

**Date:**

**ITB# 071I0200252**

**Due**

This is a Re:START ITB. Only those contractors currently on the Re:START pre-qualified bidder list may submit proposals.

**Reminder:** The following are requirements for Re:START proposals:

- Contractors are limited to One (1) candidate per position
- Candidates **MUST** meet the minimum requirements of the position
- An exclusive agreement with the candidate submitted **MUST** be attached to the resume
- Two copies of each resume **MUST** be submitted
- All resumes submitted must be sent "blind" (not on company letterhead and without logos or identifying company marks)
- Price proposal must be submitted according to instructions in Section IV, Information Required from Bidder, IV-C Price Proposal.

Failure to adhere to any of the above requirements may result in the bidder being disqualified, and may be grounds for the contractor's removal from the Re:START pre-qualified bidder list.

## **SECTION I GENERAL INFORMATION**

### **I-A PURPOSE**

The purpose of this Invitation to Bid (ITB) is to obtain quotations for temporary professional services to assist the Department of Technology, Management, and Budget (DTMB) and the Department of Human Services (DHS) in performing quality control for design, development, and implementation of a Statewide Automated Child Welfare Information System (SACWIS).

Engagement of the QC testers in the Joint Application Design (JAD) sessions with the DDI Contractor will build the foundation for the QC testing team. Involvement in the requirement definition phase of the SACWIS Project will provide the solid base for the testers to write test scenarios/cases which are associated to business and technical requirements. The testers can then work with the State and develop automated testing scripts using selected tools to execute testing. The QC Contractor will primarily focus on the integrity of the application in the System Test environment. However the QC will also have quality obligations in all project system environments. The QC Contractor will also be considered the subject matter expert on issue of testing for the Project. The State will emphasize adherence to the project Defect Severity Criteria and prohibitions on defect propagation to higher environments.

The State will award one (1) ReStart contract for Quality Control augmentation services that includes a total of five (5) individuals. The services are expected to begin January 19, 2011, although the start date is approximate depending on award of the DDI contract. Phase 2 services include five (5) Testing Technicians.

The vendor awarded this ReStart contract is prohibited from bidding on any other SACWIS project procurement, including participation as either a prime contractor or subcontractor on the Request

for Proposal (RFP) for SACWIS project Design, Development, and Implementation (DDI) or any other SACWIS project procurement such as Program Management or Independent Verification and Validation (IV&V), except for additional Quality Control services augmentation.

The contract period will be from approximately January 19, 2011, to January 18, 2012, up to 1,984 hours per position, with two one-year options. The State does not commit to procuring services in the quantities estimated or in any other amounts. **The vendor must certify, in their proposal, that the candidates which are included in their bid proposal are available to start on the date indicated for each skill set.** This is a Mandatory Statement. If this statement does not exist in the Vendors Proposal, the proposal will not be considered for award.

**Note:** If there is a delay of more than ten (10) working days in the start date and substitutions are necessary, the skill sets of the substitutions must be approved by the requesting agency and meet or exceed the skill sets of the original candidate.

**Proposals containing false or misleading statements, or which provide references that do not support an attribute or condition claimed by the bidder, may be rejected. If in the opinion of the State, such information was intended to mislead the State in its evaluation of the proposal, and the attribute, condition of capability as a requirement of this proposal, the proposal shall be rejected.**

#### **I-B ISSUING OFFICE**

This ITB is issued by Purchasing Operations, State of Michigan, Department of Technology, Management & Budget (DTMB), hereafter known as Purchasing Operations, for the DTMB and **the Department of Human Services (DHS)**. Where actions are a combination of those of Purchasing Operations, DTMB, and **DHS**, the authority will be known as the State.

Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the services described herein. Purchasing Operations is the only office authorized to change, modify, amend, alter, clarify, or otherwise alter the specifications, terms, and conditions of this Invitation to Bid and any contract(s) awarded as a result of this Request. Purchasing Operations will remain the SOLE POINT OF CONTACT throughout the procurement process, until such time as the Director of Purchasing Operations shall direct otherwise in writing. See Paragraph I-C below. All communications concerning this procurement must be addressed to:

Jacque Kuch, Buyer  
DMB, Purchasing Operations  
2nd Floor, Mason Building  
P.O. Box 30026  
Lansing, Michigan 48909  
kuchj@michigan.gov

#### **I-C PROJECT MANAGER and CONTRACT ADMINISTRATOR**

DTMB and DHS have assigned a Project Manager and a Contract Administrator who have been authorized by Purchasing Operations to administer the resulting Contract(s) on a day-to-day basis during the term of the Contract. However, administration of any Contract implies no authority to change, modify, clarify, amend, or otherwise alter the terms, conditions, and specifications of such contract. That authority is retained by Purchasing Operations.

**The Project Manager for this contract is:**

Laurie Johnson, SACWIS Manager  
The Department of Human Services  
235 S. Grand Ave.  
Lansing, MI 48909

**The Contract Administrator for this contract is:**

Patty Bogard, Contract Administrator  
DTMB, Office of Contracts  
Constitution Hall, South Atrium  
525 West Allegan Street  
Lansing, MI 48913  
BogardP@michigan.gov

**I-D INCURRING COSTS AND LEGISLATIVE APPROPRIATIONS**

The State of Michigan is not liable for any costs incurred by any bidder prior to signing of a contract by all parties and delivery of services under the contract. Any costs to be paid by the State are limited to those authorized by the terms and conditions of any resulting Contract.

The State fiscal year is October 1st through September 30th. The prospective contractor is advised that payments in any given fiscal year are contingent upon enactment of legislative appropriations.

**I-E PROPOSALS**

To be considered, each bidder must submit a COMPLETE response to this ITB, using the format provided in Section IV. No other distribution of proposals is to be made by the bidder. BIDDERS MUST COMPLETE, SIGN, AND SEND A COVER LETTER WITH THIS ITB. The Proposal must include a statement that the Proposal remains valid for at least sixty days from the due date for responses to this ITB. However, the rates quoted in the PRICE PROPOSAL shall remain firm for the duration of the prospective contract (see Paragraph I-D).

**I-F ACCEPTANCE OF ITB and PROPOSAL CONTENT**

The contents of this ITB and the proposal will become contractual obligations, if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

**I-G CONTRACTOR RESPONSIBILITIES**

The Contractor will be required to assume responsibility for all contractual activities offered in their proposal whether or not the Contractor performs them. Further, the State will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated contract. Contractor must make timely payment to staff performing services for the State.

Note: If any personnel contracted through this RFP are not your employees, but that of another company, you must include a list of those companies (subcontractors), including firm name and

address, contact person, complete description of skill sets to be subcontracted, and descriptive information concerning subcontractor's organizational abilities in your response. The State reserves the right to approve subcontractors for this work and to require the Contractor to replace subcontractors found to be unacceptable. The Contractor is totally responsible for adherence by the subcontractor to all provisions of the Contract. Failure to identify companies providing personnel for your use in Contracts will be cause for cancellation of your Contract and possible removal from the RE:START program.

#### **I-H NEWS RELEASES**

News releases pertaining to this ITB or the services, study, data, or project to which it relates will not be made without prior written State approval, and then only in accordance with explicit written instructions from the State. No results of the project are to be released without prior approval of the State and then only to persons designated.

#### **I-I SELECTION CRITERIA**

Responses to this ITB will be evaluated based upon a Modified Two-Step Selection Process.

The State will evaluate the resumes and references of submitted candidates. Selection will be based on a best value evaluation using the criteria identified in the ITB and the rate provided by the Contractor. Other selection criteria or tools which may be in the best interest of the State may be utilized to make a selection. The agency along with Department of Management and Budget, Office of Purchasing Operations will review and rank all resumes received.

The State may contact the Contractor to request an interview with the candidate. The Contractor will be responsible for setting up all interviews. At the State's discretion, the interview may be conducted over the telephone. The State may, at its discretion, request a face-to-face interview. In this case, all expenses, travel or otherwise, resulting from such a request shall be borne by the Contractor.

Once the resumes have been ranked, the second step will involve the Office of Purchasing Operations and the review of the proposed hourly or monthly rates to the ranking of personnel. Purchasing Operations will prepare a recommendation of award based on the Reasonable Cost Methodology described below.

