

J2EE Programmer/Analyst Skill Set

- Primary skill set includes JSP, EJB, Struts, JDBC, JMS, WebSphere (WSAD), Eclipse, JDeveloper, OptimalJ, DTO, JDO, XML, XSD, XHTML, LDAP, Javascript, Power Designer, Use Case specifications, Structured Query Language, Oracle, MS-SQL, WebSphere MQ, Web Services, SOAP, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set includes IntelliJ, ANT, CSS, WebSphere application server configuration and deployment, DB2, FileNet P8, Crystal Reports, BI report design, functional testing tools, ClearCase, IBM TIM/TAM/WebSEAL, WebSphere Portal, Blaze Advisor, WebSphere Process Server, WebSphere Business Modeler, WebSphere Enterprise Service Bus, WebSphere Transformation Extender, Hibernate

.NET Programmer/Analyst

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or

business process issues

.NET Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class
- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

.NET Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of interorganizational/intraorganizational issues to be considered, and numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

.NET Programmer/Analyst Skill Set

- Primary skill set includes Microsoft Studio.Net, VB.NET, ASP.NET, XML, XSD, XHTML, LDAP, Javascript, Power Designer, Use Case specifications, Structured Query Language, Oracle, MS-SQL, Web Services, SOAP, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set includes CSS, ADO, Microsoft IIS server configuration and deployment, FileNet P8, Crystal Reports, BI report design, functional testing tools, ClearCase, Visual Source Safe, Subversion

IVR Developer - Programmer/Analyst

- Analyzes and documents requirements for information systems, in particular, systems that utilize Interactive Voice Response (IVR) technology
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of IVR information systems
- Provides application integration services (web services, message queues, direct database access)

- Conducts and documents the results of special studies dealing with IVR systems and/or business process issues
- Experience in supporting IVR applications in production environment on a day-to-day basis.

IVR Developer - Programmer/Analyst Experience

- *IVR Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class
- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

IVR -Developer Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved; numbers and types of business functional areas involved; numbers and types of interorganizational/intraorganizational issues to be considered; and, numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

IVR Developer Programmer/Analyst Skill Set

- Primary skill set includes Java, .NET, Oracle, Client Server, VXML, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set/considerations include Speech Recognition, Subversion, Nortel Service Creating Environment (SCE) and functional testing tools.

PeopleSoft Programmer/Analyst

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

PeopleSoft Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class
- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

PeopleSoft Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of interorganizational/intraorganizational issues to be considered, and numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

PeopleSoft Programmer/Analyst Skill Set

- Primary skill set includes PeopleTools, PeopleCode, PeopleSoft Integration Broker/Application Messaging, Application Engine, Structured Query Language, interpersonal and communication skills, written and verbal English language proficiency

Web Designer

- Well-demonstrated skills in interactive user interface design and visual design
- e-business web site design
- Strong understanding and experience with web technologies
- Analyzes and documents requirements
- Thorough knowledge of visual design principals
- Graphic design and layout, typography, icon development, identity and branding
- Interfaces with the user team to insure all changes are coordinated and integrated and provides regular project status
- Designs new and enhance existing web application interfaces in conformance with organizational guidelines and standards
- Collaborates with application developers when necessary for design specifications including application of design to complex web-based software applications
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative design solutions.

Web Designer Experience

- requires three years of experience in this classification in last four years

Web Designer Skill Set

- Primary skill set includes graphic design and layout, identity and branding, web accessibility design, Photoshop, ImageReady, Macromedia Studio, proficiency in designing with XHTML, JavaScript, AJAX, CSS and web browsers (including compatibility issues between different products and versions), design considerations, use of site and page templates, written and verbal English language proficiency, interpersonal and communication skills
- Secondary skill set/considerations include e-business web design

Project Manager

- Provides competent leadership and responsible direction through successful performance of a variety of detailed, diverse elements of project management
- Directs project origination and initiation activities including review of historical information, establishing the project repository, development of project charter, and project kickoff
- Analyzes and documents business requirements and processes related to public sector service delivery for a single or multiple related entities
- Provides IT procurement services including Request for Proposal (RFP) creation, assistance with solicitation, evaluation, and contract negotiations
- Directs project planning activities and construction of project plan that includes
 - Scope management
 - Acceptance management
 - Project schedule
 - Cost management
 - Quality management
 - Human resources management
 - Communication management
 - Risk management
 - Procurement management
 - Change control and issue management
 - Implementation and transition plan
 - Cost and time baselines
- Directs project execution and control activities to include management of
 - Cost
 - Schedule
 - Scope
 - Quality
- Manage the activities of project team, comprising client's technical and program staff as well as contractors from one or more firms
- Reports in writing and orally to client's management as necessary
- Direct project closeout activities including post-implementation and administrative closeout

Project Manager Experience

- Requires a minimum of 4 years of current experience managing large, complex information technology projects
- Experience in public sector assignments preferred
- PMP certification is preferred

Project Manager Skill Set

- Primary skill set includes formal project management, superior team building, analytical, group facilitation, and relationship management skills, must be able to work effectively with all levels of client staff from clerical through executive management, must have an understanding of current information technology with an ability to conceptualize solutions to business problems in the most effective and cost efficient manner, ability to implement solutions across multiple functional and technical environments, ability to conduct cost and schedule variance analysis, interpersonal and communication skills, written and verbal English language proficiency

Project Manager Availability:

- availability at assignment location (primarily State Capitol in Bismarck) during normal state working hours, willingness to travel (mostly in-state), availability for variable duration assignments

IT Business Analyst/Consultant

- Analyzes and documents business requirements and processes related to public sector service delivery for a single or multiple related entities
- Conducts and documents the results of special studies dealing with systems and/or business process issues
- Formulates alternative solutions to satisfy requirements, which may involve business process reengineering and/or the deployment of information technology
- Plans and/or conducts knowledge transfer to end users and technical staff for new applications
- Prepares cost benefit analysis
- Oversees sub-project execution activities
- Constructs data models and activity/process models as may be required to define system functions
- Provides business analysis support throughout the project lifecycle for the installation, testing, data conversion, implementation, and ongoing maintenance of information systems
- Ensures quality standards are met
- Provides IT procurement services including Request for Proposal (RFP) creation, assistance with solicitation, evaluation, and contract negotiations

IT Business Analyst Experience

- requires three years of experience in this classification in last four years
- experience in public sector assignments preferred

IT Business Analyst Skill Set

- Primary skill set includes superior negotiating, analytical, group facilitation, and relationship management skills, must be able to work effectively with all levels of staff from clerical through executive management, must have an understanding of current information technology with an ability to conceptualize solutions to business problems in the most effective and cost efficient manner, ability to integrate solutions across multiple functional and technical environments, superior organizational and written/verbal communication skills, written and verbal English language proficiency is required

IT Business Analyst Availability

- availability at assignment location (primarily State Capitol in Bismarck) during normal state working hours, willingness to travel (mostly in-state), availability for variable duration assignments

PeopleSoft Analyst/Integration Specialist

- Analyzes and documents business requirements and processes related to public sector implementation and integration of PeopleSoft Enterprise ERP products for a single or multiple related entities
- Conducts and documents the results of special studies dealing with systems and/or business process issues specifically related to implementation and integration of PeopleSoft Enterprise ERP systems
- Formulates alternative solutions to satisfy requirements, which may involve business process reengineering and/or the deployment of information technology

- Plans and/or conducts knowledge transfer to end users and technical staff for new PeopleSoft applications
- Prepares cost benefit analysis
- Oversees sub-project execution activities
- Constructs data models and activity/process models as may be required to define system functions
- Provides business analysis support throughout the project lifecycle for the installation, configuration, testing, data conversion, implementation, and ongoing maintenance of PeopleSoft Enterprise ERP systems
- Ensures quality standards are met
- Provides IT procurement services including Request for Proposal (RFP) creation, assistance with solicitation, evaluation, and contract negotiations

PeopleSoft Analyst/Integration Specialist Experience

- requires three years of experience in this classification in last four years
- experience with PeopleSoft Enterprise software products including Financials, Human Resources, Student Administration, EPM, Portal, and CRM is preferred
- experience in public sector assignments preferred

PeopleSoft Analyst/Integration Specialist Skill Set

- Primary skill set includes superior negotiating, analytical, group facilitation, and relationship management skills, must be able to work effectively with all levels of staff from clerical through executive management, must have an extensive understanding of current PeopleSoft Enterprise software products with an ability to conceptualize solutions to business problems in the most effective and cost efficient manner, ability to integrate PeopleSoft Enterprise solutions across multiple functional and technical environments, superior organizational and written/verbal communication skills, written and verbal English language proficiency is required

PeopleSoft Analyst/Integration Specialist Availability

- availability at assignment location during normal state working hours, willingness to travel (mostly in-state), availability for variable duration assignments

Desktop Support Specialist

- Performs desktop computer support assignments, with an emphasis on desktop computer problem resolution
- Installs a variety of desktop computer hardware and software and provides technical and customer support for these products
- Provides customer support to both on-site and remote users located throughout the State of North Dakota
- Analyzes users' system problems and provides solutions
- Tests and may write the instructions prepared for software or hardware installation

Desktop Support Specialist Experience:

- Requires a minimum of 2 years of current experience in this job class

Desktop Support Specialist Skill Set

- Primary skill set includes Microsoft Windows XP Professional, Microsoft Windows 7 Professional, Microsoft Office Suite, Microsoft Outlook/Exchange, Symantec Antivirus Enterprise Edition, Microsoft Active Directory, TCP/IP and Ethernet networking, written and verbal English language proficiency, excellent interpersonal and communication skills

- Secondary skill set/considerations include Altiris Client Management Suite, Juniper VPN, wireless networking, handheld PC devices, Microsoft terminal services/Citrix thin client technology, and other State agency specific software products

Business Intelligence (BI) Analyst - Microsoft Suite

Business Intelligence Solutions and System Design:

- Determines customer's information requirements
- Studies customer's requirements and determines if the business processes for gathering, cleansing, and ensuring the quality of data are adequate
- Analyzes options for preparing a BI solution
- Prepares an analysis document with the recommended solution
- Works with State architects as well as other technical and management resources to develop the best solution
- Prepares project and operational cost estimates
- Presents final analysis document and cost estimate to customer for approval

Design, Build and Test BI Solutions:

- Creates design documents for BI solution based on business analysis document.
- Work sclosely with State's database analysts to fine tune the BI solution design including database or data warehouse design
- Presents design documents to State architects as well as other technical and management resources to provide assurance that State is suggesting the best solution
- Presents design documents to customer for approval
- Prototypes the solution as designed and presents to the customer for approval
- Plans and supervises systems and customer acceptance test activities
- Prepares BI application and data warehouse processes for production
- Provides performance tuning of BI application and data warehouse processes
- Educates and conducts continuous communication with end users throughout the project

BI Project Coordination:

- Manages individual BI projects using project management best practices
- Coordinates with project managers responsible for specific projects to ensure that interdependencies between projects are understood and that activities and direction are consistent with the related architecture and standard
- Identifies organizational change management issues and incorporates tasks in project plans to address
- Develops and administers overall project management plans that establish management and reporting requirements for BI projects
- Delegates tasks to other project team members and monitor performance

BI Analyst Experience

- Requires three years of experience in this classification in last four years

BI Analyst Skill Set

- Technical skill set includes analyzing customer reporting needs, designing data marts and warehouses; experience using Microsoft business intelligence reporting and data management tools: SQL Server, SQL Server Reporting Services, SQL Server Integration Services 2008, SharePoint 2010, experience with OLAP technologies; experience with Oracle or SQL Server
- Interpersonal skill set includes strong analytical, problem solving and project management skills, be able to work well with people and possess strong communication

skills as needed to mentor others; communicate highly technical information to non-technical and technical users; written and verbal English language proficiency