The proposal with the highest ranked personnel in Step I will be given first consideration of award. If the state determines that the price proposal of the bidder with the highest ranked personnel is unreasonable, then the state can consider the bidder's price proposal with the next highest ranked resume. This evaluation process will continue until a recommendation of award can be made in the best interest of the State.

#### **I-J INDEPENDENT PRICE DETERMINATION**

Contractor's proposal shall include a cost proposal providing a time and material hourly rate or monthly rate for each of the staffing classifications requested. The rates must incorporate any direct or indirect costs, including travel. The only exception is travel as defined Section 1.103(B). The cost proposal shall state no other rates, amounts or information. No text is to be inserted that could be construed as a qualification of the rates proposed.

The State expects the professional staff provided by the Contractor to work a minimum of 160 hours for the monthly rate contracts. Fewer hours will result in a pro-rated reduction of the monthly rate.

1. By submission of a proposal, the bidder certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:
  - a. The prices in the proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition as to any matter relating to such prices with any other bidder or with any competitor; and
  - b. Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to award directly or indirectly to any other bidder or to any competitor; and
  - c. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.
  
2. Each person signing the proposal certifies that she/he:
  - a. Is the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal and has not participated (and will not participate) in any action contrary to 1.a., b., and c. above; or
  - b. Is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal but has been authorized, in writing, to act as agent for the persons responsible for such decision in certifying that such persons have not participated (and will not participate) in any action contrary to 1.a., b., and c. above.
  
3. A proposal will not be considered for award if the sense of the statement required in the Cost and Price Analysis portion of the proposal has been altered so as to delete or modify 1.a., c., or 2, above. If 1.b. has been modified or deleted, the proposal will not be considered for award unless the bidder furnishes with the proposal a signed statement which sets forth in detail the circumstances of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

#### **I-K SEALED BID RECEIPT (SEE ALSO PARAGRAPH IV-G)**

PROPOSALS MUST BE RECEIVED AND TIME-STAMPED IN PURCHASING OPERATIONS ON OR BEFORE THE DUE DATE AND TIME SPECIFIED ON THE COVER PAGE OF THE ITB. Bidders are responsible for timely receipt in Purchasing Operations of their proposal. PROPOSALS WHICH ARE RECEIVED AFTER THE SPECIFIED DUE DATE AND TIME CANNOT BE CONSIDERED.

#### **I-L DISCLOSURE**

All information in a bidder's proposal and any Contract resulting from this ITB is subject to disclosure under the provisions of the "Freedom of Information Act.", 1976 Public Act No. 442, as amended, MCL 15.231, et seq.

## **I-M AWARD**

The State reserves the right to award by item, part or portion of an item, group of items or total proposal, to reject any and all proposals in whole or in part, if, in the Director of Purchasing Operations judgment, the best interest of the State will be so served. In determination of awards, the qualifications of the bidder and the conformity with the specifications of services to be supplied will be considered.

## **I-N MODIFICATIONS, REVISIONS, CONSENTS AND APPROVALS**

Any contract resulting from this ITB may not be modified, amended, extended, or augmented, except by a writing executed by the parties hereto, and any breach or default by a party shall not be waived or released other than in writing signed by the other party.

Additional services which are outside the Scope of Services of this Contract shall not be performed by the Contractor without the prior, written approval of the State. Additional services, when authorized by an executed contract, change order, or an amendment to this Contract, shall be compensated by a fee mutually agreed upon between the State and the Contractor.

## **I-O CONTRACT DOCUMENTS**

The following constitute the complete and exclusive statement of the agreement between the parties as it relates to this transaction:

1. State's ITB and any Addenda thereto;
2. Contractor's response to the State's ITB and Addenda; and
3. All amendments and change orders as written and properly approved.

and by reference:

3. State's Pre-qualification RFI and any Addenda thereto;
4. Contractor's response to the State's Pre-qualification RFI and Addenda

All responses, representations, and assurances contained in the Proposal are incorporated into and are enforceable provisions of this Contract. In the event of any conflict between the provisions of the ITB, and the Contractor's response to the ITB, the terms of the ITB and any Contract amendments shall prevail.

## **I-P SPECIAL TERMS AND CONDITIONS**

1. Normal State work hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.
2. All work will be performed at the site identified in Section III of this ITB, unless otherwise agreed to by both parties.
3. The Contractor must permit representatives of DTMB, and the agency, and other authorized public agencies interested in the services requested in this ITB to have full access to the services requested showing the Contractor's performance, during normal business hours.

4. The Contractor, during the performance of services detailed in this ITB, will be responsible for any loss or damage to original documents, belonging to the State when they are in the Contractor's possession. Restoration of lost or damaged original documents shall be at the Contractor's expense.
5. All questions, which may arise as to the quality and acceptability of work, the manner of performance and rate of progress of the work, the interpretation of designs and specifications, and as to the satisfactory and acceptable fulfillment of the terms of this agreement shall be decided by DTMB and the State agencies involved.
6. The Contractor shall agree that it will not volunteer, offer, or sell its services to any litigant against the State its agencies, employees and officials, with respect to any services that it has agreed to perform for the State, provided that this provision shall not apply either when the Contractor is issued a valid subpoena to testify in a judicial or administrative proceeding or when the enforcement of this provision would cause the Contractor to be in violation of any Michigan or Federal law.
7. All work prepared by the Contractor during the execution of this contract shall be considered works made by hire and shall belong exclusively to the State and its designees, unless specifically provided otherwise by mutual agreement of the authorized representatives of the Contractor and the State. This includes, but is not limited to, all new business processes created, all planning and design work performed, all technology developed, the source and object code of all software programs and systems, any business objects or databases created, all related documentation (written or automated), and all documents and reports.

If by operation of law any of the work, including all related intellectual property rights is not owned in its entirety by the State automatically upon creation thereof, the Contractor agrees to assign, and hereby assigns to the State and its designees the ownership of such work, including all related intellectual property rights. The Contractor agrees to provide, at no additional charge, any assistance and to execute any action reasonably required for the State to perfect its intellectual property rights with respect to the aforementioned work. If the Contractor uses any subcontractors to perform and prepare any of the work, the Contractor shall insure through agreement with the subcontractors that all intellectual property rights in any of the work shall belong exclusively to the State. Failure of the Contractor to insure such rights may be considered by the State to be a material breach of this contract.

8. The Contractor shall agree that they will not furnish or disclose any items owned by the State to a third party without the written permission of the State. This includes both items created as part of this contract and items owned by the State that are incidental to the contract. The Contractor shall also agree not to use items owned by the State for other purposes without the prior written permission of the State.
9. Individuals assigned by the Contractor are employees of the Contractor, and are not, under any circumstances or conditions, employees of the State.

The State will retain the right to release outright or request the replacement of any person who is working at an inferior level of performance. The Contractor will be given 24 hours advance notice of this action.

12. The Contractor's name, logo, or other company identifier may not appear on documentation delivered to the State without written authorization from the Contract Administrator. An exception to this will be transmittal of cover letters showing delivery of said documents.
13. The Contractor will certify in writing that it is in conformance with all applicable federal and state civil rights and practices equal employment opportunity for all persons regardless of race, creed, color, religion, national origin, gender or handicap; it is also in conformance with the requirements of the Americans with Disabilities Act. Failure to comply with the aforementioned laws may result in termination of the contract.
14. The Contractor shall use all software in accordance with the State's license agreements and any further restrictions imposed by the State. The Contractor shall not make any unauthorized copies of any software under any circumstances. Contractors found copying or knowingly using copyrighted software other than for backup purposes are subject to progressive disciplinary action. Contractors shall not provide software to any outsiders including consultants, local governmental units, and others when this would be a violation of law or copyright agreements.
15. Contractors are responsible for maintaining the confidentiality of their passwords and are liable for any harm resulting from disclosing or allowing disclosure of any password. Any conduct that restricts or inhibits the legitimate business use of State systems or network is prohibited. Each person must use State systems and networks only for lawful purposes. Specifically prohibited is any use of State systems or disclosure of any data which would constitute a criminal offense, give rise to civil liability, violate any State of Michigan policy, or otherwise violate any applicable local, state, or federal law. This also applies to any computer systems or networks that are accessed from State computer systems or networks.
16. The DTMB and the DHS have developed, and will continue to develop during the course of this effort, a growing number of information technology standards. The selected Contractor must follow any and all standards adopted by DTMB and the DHS. Where standards do not exist, the final acceptance of a new technique, technology, or design will rest with the Project Manager, following consultation and review with DTMB.