Business Intelligence (BI) Analyst - IBM Cognos Suite

Business Intelligence Solutions and System Design:

- Determines customer's information requirements
- Studies customer's requirements and determines if the business processes for gathering, cleansing, and ensuring the quality of data are adequate
- Analyzes options for preparing a BI solution
- Prepares an analysis document with the recommended solution
- Works with State architects as well as other technical and management resources to develop the best solution
- Prepares project and operational cost estimates
- Presents final analysis document and cost estimate to customer for approval

Design, Build and Test BI Solutions:

- Creates design documents for BI solution based on business analysis document.
- Works closely with State's database analysts to fine tune the BI solution design including database or data warehouse design
- Presents design documents to State architects as well as other technical and management resources to provide assurance that State is suggesting the best solution
- Presents design documents to customer for approval
- Prototypes the solution as designed and presents to the customer for approval
- Plans and supervises systems and customer acceptance test activities
- Prepares BI application and data warehouse processes for production
- Provides performance tuning of BI application and data warehouse processes
- Educates and conducts continuous communication with end users throughout the project

BI Project Coordination:

- Manages individual BI projects using project management best practices
- Coordinates with project managers responsible for specific projects to ensure that interdependencies between projects are understood and that activities and direction are consistent with the related architecture and standard
- Identifies organizational change management issues and incorporates tasks in project plans to address
- Develops and administers overall project management plans that establish management and reporting requirements for BI projects
- Delegates tasks to other project team members and monitor performance

BI Analyst Experience

- Requires three years of experience in this classification in last four years

BI Analyst Skill Set

- Technical skill set includes analyzing customer reporting needs, designing data marts and warehouses; experience using Cognos business intelligence reporting and data management tools: Framework Manager, Report Studio, Analysis Studio, Transformer; experience with OLAP technologies; experience with Oracle or SQL Server
- Interpersonal skill set includes strong analytical, problem solving and project management skills, be able to work well with people and possess strong communication skills as needed to mentor others; communicate highly technical information to non-technical and technical users; written and verbal English language proficiency

Business Intelligence (BI) Report Designer

- Coordinates closely with State IT and business personnel to ensure proper development and implementation of BI reports
- Gathers, analyzes and documents technical and business requirements for BI reports creation
- Develops reports and dashboards using BI reporting tool sets
 - Translates requirements using reporting tool to develop reports
 - Tests and refines the reports to produce the required product
 - Publishes reports for end user consumption
 - Prepares required documentation, including user-level documentation

BI Report Designer Experience

- Requires two years of experience in this classification in last three years

BI Report Designer Skill Set

- Technical skill set includes analyzing customer reporting needs, development of dashboards and data visualization techniques; experience using business intelligence reporting tools such as: Crystal Reports, Cognos, Microsoft Reporting Services; experience working with Oracle, MS SQL Server or DB2 relational databases; experience with OLAP technologies beneficial
- Interpersonal skill set includes strong analytical, problem solving skills, be able to work well with people, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

CA:GEN Programmer/Analyst

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data and process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops analysis and design documentation
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

CA:GEN Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 years of current experience in this job class

- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

CA:GEN Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of interorganizational/intraorganizational issues to be considered, and numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

CA:GEN Programmer/Analyst Skill Set

- Primary skill set includes CA:Gen, Structured Query Language, ODBC, DB2, PL-SQL, Microsoft Office 2003, CSE Access, QMF for Windows, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set/considerations include Cobol, Natural, Lotus Notes, Blaze Advisor, C++, JAVA, Oracle, Adabas, ClearCase, Subversion, Power Designer, FileNet P8, XML

Uscript (Netsmart CMHC/MIS Advantage scripting language) Programmer/Analyst

- Analyzes functional business requirements and design specifications for developing programs
 - Translates detailed design into programming instructions which can be referenced by a variety of CMHC/MIS programs
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with DHS IT Business Analyst and ITD Programmer Analyst as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users.
- Provides support for the creation, installation, testing, implementation.

Uscript Programmer/Analyst Experience

- Requires a current experience programming utilizing CMHC/MIS propriety scripting language in Uscript.

Uscript Programmer/Analyst Skill Set

- Primary skill set includes advanced skills in programming in Uscript scripting language in the graphic environment
- Understanding and familiarity in functional areas of the application to include billing, accounts receivable, clinical documentation to include intake, treatment planning, progress notes, integrated service notes, document management and electronic scheduling using mtSchedule product.
- Understanding and background in the technical aspects of the application to include client, staff, ISN, event, document and misc databases, control files, event rules, fee logic and CMHC/MIS reporting tools.
- Interpersonal and communication skills, written and verbal English language proficiency.
- Secondary skill set/considerations include understanding and familiarity with NetSmart

newly released Web Services Program.

Cardiff Intelligent Document Analyst

Cardiff Intelligent Document Services will include consulting and technical assistance with Cardiff Teleform and LiquidOffice products. Services provided may include:

- Document indexing/queuing and workload management
- System/application/network design
- Implementation and support services
- System interface development
- System migration strategies
- Document conversion (hardcopy to electronic or electronic to new system/media)
- Performance monitoring/measurement
- Electronic forms design and implementation
- Document scanning (high-speed and production desk top)
- Installing and configuring Client/Server based workstations, scanners and related hardware
- Analyzing and documenting business requirements and processes related to public sector implementation and integration of Cardiff Intelligent Document products for a single or multiple related entities
- Planning and/or conducting knowledge transfer to end users and technical staff for new Cardiff Intelligent Document applications
- Preparing cost benefit analysis
- Ensuring quality standards are met

Cardiff Intelligent Document Analyst Experience

- Requires three years of experience in this classification in last four years
- Experience in public sector assignments preferred

Cardiff Intelligent Document Analyst Skill Set

- Must have an extensive understanding of current Cardiff Intelligent Document software products with an ability to conceptualize solutions to business problems in the most effective and cost efficient manner. Primary skill set includes experience with the following tools:
 - Teleform
 - Liquid Office
 - Teleform WebCapture
- Experience desired with IBM FileNet P8 tools, Records Crawler, LizardTech DjVu
- Ability to integrate Cardiff Intelligent Document solutions across multiple functional and technical environments
- Superior analytical, group facilitation, and relationship management skills, must be able to work effectively with all levels of staff from clerical through executive management
- Superior organizational and written/verbal communication skills, written and verbal English language proficiency is required

Database Administrator – IBM DB2

- Create and manage database objects according to business requirements
- Performs review and tuning of SQL code
- Performs database tuning and monitoring
- Monitor and audit database access
- Perform capacity planning
- Ensures database integrity; schedules database backup; provides for database recovery
- Supports development databases including refresh from production databases

- Transfers and maintains production program code
- Assists programmers or writes conversion programs to support changes in database structure; applies conversions, and verifies integrity of converted data
- Assists in providing twenty-four hour coverage for database support
- Maintains current procedure manuals for the maintenance of databases on existing systems
- Provides extensive troubleshooting and problem solving of database and application development issues for applications
- Works with vendors in support of database and administration toolsets enhancements that are beneficial to state applications
- Installs new and upgrades existing databases and administration toolsets; coordinates with development on testing and implementing enhancements and new features/functions
- Assists and trains State's application development and technical staff in database technologies and methods

Database Administrator Experience

- Requires four years of experience in this classification in last five years
- Experience in design, implementation, and manipulation of database management systems, data warehouses, and multidimensional databases. Experience with design of relational databases and data manipulation.

Database Administrator Skill Set

- Primary technical skill set includes IBM DB2 UDB, DB2/400, Structured Query Language, ODBC, JDBC, XML
- Secondary technical skill set includes COGNOS, SAS, Informatica
- Interpersonal skill set includes strong analytical, problem solving skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Database Administrator – Microsoft SQL Server

- Create and manage database objects according to business requirements
- Performs review and tuning of SQL code
- Performs database tuning and monitoring
- Monitor and audit database access
- Perform capacity planning
- Ensures database integrity; schedules database backup; provides for database recovery
- Supports development databases including refresh from production databases
- Transfers and maintains production program code
- Assists programmers or writes conversion programs to support changes in database structure; applies conversions, and verifies integrity of converted data
- Assists in providing twenty-four hour coverage for database support
- Maintains current procedure manuals for the maintenance of databases on existing systems
- Provides extensive troubleshooting and problem solving of database and application development issues for applications
- Works with vendors in support of database and administration toolsets enhancements that are beneficial to state applications

- Installs new and upgrades existing databases and administration toolsets; coordinates with development on testing and implementing enhancements and new features/functions
- Assists and trains State's application development and technical staff in database technologies and methods

Database Administrator Experience

- Requires four years of experience in this classification in last five years
- Experience in design, implementation, and manipulation of database management systems, data warehouses, and multidimensional databases. Experience with design of relational databases and data manipulation.

Database Administrator Skill Set

- Primary technical skill set includes Microsoft SQL RDBMS, Structured Query Language, ODBC, JDBC, XML
- Secondary technical skill set includes COGNOS, SAS, Informatica
- Interpersonal skill set includes strong analytical, problem solving skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Database Administrator - Oracle

- Create and manage database objects according to business requirements
- Performs review and tuning of SQL code
- Performs database tuning and monitoring
- Monitor and audit database access
- Perform capacity planning
- Ensures database integrity; schedules database backup; provides for database recovery
- Supports development databases including refresh from production databases
- Transfers and maintains production program code
- Assists programmers or writes conversion programs to support changes in database structure; applies conversions, and verifies integrity of converted data
- Assists in providing twenty-four hour coverage for database support
- Maintains current procedure manuals for the maintenance of databases on existing systems
- Provides extensive troubleshooting and problem solving of database and application development issues for applications
- Works with vendors in support of database and administration toolsets enhancements that are beneficial to state applications
- Installs new and upgrades existing databases and administration toolsets; coordinates with development on testing and implementing enhancements and new features/functions
- Assists and trains State's application development and technical staff in database technologies and methods

Database Administrator Experience

- Requires four years of experience in this classification in last five years
- Experience in design, implementation, and manipulation of database management systems, data warehouses, and multidimensional databases. Experience with design of relational databases and data manipulation.
- Experience in Oracle RAC infrastructure support and troubleshooting.

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Database Administrator Skill Set

- Primary technical skill set includes Oracle RDBMS, Structured Query Language, ODBC, JDBC, XML
- Secondary technical skill set includes COGNOS, SAS, Informatica
- Interpersonal skill set includes strong analytical, problem solving skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Database Administrator – Open Source (MySQL, PostgreSQL)

- Create and manage database objects according to business requirements
- Performs review and tuning of SQL code
- Performs database tuning and monitoring
- Monitor and audit database access
- Perform capacity planning
- Ensures database integrity; schedules database backup; provides for database recovery
- Supports development databases including refresh from production databases
- Transfers and maintains production program code
- Assists programmers or writes conversion programs to support changes in database structure; applies conversions, and verifies integrity of converted data
- Assists in providing twenty-four hour coverage for database support
- Maintains current procedure manuals for the maintenance of databases on existing systems
- Provides extensive troubleshooting and problem solving of database and application development issues for applications
- Works with vendors in support of database and administration toolsets enhancements that are beneficial to state applications
- Installs new and upgrades existing databases and administration toolsets; coordinates with development on testing and implementing enhancements and new features/functions
- Assists and trains State's application development and technical staff in database technologies and methods

Database Administrator Experience

- Requires four years of experience in this classification in last five years
- Experience in design, implementation, and manipulation of database management systems, data warehouses, and multidimensional databases. Experience with design of relational databases and data manipulation.

Database Administrator Skill Set

- Primary technical skill set includes MySQL RDBMS, PostgreSQL RDBMS, Structured Query Language, ODBC, JDBC, XML
- Interpersonal skill set includes strong analytical, problem solving skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Database Administrator – Adabas/Natural

- Create and manage database objects according to business requirements
- Performs review and tuning of SQL code

- Performs database tuning and monitoring
- Monitor and audit database access
- Perform capacity planning
- Ensures database integrity; schedules database backup; provides for database recovery
- Supports development databases including refresh from production databases
- Transfers and maintains production program code
- Assists programmers or writes conversion programs to support changes in database structure; applies conversions, and verifies integrity of converted data
- Assists in providing twenty-four hour coverage for database support
- Maintains current procedure manuals for the maintenance of databases on existing systems
- Provides extensive troubleshooting and problem solving of database and application development issues for applications
- Works with vendors in support of database and administration toolsets enhancements that are beneficial to state applications
- Installs new and upgrades existing databases and administration toolsets; coordinates with development on testing and implementing enhancements and new features/functions
- Assists and trains State's application development and technical staff in database technologies and methods

Database Administrator Experience

- Requires four years of experience in this classification in last five years
- Experience in design, implementation, and manipulation of database management systems, data warehouses, and multidimensional databases. Experience with design of relational databases and data manipulation.

Database Administrator Skill Set

- Primary technical skill set includes ADABAS/Natural, and CONNX,
- Secondary technical skill set includes Structured Query Language, ODBC, JDBC, XML, and Cobol.
- Interpersonal skill set includes strong analytical, problem solving skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

IBM/FileNet Enterprise Content Management Analyst

IBM/FileNet Enterprise Content Management Services will include consulting and technical assistance with FileNet's P8 software suite of products including eForms, BPM, Records Manager, Records Crawler, etc. Services provided may include:

- Strategic and practical architecture design, planning, and implementation
- Document indexing/queuing and workload management
- System/application/network design
- Implementation and support services
- System migration strategies
- Document conversion (hardcopy to electronic or electronic to new system/media)
- Data conversion (e.g., ASCII to TIFF)
- Performance monitoring/measurement
- Document and records retention/archiving
- Eforms design and implementation

- Analyzing and documenting business requirements and processes related to implementation and integration of IBM/FileNet Content Management products for a single or multiple related entities
- Planning and/or conducting knowledge transfer to end users and technical staff for new IBM/FileNet Content Management applications
- Preparing cost benefit analysis
- Ensuring quality standards are met

IBM/FileNet Enterprise Content Management Analyst Experience

- Requires three years of experience in this classification in last four years
- Experience in public sector assignments preferred

IBM/FileNet Enterprise Content Management Analyst Skill Set

- Must have an extensive understanding of current IBM/FileNet Content Management software products with an ability to conceptualize solutions to business problems in the most effective and cost efficient manner
- Primary skill set includes experience with the following IBM/FileNet P8 tools:
 - Content Manager
 - eForms
 - BPM
 - Records Manager
 - Records Crawler
 - Daeja ViewOne Pro
- Experience desired with Cardiff tools, WebSphere Process Server, WebSphere Business Modeler, Ben Graham Process Charting, Microsoft Visio, relational database experience, web services, WebSphere, JAVA, SOA
- Ability to integrate IBM/FileNet Content Management solutions across multiple functional and technical environments
- Superior analytical, group facilitation, and relationship management skills, must be able to work effectively with all levels of staff from clerical through executive management
- Superior organizational and written/verbal communication skills, written and verbal English language proficiency is required

Information Systems Security Analyst

- Performs security consulting to assist State in conducting security system needs assessments, including the analysis of agency needs, identification of alternatives and the recommendation of a solution.
- Assists with security aspects of enterprise network, computer systems and application software design projects.
- Conducts research, gathers data, and makes recommendations relative to security technologies-hardware and software.
- Evaluates new industry security products and services and makes recommendations for the State's implementation.
- Assists State with design and monitoring of State firewalls and related configurations.
- Performs Intrusion detection/monitoring for hosts/network and makes recommendations for corrective actions.
- Performs Risk Assessments for network and hosts.
- Performs vulnerability assessments on network and identifies security exposures – works with State to develop solutions and the procedures/policies to mitigate future exposures.

Information Systems Security Analyst Experience

- Requires three years of experience in this classification in last four years
- Requires experience in assessing the security of government computer systems. State prefers contractors with federal security clearance.

Information Systems Security Analyst Skill Set

- Technical skill set includes an understanding of security practices, security assessment skills, programming principals and techniques, network administration or computer system administration experience that demonstrates knowledge of complex computer networks, network protocols (TCP/IP), network security and a blend of experience with Linux, Unix and Windows operating systems.
- Interpersonal skill set includes strong analytical, problem solving and project management skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Rules Engine Specialist

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data and process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops analysis and design documentation
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

Rules Engine Specialist Experience

- *Rule Engine Specialist* - requires a minimum of 2 years of current experience in this job class
- *Senior Rule Engine Specialist* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

Rules Engine Specialist - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of interorganizational/intraorganizational issues to be considered, and numbers and types of information technology components used

- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

Rules Engine Specialist Skill Set

- Primary skill set includes Blaze Advisor, Structured Query Language, ODBC, DB2, PL-SQL, XML, Microsoft Office 2007/2010, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set/considerations include other rules engine tools, C++, JAVA, Oracle, Adabas, ClearCase, Subversion, Power Designer, FileNet P8, IBM TIM/TAM, WebSphere Process Server, WebSphere Business Modeler, WebSphere Enterprise Service Bus, WebSphere Transformation Extender

SharePoint Specialist

- Analyzes and documents requirements for information systems
- Develops and/or oversees plans for automated data processing systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions
- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with IT management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues
- Mentors State staff in developing SharePoint skills
- Well-demonstrated skills in interactive user interface design and visual design
- Strong understanding and experience with web technologies
- Thorough knowledge of visual design principals
- Graphic design and layout, typography, icon development, identity and branding

Additional Qualifications for Senior SharePoint Specialist

Senior SharePoint Developer/Designer

- Significant experience using a standard software development lifecycle process to design, build and implement high quality solutions based on MS SharePoint
- Leads and mentors other team members in MS SharePoint projects including coordination of development, work flows, systems integration and QA testing
- Well-demonstrated skills in interactive user interface design and visual design

Senior SharePoint Architect

- Has extensive knowledge and experience in SharePoint architectures and how to implement SharePoint infrastructure effectively
- Ability to work effectively with both technical and business staff at all levels including executive management on implementation strategies
- Ability to conceptualize MS SharePoint solutions to business problems in the most effective manner

SharePoint Specialist Experience

- *SharePoint Specialist* - requires a minimum of 2 years of current experience in this job class
- *Senior SharePoint Specialist* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class

SharePoint Specialist Skill Set

- Primary skill set includes MOSS 2007, WSS 3.0, SharePoint Designer, experience designing SharePoint sites and site templates, generally accepted best practices for SharePoint rollout and governance, Microsoft Studio.Net, VB.NET, ASP.NET, XML, XSD, XHTML, LDAP, Javascript, Use Case specifications, Structured Query Language, MS-SQL, Web Services, SOAP, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill set includes CSS, ADO, Microsoft IIS server configuration and deployment, FileNet P8 CM, Visual Source Safe

Systems Administrator – IBM Mainframe (zSeries, iSeries)

- Performs installation, monitoring, maintenance, trouble shooting, performance tuning and repairs of mainframe computer systems equipment
- Performs hardware and/or software upgrade and replacement services for mainframe computer systems equipment
- Supports and maintains user account information including rights, security, and systems groups
- Provides assistance on the use, interface, and integrations of systems, subsystems, and software applications
- Conducts research and evaluates new products
- Provides assistance in the procurement and inventory of mainframe computer systems hardware or software
- Provides technical assistance and support for applications and hardware problems
- Maintains the necessary security controls over computer systems and software
- Makes presentations and briefings for training sessions, customer information presentations, management briefings, etc.
- Prepares evaluations and reports on system efficiency and utilization

IBM Mainframe Systems Administrator Experience

- requires three years of experience in this classification in last four years
- Experience with implementation, support, report tools, enhancements, journal management, disk management, backup and recovery planning, problem determination and resolution and system tuning.

IBM Mainframe Systems Administrator Skill Set

- Technical skill set includes Enterprise zSeries iSeries system administration; zSeries areas of expertise included are HMC operations, HCD, WLM, JES2, SMS, LPAR configurations, performance and tuning tools; iSeries areas of expertise included are iSeries operations, DB2/400 operations and development tools, TCP/IP networking, iTera Echo2 high availability application
- Interpersonal skill set includes strong analytical, problem solving and project management skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Systems Administrator - Microsoft

- Performs installation, monitoring, maintenance, trouble shooting, and repairs of computer systems equipment
- Performs hardware and/or software upgrade and replacement services for computer systems equipment
- Supports and maintains user account information including rights, security, and systems groups
- Provides assistance on the use, interface, and integrations of systems, subsystems, and software applications
- Conducts research and evaluates new products
- Provides assistance in the procurement and inventory of hardware or software
- Provides technical assistance and support for applications and hardware problems
- Maintains the necessary security controls over computer systems and software
- Makes presentations and briefings for training sessions, customer information presentations, management briefings, etc.
- Prepares evaluations and reports on system efficiency and utilization

Microsoft Systems Administrator Experience

- requires three years of experience in this classification in last four years

Microsoft Systems Administrator Skill Set

- Technical skill set includes Windows, Active Directory, Windows File and Print; Experience with a variety of applications in one or more of the following areas including IIS, SQL Server, Exchange, SharePoint, PeopleSoft, SAN
- Interpersonal skill set includes strong analytical, problem solving and project management skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Systems Administrator – Unix/Linux

- Performs installation, monitoring, maintenance, trouble shooting, and repairs of computer systems equipment
- Performs hardware and/or software upgrade and replacement services for computer systems equipment
- Supports and maintains user account information including rights, security, and systems groups
- Provides assistance on the use, interface, and integrations of systems, subsystems, and software applications
- Conducts research and evaluates new products
- Provides assistance in the procurement and inventory of hardware or software
- Provides technical assistance and support for applications and hardware problems
- Maintains the necessary security controls over computer systems and software

- Makes presentations and briefings for training sessions, customer information presentations, management briefings, etc.
- Prepares evaluations and reports on system efficiency and utilization

Unix-Linux Systems Administrator Experience

- requires three years of experience in this classification in last four years

Unix-Linux Systems Administrator Skill Set

- Technical skill set includes Enterprise Unix/Linux/AIX; Experience with a variety of applications in one or more of the following areas including Websphere, Oracle Database, Oracle Application Server, Apache, SAN
- Interpersonal skill set includes strong analytical, problem solving and project management skills, be able to work well with people and possess strong communication skills as needed to mentor others, communicate highly technical information to non-technical and technical users, written and verbal English language proficiency

Quality Assurance Analyst

- Introduce and coordinate all Quality Assurance (QA) testing efforts within the business process and for overseeing their effective implementation
- Implement quality goals and strategies
- Review business models and pair-match reviews with specific entry/exit implementation criteria
- Implement formal training QA for staff
- Manage Quality Assurance process and staff
 - Assign testers to projects
 - Monitor quality task work
 - Audit project quality adherence
 - Collaborate with Project Managers and Project Leads on metrics gathering and reporting
- Review/document/update the quality processes and standards
- Define and develop test templates (test plans, test cases and other effects)
- Work with project team to build test plans and test cases
- Implementation of a defect-tracking system
- Define defect severity levels, defect management lifecycle, defect status reporting, and train and mentor testers/managers on quality processes, delivery and models

Quality Assurance Analyst Experience

- Requires a minimum of 4 years experience in this job class

Quality Assurance Analyst Skill Set

- Business Experience in
 - Process management/oversight
 - Designing and implementing system test plans/cases/procedures, and writing/releasing test results reports
 - Designing and implementing system/functional tests
 - Designing and implementing unit/integration tests, or equivalent embedded processes test experience
 - Writing service level agreements (SLAs) and analyzing performance data
- Personal Work Performance
 - Excellent oral and written communication skills
 - Exceptional analytic and problem solving skills