## **I-Q DEPARTMENT AND CONTRACTOR RESPONSIBILITIES**

### **Department Responsibilities:**

1. Provide office space within the Departments for temporary employees selected to work on these projects. NOTE: Access to office space during non-working hours must be approved.
2. Provide conference room space when sufficient notice is given and space is available.
3. Provide telephones for calls originating from within the Department of Technology, Management & Budget, Agency Services, Departments of State and Treasury, Department of State Division that are project-related.
4. Provide copying services that are project-related.
5. Provide access to Facsimile equipment for items that are project-related.

6. Provide computer hardware and software, as deemed necessary, for all temporary staff/personnel working within the Department.

**Contractor Responsibilities:**

1. Provide temporary professional services Monday through Friday, during the same work hours as those worked by State employees working at the identified facility.
2. Provide those services requested based on staff having the qualifications identified in this ITB.
3. Provide services on an as needed, if needed, basis. The exact timing and scheduling of the services shall be between the State and the contractor at the time of need.
4. All personnel provided by the Contractor shall be subject to the rules, regulations, and policies of the DTMB, DHS and the State.
5. The Contractor shall replace all personnel whose work was found to be unsatisfactory within 24 hours of notification. Replacement of discontinued staff will be at the State's sole discretion; the State is not obligated to replace terminated or withdrawn individuals.

In the event an individual has been terminated or has voluntarily withdrawn from an assignment, the State will advise the Contractor which of the following three options will be employed:

- The State can request the same Contractor replace the individual with an individual of equal or greater qualifications.
  - The State can choose from the other candidates submitted in response to the ITB, if they are still available and the proposed rates are still valid.
  - The State can re-issue the ITB and obtain a new list of candidates and rates from eligible Contractors.
6. Contractor shall ensure that staff proposed for assignment are fully trained and meet the skill set requirements of the job position being filled.
  7. The State and/or its agencies make changes to their technical architectures from time to time. If a contract individual is assigned to a State project or support area and the technology associated with their assignment changes, the Contractor is responsible for training in the new or changed technology (e.g., Contractor personnel needs training in a particular CASE tool in order to perform their State assignment).

The cost of the course, including any travel expenses, will be the responsibility of the Contractor and the training hours will not be billable to the State). This responsibility includes all fees associated with the actual training course, travel expenses, and also the hours the individual spends in training. The maximum liability to the Contractor firm for training hours for any individual will be two weeks per year.

8. Provide parking when working on-site.
9. Phone calls not related to the project are not to be charged to the State.

10. The Contractor recognizes its responsibility for all tasks and deliverables contained therein, warrants that it has fully informed itself of all relevant factors affecting accomplishment of the tasks and deliverables and agrees to be fully accountable for the performance thereof. In addition, the Contractor assumes full responsibility for the acts of all subcontractors. Contractor shall have sole responsibility for the supervision, daily direction and control, payment of salary (including withholding of income taxes and social security), worker's compensation, disability benefits and the like for its personnel.

Contractor's management responsibilities include, but are not limited to, the following:

- Ensure personnel understand the work to be performed to which they are assigned.
- Ensure personnel know their management chain and adhere to Contractor policies and exhibit professional conduct to perform in the best interest of the State.
- Ensure personnel adhere to applicable laws, regulations, and Contract conditions governing Contractor performance and relationships with the State.
- Regularly assess personnel performance and provide feedback to improve overall task performance.
- Ensure high quality results are achieved through task performance.
- Provide training.

#### **I-R USE OF AGENCY STANDARD INFORMATION TECHNOLOGY ENVIRONMENT**

Unless otherwise stated in this ITB, all items produced by the Contractor must run on and be compatible with the information technology environment described in Section III.B. of this ITB.

It is recognized that technology changes rapidly. The staff may request a change in the standard environment using the process identified by DTMB. Any changes must be approved, in writing by DTMB, before work may proceed based on the changed environment.

Additionally, the State needs to be able to maintain software and other items produced as the result of the contract. Therefore, software development tools may not be used unless request is made, in writing, and approved by DTMB, in writing.