- Ability to work independently with minimal supervision
- Written and verbal English language proficiency is required

Quality Assurance Tester

- Responsible for implementation of system/functional software QA/testing processes on assigned projects
- Responsibilities include mentoring and coaching Software Development (SD) technical staff
- Ability to properly complete and execute all Quality Assurance processes and templates
- Understand SD's Software Development Lifecycle (SDLC) models and reviews
- Identify and create all SD project required quality documents, test plans, test cases, procedures
- Design/implement/execute software testing to demonstrate SD project conformance with specific criteria
- Store and maintain all Quality Assurance work products in the appropriate repositories
- Collect/analyze/report all relevant metrics data for the SD Projects
- Schedule and execute test cycles; track results; and assist with test repository management
- Perform defect resolution management
- Evaluate test automation options
- Participate in SDLC reviews as required

Quality Assurance Tester Experience

- Requires a minimum of 4 years experience in this job class

Quality Assurance Tester Skill Set

- Business Experience in:
 - SDLC processes
 - Software testing execution and results analysis
 - Designing and implementing system test plan /cases/procedures
 - Writing/releasing software test results reports
 - Designing and implementing system/functional/integration tests
 - Test scripting
 - Usage of functional test tools
 - Practical working knowledge of multiple software testing methodologies
 - Performing load testing
- Personal Work Performance
 - Excellent oral and written communication skills
 - Exceptional analytic and problem solving skills
 - Ability to work independently with minimal supervision
 - Written and verbal English language proficiency is required

GIS Programmer/Analyst

Software Development:

- Analyzes and documents requirements for Geographic Information Systems
- Develops and/or oversees plans for Geographic Information Systems from project inception to conclusion, and/or as directed
- Constructs data models and activity/process models as may be required to define system functions

- Analyzes functional business requirements and design specifications for developing programs
 - Develops logical models, block diagrams and logic flow charts
 - Translates detailed design into computer software
 - Tests, debugs, and refines the computer software to produce the required product
 - Prepares required documentation, including both program-level and user-level documentation
 - Enhances software to reduce operating time and/or improve efficiency
- Coordinates closely with GIS management, other P/A's, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions.
- Provides support for the creation, installation, testing, implementation, and ongoing maintenance of information systems
- Conducts and documents the results of special studies dealing with systems and/or business process issues

Web Design:

- Well-demonstrated skills in interactive user interface design and visual design
- Geographic Information Systems web site design
- Strong understanding and experience with web technologies
- Analyzes and documents requirements
- Thorough knowledge of visual design principals
- Graphic design and layout, typography, icon development, identity and branding
- Interfaces with the user team to insure all changes are coordinated and integrated and provides regular project status
- Design new and enhance existing web application interfaces
- Collaborate with application developers when necessary for design specifications
- Coordinates closely with GIS management, other Web Designers, other Agency management, other Agency personnel, as needed, to ensure proper development and implementation of program and system specifications
- Develops, in conjunction with functional users, system alternative solutions

GIS Programmer/Analyst Experience

- *Programmer/Analyst* - requires a minimum of 2 year of current experience in this job class
- *Senior Programmer/Analyst* - requires a minimum of 4 years experience in the last 5 years and increasingly complex and responsible experience in this job class
- Demonstrated Geographic Information Systems experience is required
- Experience in developing GIS web-based applications is preferred
- Demonstrated experience with Esri products is preferred
- Experience in public sector assignments preferred

GIS Programmer/Analyst - Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of inter-organizational/intra-organizational issues to be considered, and numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project

- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

GIS Programmer/Analyst Skill Set

- Primary skill/tool set includes Esri products (Desktop, Server, Developer, Mobile, Esri APIs: Flex, JavaScript, Silverlight), Microsoft Studio.Net, Oracle, Microsoft SQL Server, VB.NET, Python, FME Server, Structured Query Language, cartographic design and layout, graphic design and layout, identity and branding, web accessibility design, knowledge of a wide variety of spatial data formats and the advantages/disadvantages of each with respect to a web environment, Photoshop, ImageReady, Macromedia Studio, ASP.Net, JavaScript, JSP, PHP, CSS, browser compatibility issues as design considerations, interpersonal and communication skills, written and verbal English language proficiency
- Secondary skill/tool set includes GPS and GPS accuracy standards, AML, Avenue, ArcGIS Server set up and administration, load testing, Microsoft IIS server configuration and deployment, Crystal Reports, functional testing tools, ClearCase, Visual Source Safe, MS Access, MS Access Security Model, ODBC, and knowledge/experience with other commercial and open source GIS software packages such as MapServer, PostGIS, GeoServer, and PostgreSQL/PostGIS

GIS Technical and Data Services Specialist

Technical Services:

- Design and coordinate development of integrated GIS databases of spatial data
- Develop analyses and presentation of data, applying knowledge of geographic information systems and map projections
- Review existing and incoming data for quality and documentation; entry of data into database, application of coordinate geometry, keyboard entry of tabular data, manual digitizing of maps, scanning and automatic conversion to vectors, and conversion of other sources of digital data
- Maintains and updates databases using GIS software
- Image rectification/georeferencing and image manipulation
- Develops and maintains links between various databases
- Determine effective presentation of information and select cartographic elements needed
- Create output, such as maps and graphs, using computer and geographic information system software and related equipment, including plotters
- Compile digital data needed to produce maps; convert data as necessary
- Determine methods to analyze spatial relationships, including adjacency, containment, and proximity; display results of analyses using maps, graphs, and tabular data
- Spatial Analysis/mapping/modeling/reporting
- Provides hands-on vendor-specific and/or customized training to agency staff and/or management. As needed, provides class materials, user guides, and GIS documentation. May be required to utilize agency data in the development of exercises.

Data Services:

- Analyzes and documents requirements for data development related to public sector service delivery for a single or multiple related entities
- Develops and/or oversees data development plans from project inception to conclusion, and/or as directed
- Plans and/or conducts knowledge transfer to agency on data creation techniques, coordination, maintenance, and acquisition
- Shepherd data from acquisition through final deployment

- Constructs data models as may be required to define system
- Develops standards for data development
- Ensures quality standards are met as determined by analysis or Agency direction
- Coordinates closely with GIS management, other Agency management, other Agency personnel, as needed, to ensure data development goals are met
- Provides support for creation, loading, testing, implementation, and maintenance of spatial data
- Provide vector and imagery datasets as needed
- Provide FGDC compliant metadata
- Conducts and documents the results of special studies dealing with data creation, coordination, maintenance, and acquisition
- Provides GIS data procurement services including Request for Proposal (RFP) creation, assistance with solicitation, evaluation, and contract negotiation

Data Services – Note relative to dataset accuracy

- Data services requiring survey grade (+-1 cm) accuracy and that require a Professional Engineer/Surveyor seal are excluded from this RFP

GIS Technical and Data Services (TDS) Specialist Experience

- *GIS TDS Specialist* - requires a minimum of 1 year of current experience in this job class
- *GIS Senior TDS Specialist* - requires a minimum of 3 years experience in the last 4 years and increasingly complex and responsible experience in this job class
- For training, requires a minimum of 2 years of current experience. Esri authorized training is also preferred.
- Demonstrated Geographic Information Systems experience is required
- Demonstrated experience with Esri products is preferred
- Experience in public sector assignments preferred

Notes relative to experience

- Increasingly complex - relates to numbers and types of application development projects involved, numbers and types of business functional areas involved, numbers and types of inter-organizational/intra-organizational issues to be considered, and numbers and types of information technology components used
- Increasingly responsible - relates to the individual's role on a project. At the bottom of the scale might be a role as a junior team member; at the top might be as a team leader for a large team on a major project increasingly complex and responsible experience in this job class
- Experience must be current as indicated. Old experience outside the indicated time frame will not be considered

GIS Technical and Data Services (TDS) Specialist Skill Set

- Primary skill/tool set includes: spatial analysis techniques in both raster and vector GIS; wide variety of data format and data conversion knowledge; remote sensing and imagery; field collection; knowledge of GPS and GPS accuracy standards; paper to digital conversion techniques (scanning and digitizing); conflation and rubbersheeting; editing techniques; QA/QC procedures; projections and coordinate systems; scripting knowledge for speeding data processing; color model knowledge; image analysis including re-sampling techniques, geo-registration and rectification; CAD (Microstation) to GIS conversion; image file format knowledge including knowledge of advantages and disadvantages of different formats, particularly when used in paper to digital conversions; cartographic standards; Esri products (Desktop, Server, Developer, and Mobile); Esri data formats; written/verbal communication skills, written and verbal

English language proficiency is required. For training, primary skill/tool set includes Esri GIS products, GIS spatial analysis and modeling, superior written/verbal communication skills, written and verbal English language proficiency is required.

- Secondary skill/tool set includes knowledge/experience with other commercial and open source GIS software packages such as MapServer, PostGIS, GeoServer, and PostgreSQL/PostGIS

Availability

- Availability at assignment location (primarily State Capitol in Bismarck) during normal state working hours, willingness to travel (mostly in-state), availability for variable duration assignments

Primavera Application/Training Specialist

- Conduct all levels of Primavera P6 application training including client and web-based applications
- Provide mentoring and knowledge transfer
- Assist in the development of customized training modules
- Assist with the configuration of Primavera software per State's requirements
- Provide support in the development of reports
- Provide support for creating and customizing Primavera layouts
- Support the implementation of Earned Value Management
- Provide support for Primavera risk analysis software (Pertmaster)
- Provide support for Primavera portfolio management and analysis software
- Provide support in the development of functional process and procedure documentation
- Support/understand clear methods of prototyping, piloting & rolling out the software
- Support the general oversight of project implementation to ensure the team is staying within Primavera's recommended configuration to ensure Primavera customer support

Primavera Application/Training Specialist Experience

- Requires a minimum of 2 years experience in the last 3 years in this job class
- Project management experience preferred
- Primavera certified trainer preferred

Primavera Application/Training Specialist Skill Set

- Primary skill set includes Primavera P6
- Secondary skill set includes:
 - Knowledge of the Project Management Institute Project Management Body of Knowledge
 - Knowledge of other Primavera products (e.g. Pertmaster, Prosight, Contract Manager)
 - Ability to communicate complex concepts in a straight forward manner
 - Must be able to work effectively with all levels of staff from clerical through executive management
 - Must have an understanding of current information technology with an ability to conceptualize solutions to business problems in the most effective and cost efficient manner
 - Ability to integrate solutions across multiple functional and technical environments
 - Superior organizational and written/verbal communication skills
 - Written and verbal English language proficiency is required

Primavera Technical Specialist

- Provide technical support on the installation and configuration of Primavera P6
- Support the conversion of existing data (e.g. product upgrades)
- Support the integrations to legacy applications via API 6.0
- Understand the design/development of the technical requirements (database, hardware, software, etc) for the State's Primavera implementation so support can be provided
- Assist in testing the application, using the test plan, based on functional issues (Load testing & other software / hardware related issues is IT department responsibility)
- Support/understand clear methods of prototyping, piloting and rolling out the software
- Support the general oversight of project implementation to ensure the team is staying within Primavera's recommended technical configuration
- Provide mentoring and knowledge transfer on use of API 6.0
- Have experience with a Primavera P6 installation that uses an Oracle 10g database

Primavera Technical Specialist Experience

- Requires a minimum of 2 years experience in the last 3 years in this job class
- Java development experience, related to API integration, preferred

Primavera Technical Specialist Skill Set

- Primary skill set includes Primavera P6, API 6.0, and Java
- Secondary skill set includes:
 - Ability to communicate complex concepts in a straight forward manner
 - Must be able to work effectively with all levels of staff from clerical through executive management
 - Must have an understanding of current information technology with an ability to conceptualize solutions to business problems in the most effective and cost efficient manner
 - Ability to integrate solutions across multiple functional and technical environments
 - Superior organizational and written/verbal communication skills
 - Written and verbal English language proficiency is required

Information Technology Training

- Provides broad selection of IT training courses
- Typical IT training subject areas including but not limited to:
 - Project Management
 - IT Service Management (ITIL)
 - Web Design and Development
 - Java
 - Quality Assurance/Software Testing
 - Application Development Lifecycle
 - Microsoft Software (SharePoint, .Net)
 - Database Design and Development
 - Networking
 - Windows, UNIX, Linux
 - Report Writing (Cognos, Crystal Reports)
 - Business Intelligence
 - Data Warehouse
 - Business Analysis
 - Security

- Delivers training options including but not limited to:
 - On-site Training
 - Online Self-Paced Training
 - Online Instructor led Training
 - Mentoring Services
- Provides flexibility to customize vendor course curriculum
- Provides ability to customize/develop a course curriculum with the customer

Information Technology Trainer Experience

- Requires a minimum of 1 year experience training the course.
- Requires a minimum of 2 years work experience.

Information Technology Trainer Skill Set

- Primary skill set includes
 - Thorough course knowledge
 - Practical work experience in the IT course subject area
 - Superior organizational and written/verbal communication and facilitation skills
- Secondary skill set includes:
 - Ability to communicate complex concepts in a straight forward manner
 - Written and verbal English language proficiency is required

ATTACHMENT 2 - CONTRACT

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES CONTRACT

The parties to this contract are the State of North Dakota, acting through its Information Technology Department in cooperation with its Office of Management and Budget State Procurement Office (STATE), and _____ (CONTRACTOR);

1. **SCOPE OF SERVICES**

CONTRACTOR, in exchange for the compensation paid by STATE under this contract, agrees to provide the following services:

Note: Each IT Contract Pool Category awarded to the Vendor to be listed here.

2. **TERM OF CONTRACT**

The term of this contract will commence upon execution of the contract by both parties and terminate on the 30th day of September, 2013. Contracts awarded as a result of this RFP will be added to the State's Term Contract 095, Information Technology Professional Services Contract Pool.

- a. **Renewal Option.** This contract may be renewed upon satisfactory completion of the initial contract term. STATE reserves the right to execute an option to renew this contract under the same terms and conditions for a period of 12 months. This contract will not automatically renew. STATE will provide written notice to CONTRACTOR of its intent to renew this contract at least 30 days before the scheduled contract expiration date.
- b. **Extension Option.** STATE reserves the right to extend the contract period for an additional period of time, not to exceed 12 months, beyond the normal expiration of the contract, upon mutual agreement by both parties.

CONTRACTOR shall be responsible for fulfilling all work orders executed within the contract term. STATE will notify the CONTRACTOR of its intent to terminate the contract at least thirty days before the expiration date. CONTRACTOR must provide STATE with a list of all work orders in progress and the scheduled completion dates by the deadline indicated by STATE. The contract will be extended until all unfinished work orders are completed; however, no new work orders may be executed during the extension period.

3. **MERGER AND MODIFICATION, CONFLICT IN DOCUMENTS**

This Contract, including the following documents, constitutes the entire agreement between the parties. There are no understandings, agreements, or representations, oral or written, not specified within this Contract. This contract may not be modified, supplemented or amended, in any manner, except by written agreement signed by both parties. Notwithstanding anything herein to the contrary, in the event of any inconsistency or conflict among the documents making up this Contract, the documents must control in this order of precedence:

- a) The terms of this Contract as may be amended;
- b) STATE's Solicitation Amendment #1 to Request for Proposal ("RFP") number _____ dated _____;
- c) STATE's Request for Proposal ("RFP") number _____, dated _____;
- d) CONTRACTOR's proposal dated _____ in response to RFP number _____.

4. TERMINATION OF CONTRACT

- a. Termination without cause.** This contract may be terminated by mutual consent of both parties, or by either party upon 30 days' written notice.
- b. Termination for lack of funding or authority.** STATE may terminate this contract effective upon delivery of written notice to CONTRACTOR, or on any later date stated in the notice, under any of the following conditions:
- 1) If funding from federal, state, or other sources is not obtained and continued at levels sufficient to allow for purchase of the services or supplies in the indicated quantities or term. The contract may be modified by agreement of the parties in writing to accommodate a reduction in funds.
 - 2) If federal or state laws or rules are modified or interpreted in a way that the services are no longer allowable or appropriate for purchase under this contract or are no longer eligible for the funding proposed for payments authorized by this contract.
 - 3) If any license, permit or certificate required by law or rule, or by the terms of this contract, is for any reason denied, revoked, suspended or not renewed.
 - 4) Termination of this contract under this subsection is without prejudice to any obligations or liabilities of either party already accrued prior to termination.
- c. Termination for cause.** STATE by written notice of default to CONTRACTOR may terminate the whole or any part of this contract:
- 1) If CONTRACTOR fails to provide services required by this contract within the time specified or any extension agreed to by STATE; or
 - 2) If CONTRACTOR fails to perform any of the other provisions of this contract, or so fails to pursue the work as to endanger performance of this contract in accordance with its terms.

The rights and remedies of STATE provided in the above clause related to defaults by CONTRACTOR are not exclusive and are in addition to any other rights and remedies provided by law or under this contract.

5. FORCE MAJEURE

CONTRACTOR will not be held responsible for delay or default caused by fire, riot, acts of God or war if the event is beyond CONTRACTOR's reasonable control and CONTRACTOR gives notice to STATE immediately upon occurrence of the event causing the delay or default or which is reasonably expected to cause a delay or default.

6. RENEWAL

This contract will not automatically renew. STATE will provide written notice to CONTRACTOR of its intent to renew this contract at least sixty days before the scheduled termination date.

7. SEVERABILITY

If any term of this contract is declared to be illegal or unenforceable by a court having jurisdiction, the validity of the remaining terms will not be affected and, if possible, the rights and

obligations of the parties are to be construed and enforced as if the contract did not contain that term.

8. ASSIGNMENT AND SUBCONTRACTS

CONTRACTOR may not assign or otherwise transfer or delegate any right or duty without STATE's express written consent. However, CONTRACTOR may enter into subcontracts provided that any such subcontract acknowledges the binding nature of this contract and incorporates this contract, including any attachments. CONTRACTOR is solely responsible for the performance of any subcontractor. CONTRACTOR will not have the authority to contract for or incur obligations on behalf of STATE.

9. NOTICE

All notices or other communications required under this contract must be given by registered or certified mail and are complete on the date mailed when addressed to the parties at the following addresses:

ND Information Technology Department	
Patrick Forster	
600 E Boulevard Ave, Dept. 112	
Bismarck, ND 58505-0100	

10. APPLICABLE LAW AND VENUE

This contract is governed by and construed in accordance with the laws of the State of North Dakota. Any action to enforce this contract must be brought and solely litigated in the District Court of Burleigh County, North Dakota.

11. SPOLIATION – NOTICE OF POTENTIAL CLAIMS

CONTRACTOR shall promptly notify STATE of all potential claims that arise or result from this contract. CONTRACTOR shall also take all reasonable steps to preserve all physical evidence and information that may be relevant to the circumstances surrounding a potential claim, while maintaining public safety, and grants to STATE the opportunity to review and inspect the evidence, including the scene of an accident.

12. INDEMNITY

- 1) Contractor agrees to defend, indemnify, and hold harmless the state of North Dakota, its agencies, officers and employees (State), from and against claims based on the vicarious liability of the State or its agents, but not against claims based on the State's contributory negligence, comparative and/or contributory negligence or fault, sole negligence, or intentional misconduct. This obligation to defend, indemnify, and hold harmless does not extend to professional liability claims arising from professional errors and omissions. The legal defense provided by Contractor to the State under this provision must be free of any conflicts of interest, even if retention of separate legal counsel for the State is necessary. Contractor also agrees to defend, indemnify, and hold the State harmless for all costs, expenses and attorneys' fees incurred if the State prevails in an action against Contractor in establishing and litigating the indemnification coverage provided herein. This obligation shall continue after the termination of this agreement.

- 2) Contractor agrees, at its own expense, to indemnify, defend and hold State harmless from and against any and all damages and costs or, at Contractor's option settle, any claim, suit, or proceeding that products, services or documentation provided within the scope of this Agreement directly infringes any United States patent or copyright protected under United States law provided that Contractor is notified in writing immediately after State receives notice of such claim of infringement. Any attorney who represents the State in such an action must first qualify as and be appointed by the North Dakota Attorney General as a Special Assistant Attorney General as required under N.D.C.C. § 54-12-08.

13. LIMITATION OF LIABILITY

Unless amended by terms in a Work Order as negotiated by the parties and except for contractor's obligations under section 12 and section 17 of this agreement and claims for direct loss, including any right of indemnification or contribution, resulting from personal injury (including death) and damage to real property and tangible personal property, to the fullest extent authorized by N.D.C.C. 32-12.2-15, Contractor's total liability to State arising from this Agreement will be limited to the direct damages recoverable under law, but not to exceed the total price paid under the agreement. Although the parties acknowledge the possibility of such losses or damages, they agree that contractor will not be liable for any commercial loss; inconvenience; loss of use, time, data, good will, revenues, profits or savings; or other special, incidental, indirect, or consequential damages in any way related to or arising from this agreement. This limitation of liability will survive the expiration or termination of this Agreement.

14. INSURANCE

Contractor shall secure and keep in force during the term of this agreement, from insurance companies, government self-insurance pools or government self-retention funds, authorized to do business in North Dakota, the following insurance coverages:

- 1) Commercial general liability, including premises or operations, contractual, and products or completed operations coverages (if applicable), with minimum liability limits of \$250,000 per person and \$1,000,000 per occurrence.
- 2) Professional errors and omissions with minimum liability limits of \$1,000,000 per occurrence and in the aggregate. Upon termination of coverage, Contractor shall assure continued coverage of all claims that may arise from Contractor's services provided under this agreement through purchase of tail coverage or continuation of coverage through any replacement or renewal policy.
- 3) Automobile liability, including Owned (if any), Hired, and Non-Owned automobiles, with minimum liability limits of \$250,000 per person and \$500,000 per occurrence.
- 4) Workers compensation coverage meeting all statutory requirements. The policy shall provide coverage for all states of operation that apply to the performance of this contract.
- 5) Employer's Liability or "stop gap" insurance of not less than \$1,000,000 as an endorsement on the workers compensation or commercial general liability insurance.

The insurance coverages listed above must meet the following additional requirements:

- 1) Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. The amount of any deductible or self retention is subject to approval by the State.
- 2) This insurance may be in policy or policies of insurance, primary and excess, including the so-called umbrella or catastrophe form and must be placed with insurers rated "A-" or better by A.M. Best Company, Inc., provided any excess policy follows form for coverage. Less than an "A-" rating must be approved by the State. The policies shall be in form and terms approved by the State.

- 3) The duty to defend, indemnify, and hold harmless the State under this agreement shall not be limited by the insurance required in this agreement.
- 4) The state of North Dakota and its agencies, officers, and employees (State) shall be endorsed on the commercial general liability policy, including any excess policies (to the extent applicable), as additional insured. The State shall have all the benefits, rights and coverages of an additional insured under these policies.
- 5) The insurance required in this agreement, through a policy or endorsement, shall include:
 - a. "Waiver of Subrogation" waiving any right to recovery the insurance company may have against the State;
 - b. a provision that the policy and endorsements may not be canceled or modified without thirty days' prior written notice to the undersigned State representative;
 - c. a provision that any attorney who represents the State under this policy must first qualify as and be appointed by the North Dakota Attorney General as a Special Assistant Attorney General as required under N.D.C.C. § 54-12-08;
 - d. a provision that Contractor's insurance coverage shall be primary (i.e. pay first) as respects any insurance, self-insurance or self-retention maintained by the State and that any insurance, self-insurance or self-retention maintained by the State shall be in excess of the Contractor's insurance and shall not contribute with it;
 - e. cross liability/severability of interest for all policies and endorsements;
 - f. The legal defense provided to the State under the policy and any endorsements must be free of any conflicts of interest, even if retention of separate legal counsel for the State is necessary;
 - g. The insolvency or bankruptcy of the insured Contractor shall not release the insurer from payment under the policy, even when such insolvency or bankruptcy prevents the insured Contractor from meeting the retention limit under the policy.
- 6) The Contractor shall furnish a certificate of insurance to the undersigned State representative prior to commencement of this agreement. All endorsements shall be provided as soon as practicable.
- 7) Failure to provide insurance as required in this agreement is a material breach of contract entitling the State to terminate this agreement immediately.

15. ATTORNEY FEES

In the event a lawsuit is instituted by STATE to obtain performance due of any kind under this contract, and STATE is the prevailing party, CONTRACTOR shall, except when prohibited by N.D.C.C. § 28-26-04, pay STATE's reasonable attorney fees and costs in connection with the lawsuit.

16. ALTERNATIVE DISPUTE RESOLUTION – JURY TRIAL

STATE does not agree to any form of binding arbitration, mediation, or other forms of mandatory alternative dispute resolution. The parties have the right to enforce their rights and remedies in judicial proceedings. STATE does not waive any right to a jury trial.

17. CONFIDENTIALITY

Absent a court order, CONTRACTOR agrees not to use or disclose any information it receives from STATE under this contract that STATE has previously identified as confidential or exempt from mandatory public disclosure except as necessary to carry out the purposes of this contract or as authorized in advance by STATE. Absent a court order, STATE agrees not to disclose any information it receives from CONTRACTOR that CONTRACTOR has previously identified as confidential and which STATE determines in its sole discretion is protected from mandatory public disclosure under a specific exception to the North Dakota open records law, N.D.C.C. § 44-04-18. The duty of STATE and CONTRACTOR to maintain confidentiality of information

under this section continues beyond the term of this contract, or any extensions or renewals of it.

18. COMPLIANCE WITH PUBLIC RECORDS LAW

CONTRACTOR understands that, except for disclosures prohibited in Section 17, STATE must disclose to the public upon request any records it receives from CONTRACTOR.

CONTRACTOR further understands that any records that are obtained or generated by CONTRACTOR under this contract, except for records that are confidential under Section 17, may, under certain circumstances, be open to the public upon request under the North Dakota open records law. CONTRACTOR agrees to contact STATE immediately upon receiving a request for information under the open records law and to comply with STATE's instructions on how to respond to the request.

19. INDEPENDENT ENTITY

CONTRACTOR is an independent entity under this contract and is not a STATE employee for any purpose, including the application of the Social Security Act, the Fair Labor Standards Act, the Federal Insurance Contribution Act, the North Dakota Unemployment Compensation Law and the North Dakota Workers' Compensation Act. CONTRACTOR retains sole and absolute discretion in the manner and means of carrying out CONTRACTOR's activities and responsibilities under this contract, except to the extent specified in this contract.

20. NONDISCRIMINATION AND COMPLIANCE WITH LAWS

CONTRACTOR agrees to comply with all applicable laws, rules, regulations and policies, including those relating to nondiscrimination, accessibility and civil rights. CONTRACTOR agrees to timely file all required reports, make required payroll deductions, and timely pay all taxes and premiums owed, including sales and use taxes and unemployment compensation and workers' compensation premiums. CONTRACTOR shall have and keep current at all times during the term of this contract all licenses and permits required by law.

21. STATE AUDIT

All records, regardless of physical form, and the accounting practices and procedures of CONTRACTOR relevant to this contract are subject to examination by the North Dakota State Auditor or the Auditor's designee. CONTRACTOR will maintain all such records for at least three years following completion of this contract.

22. PREPAYMENT

STATE will not make any advance payments before performance by CONTRACTOR under this contract.

23. TAXPAYER ID

CONTRACTOR's federal employer ID number is: _____.

24. EFFECTIVENESS OF CONTRACT

This contract is not effective until fully executed by both parties.

25. STATE TECHNOLOGY STANDARDS

CONTRACTOR agrees that technology products and services delivered as part of this agreement will comply with STATE's information technology standards. These standards can be found on STATE's web site at <http://www.state.nd.us/ea/standards/standards/>

26. PERSONNEL AND PROJECT MANAGEMENT

- a. CONTRACTOR shall provide individuals to complete work as described in the Statement of Work in the Work Order Request issued by the State.

- b. STATE will designate a Project Manager in each Work Order Request to act as the States representative for communications and coordination with Vendor staff for work performed under the executed Work Order. If, during the course of the work order, it becomes necessary for STATE to change the person assigned as STATE's Project Manager, STATE will notify CONTRACTOR's representative identified in Section 9 above.
- c. CONTRACTOR personnel will be responsible for providing written, weekly time utilizations, for each individual, for each week, to STATE's Project Manager, or STATE's project staff, as STATE's Project Manager may assign.
- d. CONTRACTOR's Project Manager shall deliver to STATE's Project Manager, weekly/monthly reports of CONTRACTOR's progress on the project and meeting the objective/deliverables as stated in the scope of services. Each report must contain a description of the current status of the project, the tasks on which time was spent, the estimated progress to be made in the next week/month, and the problems encountered, the proposed solutions to them and their effect, if any, on the deliverable schedule.
- e. Unless CONTRACTOR is notified otherwise by STATE, STATE's Project Manager shall carry out STATE's administrative and management functions under this contract, shall be responsible for acceptance of the contract deliverables, and shall provide support and overall direction to CONTRACTOR in producing the contract deliverables.
- f. STATE's working hours are Monday through Friday from 8:00 AM until 5:00 PM (CST or CDT) with one hour for lunch. STATE Project Manager may approve alternate work schedules.
- g. According to STATE policy, STATE personnel will only be obligated to work a forty-hour workweek, Monday through Friday, and will be allowed reasonable vacation, sick or educational absences.
- h. CONTRACTOR's personnel will not be expected to work on state holidays or other mandatory leave days.
- i. CONTRACTOR agrees and understands that STATE's execution of the contract is predicated, in part and among other considerations, on the utilization of the specific individual(s) and/or personnel qualification(s) as identified in the executed work order. Therefore, CONTRACTOR agrees that no substitution of such specific individuals and/or personnel qualification will be made without the prior written approval of STATE and that such substitution will be made at no additional cost to STATE. CONTRACTOR further agrees that any substitution made pursuant to this paragraph must be of equal or higher skills, knowledge, and abilities than those personnel originally proposed and that STATE's approval of a substitution will not be construed as an acceptance of the substitution's performance potential. STATE agrees that an approval of a substitution will not be unreasonably withheld. CONTRACTOR shall furnish experienced, qualified Information Technology personnel to participate in the system development project. The personnel furnished must have the knowledge necessary to complete requirements as defined in the Contract.
- j. Upon request by STATE, CONTRACTOR shall replace any CONTRACTOR personnel who STATE determines, in its sole discretion, to be unable to perform the responsibilities of the contract acceptably. E.g. inappropriate or unprofessional personal conduct, professional inabilities, etc.
- k. Upon request of STATE in the associated work order, CONTRACTOR shall conduct thorough background investigations on all contracted staff and subcontractors proposed for the project, including criminal conviction history and shall furnish the results of such background investigations to STATE. STATE shall have the right to reject any consultant proposed for the project if, in its sole discretion, it determines that the results of the background investigation make the consultant unacceptable.
- l. CONTRACTOR agrees that STATE may require contracted staff and subcontractors assigned by CONTRACTOR to perform work under this contract to submit to a criminal history record check in accordance with N.D.C.C. 54-59-20 and 12-60-24. STATE shall

have the right to reject any individual assigned to perform work under this contract if, in its sole discretion, it determines that the results of the criminal history record check make the individual unacceptable.

- m. CONTRACTOR shall assign personnel on a full-time basis. In the event that a work order assignment does not justify full-time participation, CONTRACTOR shall assign person on a part-time basis with prior written approval of STATE's Project Manager. However, if the part-time assignments are specified in the work order, no written approval from STATE's Project Manager will be necessary except for substitution of CONTRACTOR personnel.
- n. CONTRACTOR shall warrant that personnel assigned to perform tasks in response to this contract will remain assigned, for the agreed-upon length of time, and will not be replaced or reassigned except by mutual agreement and written notice of STATE. Prior to assignment of personnel, CONTRACTOR shall obtain written approval from STATE for all personnel to be assigned to this project.

27. EQUIPMENT, MATERIALS AND WORKSPACE

- a. For purposes of this Contract, "On Site" is any agency location in the State of North Dakota. "Offsite" is work that is done at the Vendor's business location.
- b. Agencies will indicate in the executed Work Order Request whether the State will the State will furnish office space, network access, equipment (such as PC workstation), and software licenses for Vendor staff.

28. REVIEW, APPROVAL, AND ACCEPTANCE PROCESS

- a. Unless otherwise noted in this contract or agreed upon in writing by both parties, acceptance testing will be performed on-site, on STATE's platform.
- b. Prior to acceptance testing, CONTRACTOR will furnish STATE with documentation of the deliverable item and the expected performance.
- c. The review, approval, and acceptance process for all project deliverables as specified in scope of services will be the responsibility of STATE's Project Manager. The Project Manager will be responsible for ensuring that the approval process follows the proper procedures prior to acceptance of deliverables by STATE. STATE shall apply the following procedures to acceptance of all deliverables:
 - 1) For the life of this contract, STATE has the right to complete a review of any deliverable received from CONTRACTOR and notify CONTRACTOR of STATE's findings; and
 - 2) If the deliverable is unacceptable, CONTRACTOR shall resubmit the deliverable after the appropriate correction or modifications have been made.
- d. The process described above will be repeated until acceptance is obtained, STATE terminates for cause or a waiver is obtained.

29. CHANGE CONTROL PROCESS

CONTRACTOR and STATE will implement a change control process to manage changes during the life of the project. This process is as follows:

- a. A change request must be in writing to document the potential change. The write-up for the proposed change must be submitted to CONTRACTOR and STATE's Project Managers who will in turn provide it to relevant parties for assessment
- b. All change orders will be logged and tracked. The STATE's Project Manager will record the request in the change control log and will update the log throughout the process.
- c. The change will be reviewed and, if acceptable to STATE, CONTRACTOR will submit to STATE an estimate of the impact to cost, schedule, scope, and quality.
- d. CONTRACTOR will continue performing the services in accordance with the original agreement unless otherwise agreed upon by the STATE's project manager. Work cannot commence on any new activities related to the change request until all parties agree in writing.

- e. CONTRACTOR's Project Manager and STATE's Project Manager will adapt project plans to incorporate approved changes.

Steps for the change control process:

- 1) Complete a write-up for the proposed change and submit copies to CONTRACTOR and STATE's Project Managers who will in turn provide to relevant parties for assessment.
- 2) Record the request in the change control log.
- 3) Investigate the impact of the proposed change and evaluate the impact of not performing the change.
- 4) Prepare a response to the proposed change.
- 5) Retain the original in the project library.
- 6) CONTRACTOR and STATE agree whether the change should be performed and obtain authorization sign-off of the change request. The appropriate document is created.

If change is not accepted:

- A. Contractor's Project Manager will discuss and document the issue with STATE's Project Manager
- B. The proposed change can be modified and re-submitted or withdrawn if it is agreed to be non-essential. In this case, the reasons will be documented.

If change is accepted:

- A. Once the change request has been approved and signed by the authorized parties, work may begin.
- B. CONTRACTOR's Project Manager and STATE's Project Manager will adapt project plans to incorporate the approved change.
7. Both CONTRACTOR and STATE must sign-off that a change has been complete
8. The log will be updated
9. The log will be supplied at the progress meetings and/or in status reports.

30. FINAL ACCEPTANCE

- a. "Final Acceptance" will be defined as:

- 1) The successful completion of all deliverables as stated in the scope of work and following the Review, Approval, and Acceptance processes described above, **AND**
- 2) The final delivered product fully implemented in STATE's live production environment, **AND**
- 3) STATE will have thirty days thereafter in which to accept or reject it in writing. If STATE rejects it, STATE will specify in writing its grounds for rejection and CONTRACTOR will use its best efforts to make the product conform to the technical specifications/system design as soon as possible and at no additional cost to STATE. CONTRACTOR shall continue to use its best efforts to make the product conform to the technical specifications/system design until STATE accepts the product or terminates this agreement upon written notice to CONTRACTOR.

- b. CONTRACTOR shall be responsible for correcting all deficiencies, at no additional cost, for an initial warranty period of 30 days after Final Acceptance, stemming from incorrect, erroneous, negligent, nonprofessional, and/or incomplete work by Contractor. Upon recognition of an error, deficiency, or defect, by STATE, CONTRACTOR will be notified by STATE citing any specific deficiency (deficiency being defined as CONTRACTOR having performed incorrectly with the information provided by STATE, not CONTRACTOR having to modify a previous action due to additional and/or corrected information from STATE). CONTRACTOR, at no additional charge to STATE, will provide a correction or provide a mutually acceptable plan for correction within thirty-days following the receipt of STATE's notice to CONTRACTOR. If CONTRACTOR's correction is inadequate to correct the deficiency, or defect, or the error recurs, STATE may, at its option, act to correct the problem. CONTRACTOR will be required to

reimburse STATE for any such costs incurred or STATE may consider this to be cause for breach of contract.

31. PAYMENTS

- a. The contractual amount to be paid for each Vendor Project Proposal submitted in response to a Work Order Request shall constitute the entire compensation due CONTRACTOR for the service and all of CONTRACTOR's obligations regardless of the difficulty, materials or equipment required. The contractual amount includes fees, licenses, overhead, profit and all other direct and indirect costs incurred or to be incurred, by CONTRACTOR, except as noted in this section of the contract. A valid change order processed in accordance with this contract may modify the contractual amount.
- b. STATE has tax-exempt status.
- c. The cost of each Work Order is firm for the duration of the contract and is not subject to escalation for any reason, unless this contract is amended, or a valid change order is processed in accordance with this contract.
- d. The project cost will be billed by CONTRACTOR to STATE, and is tied directly to STATE's acceptance of agreed upon deliverables as specified in the scope of work.
- e. Hourly Rates in the initial term of the contract may not exceed the rates originally proposed by CONTRACTOR for those years. If the STATE renews the contract for an optional third year, CONTRACTOR'S hourly rates will be adjusted by applying the Consumer Price Index (CPI). The rates shall be adjusted in accordance with the CPI for All Urban Consumers for the U.S. All Items (1982-84=100). CONTRACTOR's rates for year 2 shall be used as the base for adjusting the rates for year 3.
- f. Travel costs will not be reimbursed. The Onsite rate must cover all travel related expenses other than "Short Notice" Work Order Requests. Short Notice requests are those issued to Vendors with less than 14 calendar days to project start date. In such cases, Vendors may be allowed, with the approval of the agency issuing the work order, to bill supplemental travel expenses caused by the short notice. CONTRACTOR must provide documentation justifying the supplemental travel expense billing.
- g. Payment will be made upon receipt of invoices from CONTRACTOR.
- h. The final cost of each billing will be as specified in the scope of work.
- i. State will be allowed thirty-days to process each payment.
- j. No claim for additional services, not specifically provided herein, will be allowed by STATE except to the extent provided by a valid change order or amendment to this contract.
- k. The payment of an invoice by STATE will not prejudice STATE's right to object to or question that or any other invoice or matter in relation thereto. CONTRACTOR's invoice will be subject to reduction for amounts included in any invoice or payment made which are determined by STATE, on the basis of audits conducted in accordance with the terms of this contract, not to constitute allowable costs. Any payment will be reduced for overpayments, or increased for underpayments on subsequent invoices.
- l. STATE reserves the right to deduct from amounts that are or will become due and payable to CONTRACTOR under this, or any contract between the parties, any amounts that are or will become due and payable to STATE by CONTRACTOR.
- m. CONTRACTOR shall maintain documentation for all charges against STATE under this contract. The books, records and documents of CONTRACTOR, as they relate to work performed or money received under this contract, must be maintained for a period of three (3) full years from the date of the final payment, and must be subject to audit, at any reasonable time and upon reasonable notice, by STATE or the State Auditor or the Federal Auditor or their duly appointed representatives.

32. WORK PRODUCT

Product(s) created or purchased under this contract belong to STATE and must be delivered or returned upon termination of this contract if these items were charged to and paid for by STATE in the course of CONTRACTOR's performance of this contract. All software and related materials developed by CONTRACTOR in performance of this contract for STATE will be the sole property of STATE, and CONTRACTOR hereby assigns and transfers all its right, title, and interest therein to STATE. If CONTRACTOR incorporates any of CONTRACTOR's Software in any work product provided to STATE, CONTRACTOR agrees to provide written notice to STATE of its incorporation in the work product and to convey to STATE a non-exclusive, perpetual, cost-free license, and patent and copyright indemnity, for the software to use that software for its intended purpose. All other ownership rights to CONTRACTOR's software will remain with CONTRACTOR.

33. REPRESENTATIONS AND WARRANTIES

CONTRACTOR represents and warrants to STATE that neither CONTRACTOR, in connection with performing the services in performance of this contract, nor the completed product delivered by CONTRACTOR, will infringe any patent, copyright, trademark, trade secret or other proprietary right of any person. CONTRACTOR further represents and warrants to STATE that it will not use any trade secrets or confidential or proprietary information owned by any third party in performing the services related to this contract or in delivery of the completed product. CONTRACTOR further represents and warrants to STATE that neither CONTRACTOR nor any other company or individual performing services pursuant to this contract is under any obligation to assign or give any work done under this contract to any third party.

CONTRACTOR

STATE OF NORTH DAKOTA

BY: _____

BY: _____

ITS: _____

ITS: _____

DATE: _____

DATE: _____

ATTACHMENT 3 -COST PROPOSAL FORMAT

Vendor Name: _____

(NOTE: The State will not reimburse for travel, meals, lodging or related expenses. Factor travel and per diem assumptions into the Onsite Hourly Rate proposal.) Prompt payment terms if applicable: _____

#	Job Classification	Contract Period	Maximum Onsite Hourly Rate	Maximum Offsite Hourly Rate	Weight	Factored Cost (For State's Use Only)
1	Cobol/Natural Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
2	Cobol/Natural Senior Programmer/Analyst	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For Mainframe Programmer/Analyst Category						
3	Client-Server Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
4	Client-Server Senior Programmer/Analyst	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For Client-Server Programmer/Analyst Category						
5	Microsoft Access Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Microsoft Access Programmer/Analyst Category						
6	J2EE Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
7	J2EE Senior Programmer/Analyst	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For J2EE Programmer/Analyst Category						
8	.Net Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
9	.Net Senior Programmer/Analyst	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For .Net Programmer/Analyst Category						
10	PeopleSoft Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
11	PeopleSoft Senior Programmer/Analyst	7/1/2011 – 9/30/2012			3	

		10/1/2012 – 9/30/2013			3	
Total Factored Cost For PeopleSoft Programmer/Analyst Category						
12	IVR Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
13	IVR Senior Programmer/Analyst	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For IVR Programmer/Analyst Category						
14	Web Designer	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Web Designer Category						
15	Project Manager	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Project Manager Category						
16	IT Business Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For IT Business Analyst Category						
17	PeopleSoft Analyst/Integration Specialist	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For PeopleSoft Analyst/Integration Specialist Category						
18	Desktop Support Specialist	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Desktop Support Specialist Category						
19	Business Intelligence Analyst – Microsoft Suite	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Business Intelligence Analyst – Microsoft Suite Category						
20	Business Intelligence Analyst – IBM Cognos Suite	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Business Intelligence Analyst – IBM Cognos Suite Category						
21	Business Intelligence Reports Designer	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Business Intelligence Reports Designer Category						
22	CA:GEN Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
23	CA:GEN Senior Programmer/Analyst	7/1/2011 –			3	

		9/30/2012				
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For CA:GEN Programmer/Analyst Category						
24	Uscript Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Uscript Programmer/Analyst Category						
25	Cardiff Intelligent Document Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Cardiff Intelligent Document Analyst Category						
26	Database Administrator – IBM DB2	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Database Administrator – IBM DB2 Category						
27	Database Administrator – Microsoft SQL	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Database Administrator – Microsoft SQL Category						
28	Database Administrator - Oracle	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Database Administrator - Oracle Category						
29	Database Administrator – Open Source (MySQL, PostgreSQL)	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Database Administrator – Open Source Category						
30	Database Administrator – ADABAS/Natural	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Database Administrator – ADABAS/Natural Category						
31	IBM/FileNet Enterprise Content Management Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For IBM/FileNet Enterprise Content Management Analyst Category						
32	Information Systems Security Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Information Systems Security Analyst Category						
33	Rules Engine Specialist	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Rules Engine Specialist Category						
34	SharePoint Specialist	7/1/2011 – 9/30/2012			1	
		10/1/2012 –			1	

		9/30/2013				
35	Senior SharePoint Specialist	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For SharePoint Specialist Category						
36	Systems Administrator – IBM zSeries, iSeries	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Systems Administrator – IBM zSeries, iSeries Category						
37	Systems Administrator - Microsoft	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Systems Administrator - Microsoft Category						
38	Systems Administrator – Unix/Linux	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Systems Administrator – Unix/Linux Category						
39	Quality Assurance Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Quality Assurance Analyst Category						
40	Quality Assurance Tester	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Quality Assurance Tester Category						
41	GIS Programmer/Analyst	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
42	GIS Senior Programmer/Analyst	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For GIS Programmer/Analyst Category						
43	GIS Technical and Data Services Specialist	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
44	GIS Senior Technical and Data Services Specialist	7/1/2011 – 9/30/2012			3	
		10/1/2012 – 9/30/2013			3	
Total Factored Cost For GIS Technical and Data Services Category						
45	Primavera Applications/Training Specialist	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Primavera Applications/Training Specialist Category						
46	Primavera Technical Specialist	7/1/2011 – 9/30/2012			1	
		10/1/2012 –			1	

		9/30/2013				
Total Factored Cost For Primavera Technical Specialist Category						
47	Information Technology Training	7/1/2011 – 9/30/2012			1	
		10/1/2012 – 9/30/2013			1	
Total Factored Cost For Information Technology Training Category						

ATTACHMENT 4 - CHECKLIST FOR VENDORS

- ☐ Submit any questions, comments, or requests for clarification to the procurement officer by the deadline for submission of questions.
- ☐ Review the Service Contract in Attachment 2. State any objections to any of the provisions in the Contract Form or Indemnification and Insurance Requirements prior to the deadline for submission of questions.
- ☐ Be sure an individual authorized to bind the Vendor to the provisions of the RFP signs the proposal.
- ☐ Comply with the North Dakota Secretary of State and the North Dakota State Procurement Office Registration requirements prior to the deadline stated in Section 1.7.
- ☐ Submit a company organizational chart as specified in Section 6.4.
- ☐ Follow up to ensure Vendor client references provided as specified in Section 6.4 have accurate contact information.
- ☐ Provide Vendor company financial documentation required in Section 6.4.
- ☐ Provide resumes for the three (3) individuals identified in each of the IT Contract Pool Categories you responded to in Section 6.5.
- ☐ Provide one (1) project management plan document (to include cost, schedule, scope, quality, issues, communication, risk, etc.) developed by each of the Project Managers that are included in your proposal response to Section 6.5.
- ☐ Provide one (1) Requirements Management Plan, Requirements Traceability Matrix, Requirements Analysis document and Process diagram developed by each of the IT Business Analysts that are included in your proposal response Section 6.5
- ☐ Provide a copy of a requirements analysis document for each of the PeopleSoft Analyst/Integration Specialists that are included in your proposal response to Section 6.5
- ☐ Provide cost proposal in a separately sealed envelope with Vendor's name and marked "Original Cost Proposal".
- ☐ Provide an electronic copy of the full technical proposal on electronic media **AND** provide separate electronic documents for each IT Contract Pool Category response in Section 6.5 labeled with the electronic media (●) icon **AND** provide an electronic copy of the cost proposal. Follow formatting and instructions in Section 6.
- ☐ Identify and label and sections of the proposal you feel contain confidential information.

ATTACHMENT 5 - SAMPLE WORK ORDER REQUEST FORM



TERM CONTRACT 095 WORK ORDER REQUEST STATE OF NORTH DAKOTA SFN 54383 (7-2011)

Term Contract 095 Professional Services Contract Pool

Agency Name	Work Order Request Number	Issue Date	
Agency Contact	E-Mail Address	Telephone Number	Fax Number
Address	City	State	Zip Code

Reference: In accordance with the terms and conditions of the State Term Contract 095 Professional Services Contract master agreement between State and Vendor, this Work Order Request authorizes delivery of the Deliverables described in accordance with the Scope of Work, Schedule, and terms specified below.

1. Scope of Work (attach extra sheets if necessary)

a.
b. Budget Available (if applicable)

2. Staffing Requirement

Job Class/Skill Set	Number of Staff

3. Agreement Type ☐ Time and Materials ☐ Fixed Bid Project	4. Project Start Date	5. Project End Date
6. Schedule of Deliverables		
Deliverable	Start Date	Completion Date
a.		
b.		
c.		
d.		
e.		
7. Location of Work		
8. Office Space to be provided by ☐ Agency ☐ Vendor		
9. Equipment to be provided by ☐ Agency ☐ Vendor		
10. Software to be provided by ☐ Agency ☐ Vendor		

11. Agency Project Manager
12. Time and Status Reporting Systems to be utilized by the Vendor (Mark all that apply) ☐ Daily Accountability ☐ Weekly Status Reports ☐ Monthly Reports ☐ Other (Describe below)
13. Vendor Project Proposal Due Date

14. Evaluation Criteria (For Competitive Work Orders) The criteria below will be used to select the most advantageous proposal.	Points (100 total)
Vendor Project Proposal Solution	30
Qualifications and Availability of Vendor Staff	40
Cost	30

Vendor Project Proposal: Vendor shall attach its proposal to this Work Order Request when responding. The Vendor Project Proposal will include, at a minimum, the following items:

1. Vendor Project Proposal – Vendors must describe their strategy for accomplishing the work. Provide customer references for similar projects successfully completed, if available.
2. Qualifications and Availability of Vendor Staff –Provide the names and availability of staff who will work on the project. Provide the following documentation with the first work order for an agency. Provide updated documentation for subsequent work orders, if requested:
 - a. Resume(s) for Vendor staff
 - b. Reference checks for Vendor staff. Include the results of two reference checks that the Vendor has performed on the proposed individual, including the names and telephone numbers of the references. At least one reference must be from a previous employer or from a customer for which the Vendor staff performed IT contract services.
 - c. Background checks for Vendor staff (as required in the Contract).
3. Cost
 - a. Time and Materials Proposals – Propose a Service Rate per hour for each proposed Vendor staff. If the Project dates span more than one year of the Contract term, provide rates for each effective year. Service rates may not exceed the rates originally proposed in response to this RFP; however the rates may be less.
 - b. Fixed Bid Proposals - Provide a fixed price to accomplish the Statement of Work.

Execution: The parties through their authorized agents have executed this Work Order Request and attached Vendor Project Proposal under terms of the Information Technology Professional Services Contract master agreement, subject to amendments in this Work Order, for the project price and on the dates set out below.

LIMITATION OF LIABILITY AMENDMENT

Note: Optional section for deleting or modifying the Limit of Liability provision in the master contract – delete if not necessary. Consult with your attorney and the OMB Risk Management Division prior to using this language. An assessment of the risk involved with this contract must be done to determine the appropriate limitation provisions, if any. The master contract limits to 1X the purchase price. Elevated risk procurements may justify a 2X or 3X limit. OMB Risk Management may advise against including this language for certain high risk procurements. ALL projects estimated at \$250,000 or more, projects related to public safety, and others with high risk potential MUST BE SUBMITTED TO OMB AND THE ATTORNEY GENERAL FOR APPROVAL PRIOR TO USING THIS LANGUAGE. Submit with a REQUEST FOR APPROVAL TO LIMIT THE LIABILITY OF A VENDOR (SFN 54345)

Section 13 of the Information Technology Professional Services Contract master agreement is amended as follows:

Note: Insert modified language or deletion reference as provided by OMB Risk Management.

The total dollar contractual amount specified below for this Work Order and attached Project Proposal shall not be exceeded unless a written amendment is appended to this Work Order, duly executed by the authorized representative of both parties.

Total Dollar Contractual Amount \$
--

State of North Dakota

Vendor

Signature
Printed Name
Title
Date

Signature
Printed Name
Title
Date

----- 7
Vendor unable to bid this work order request (provide reason).

--

Vendor

Signature
Printed Name
Title
Date

ATTACHMENT 6 – SAMPLE CHANGE ORDER FORM



TERM CONTRACT 095 CHANGE ORDER STATE OF NORTH DAKOTA SFN 54385 (6-2005)

Term Contract 095 Professional Services Contract Pool

Project Name	Date of Request
Work Order Number	Change Order Number
Requested By	

Request Description

Reasons/Goals for Change

Recommendations <i>(Include recommendations by the party that is bringing the change request forward. There is a potential for multiple recommendations for solutions based on analysis.)</i>

Impacts on Cost, Scope, Schedule, Quality <i>(For each recommendation, a narrative of the impacts to CSSQ should be included.)</i>
--

Solution <i>(Define the most appropriate solution to attain the desired objective. This is determined by the approving authority.)</i>
--

Approval Signature(s) and Date(s). The project manager will identify the appropriate approval body and forward for final approval.

Signature	Date
Signature	Date
Signature	Date

ATTACHMENT 7 – SAMPLE PROPOSAL EVALUATION FORM

EVALUATION CRITERIA AND SCORING

Person or Firm Name _____

Name of Proposal Evaluation (PEC) Member _____

Date of Review _____

RFP Title/Number _____

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS CONTRACT IS 1000

General Vendor Qualifications and Experience

Weight **30 Percent**. Maximum Point Value for this Section

1000 Points x **30 Percent = 300 Points**

Rating Scale (300 POINT Maximum)	
Point Value	Explanation
0-59	Poor. Not addressed or response of no value
60-119	Fair. Limited applicability
120-179	Good. Some applicability
180-239	Very Good. Substantial applicability
240-300	Excellent. Total applicability

[a] Does the Vendor confirm its intent to comply with State IT Standards and accept the terms and conditions set out in the sample contract without qualifications?

EVALUATOR'S NOTES _____

[b] How does the Vendor's credentials, organization, and background qualify it to service this contract?

EVALUATOR'S NOTES _____

[c] If the Vendor uses subcontractors, does it have a process in place for selecting subcontractors that will meet the qualifications, skill sets, and experience required by the State?

EVALUATOR'S NOTES _____

[d] Is there any pending litigation against the Vendor that may impair the Vendor's ability to perform under this contract?

EVALUATOR'S NOTES _____

[e] Does the Vendor have a good plan for retaining and motivating the staff it is offering under this contract?

EVALUATOR'S NOTES _____

[f] Does the Vendor appear to have good quality assurance and communication processes in place?

EVALUATOR'S NOTES _____

[g] Do the Vendor client references indicate that the Vendor has experience and a good record servicing a contract similar to this contract? Does the experience include work for state government clients?

EVALUATOR'S NOTES _____

[h] Does the Vendor agree to provide adequate warranty coverage as requested in the RFP? What is its standard warranty?

EVALUATOR'S NOTES _____

[i] Does the Vendor offer any value-added services related to the IT Contract Pool categories in this RFP?

EVALUATOR'S NOTES _____

[j] Does the Vendor appear to be of sound financial standing?

EVALUATOR'S NOTES _____

EVALUATOR'S POINT TOTAL FOR GENERAL VENDOR QUALIFICATIONS AND EXPERIENCE _____

Vendor Staff Qualifications and Experience

Weight **40 Percent**. Maximum Point Value for this Section

1000 Points x **40 Percent** = **400 Points**

Rating Scale (400 POINT Maximum)	
Point Value	Explanation
0-79	Poor. Not addressed or response of no value
80-159	Fair. Limited applicability
160-239	Good. Some applicability
240-319	Very Good. Substantial applicability
320-400	Excellent. Total applicability

A separate score for this section will be calculated for each IT Contract Pool Category bid.

Sample Staff Qualification Questions (separate set of questions for each category):

[a] How many staff does the Vendor have available to service the State's contract in this pool category?

EVALUATOR'S NOTES _____

[b] How well does the Vendor's staff experience and credentials meet the qualifications and skill sets the State is seeking?

EVALUATOR'S NOTES _____

[c] How well do the applications developed by the Vendor's staff in the past three years match up with the requirements and skill sets the State is seeking?

EVALUATOR'S NOTES _____

[d] Do the sample resumes portray people that have qualifications and skill sets consistent with what the State is seeking?

EVALUATOR'S NOTES _____

Evaluator's Point Total for Category _____

Contract Cost

Weight **30 Percent**. Maximum Point Value for this Section

1000 Points x **30 Percent = 300 Points**

Applying Preference Laws

Any prompt payment discounts terms proposed by the vendor will not be considered in evaluating cost. The cost amount used for evaluation may be affected by the application of North Dakota preference laws (N.D.C.C. § 44-08-01). The preference given to a resident vendor will be equal to the preference given or required by the state of the nonresident vendor (i.e. reciprocal preference).

When evaluating cost proposals from nonresident (out-of-state) vendors, determine whether the vendor's state of residence has a preference law for vendors resident in that state. The cost proposal of the nonresident vendor will be increased by the same percentage of preference given to vendors resident in that state.

For example, if the state law of the nonresident vendor requires a 5% preference for vendors resident in that state, the procurement officer will increase that vendor's cost proposal by 5% before evaluation.

See <http://www.state.nd.us/csd/spo/resources.html> for a list of States Preference Laws or contact the North Dakota State Procurement Office at 701-328-2683.

Converting Cost to Points

After applying any reciprocal preference, the lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined as follows:

Price of Lowest Cost Proposal

Price of Proposal Being Rated X Total Points for Cost Available = Awarded Points

COST PROPOSAL EVALUATION

EVALUATOR'S POINT TOTAL FOR COST _____

Request for Proposal
Category Evaluation Totals
Category – <category name>
 (Note: there will be a separate form for each pool category)

Name of RFP:						
Name of Vendor:						
Date:						
Technical Evaluation Criteria	400 POINTS Maximum	Evaluator	Evaluator	Evaluator	Evaluator	Evaluator
Vendor Staff Qualifications and Experience	400					
Total	Note: Total of individual points divided by the number of evaluators (400 POINT MAXIMUM)					
General Vendor Qualifications and Experience Score	Note: (300 POINT MAXIMUM)					
Cost Propose Score	Note: (300 POINT MAXIMUM) 1. Make adjustments for reciprocal preference, if necessary. See list of States Preference Laws: http://www.state.nd.us/csd/spo/resources.html Calculated points awarded for price. <u>Price of Lowest Cost Proposal</u> Price of Proposal Being Rated X 300 points = Awarded Points					
TOTAL						