## **SECTION II CONTRACTUAL SERVICES TERMS AND CONDITIONS**

The following are **MANDATORY TERMS** to which the Contractor **MUST** agree without word modification.

### **II-A CONTRACT PAYMENT**

The State shall not be liable to pay the Contractor for any work performed prior to the Contractor's receipt of a fully executed Blanket Purchase Order (BPO).

The services shall be provided and invoiced on a monthly basis, as used. After the services have been rendered, the Contractor shall invoice the State in accordance with the payment provisions of the Contract. Invoices must list the project, agency, ITB number and monthly rate. All invoices **MUST** include copies of timesheets signed by the project manager verifying hours were worked and that services were acceptably performed.

The State shall not be liable to pay the Contractor for any hours worked in excess of the rate stated in the BPO. The State will not pay the Contractor for overtime, holiday or other premium charges or other benefits.

The Contractor shall not receive payment for Services the State finds unsatisfactory or which were performed in violation of federal, state or local law, ordinance, rule or regulation.

### **II-B ACCOUNTING RECORDS**

The Contractor agrees that the State may, upon 24-hour notice, perform an audit at Contractor's location(s) to determine if the Contractor is complying with the requirements of the Contract. The Contractor agrees to cooperate with the State during the audit and produce all records and documentation that verifies compliance with the Contract requirements.

### **II-C INDEMNIFICATION**

1. For Purposes of Indemnification as set forth in this section, State means the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents.
2. General Indemnification  
The Contractor shall indemnify, defend and hold harmless the State from and against all losses, liabilities, penalties, fines, damages, and claims (including taxes), and all related costs, and all related costs and expenses (including reasonable attorneys; and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any claim, demand, action, citation or legal proceeding against the State arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by Contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable provided that the Contractor is notified within 30 days from the time that the State has knowledge of such claims. This indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused by the conduct of the State.

3. Patent/Copyright Infringement Indemnification

The Contractor shall indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States patent, copyright or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

4. Continuation of Indemnification Obligation

The duty to indemnify will continue in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred prior to expiration or cancellation.

**II-D LIMITATION OF LIABILITY**

The Contractor's liability for damages to the State for any cause whatsoever, and regardless of the form of action, whether in contract or tort, shall be limited the value of the Contract or \$200,000 which ever is higher. The foregoing limitation of liability shall not apply to claims for infringement of United States patent, copyright or trade secrets; to claims for death or bodily injury or damage to any real or tangible personal property caused by the negligence or fault of the Contractor; to claims related to the Contractor's unauthorized release of confidential information; to claims covered by other specific provisions of this Contract, if any, calling for liquidated damages; to the Contractor's indemnification obligations under Section II-C; and to the receipt of court costs or attorney's fees that might be awarded by a court in addition to damages after litigation based on this Contract.

Neither the Contractor nor the State shall be liable to the other for indirect or consequential damages even, if such party has been advised of the possibility of such damages. This limitation as to indirect or consequential damages does not apply to claims for infringement of United States patent, copyright or trade secrets; to claims related to the Contractor's unauthorized release of confidential information; to other specific provisions of this Contract, if any, calling for liquidated damages; or to the receipt of court costs or attorney's fees that might be awarded by a court in addition to damages after litigation based on this Contract.

**II-E CONTRACTOR'S LIABILITY INSURANCE**

BEFORE STARTING WORK THE CONTRACTOR MUST FURNISH TO THE DIRECTOR OF PURCHASING OPERATIONS, CERTIFICATE(S) OF INSURANCE VERIFYING LIABILITY COVERAGE. THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING. These Certificates shall contain a provision that coverage's afforded under the policies will not be canceled until at least fifteen days prior written notice bearing the Contract Number or Purchase Order Number has been given to the Director of Purchasing Operations.

The Contractor shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the Contractor's operations under the Contract (Purchase Order), whether such operations be by himself or by any Subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

1. Claims under workers' disability compensation, disability benefit and other similar employee benefit act. A non-resident Contractor shall have insurance for benefits payable under Michigan's Workers' Disability Compensation Law for any employee resident of and hired in Michigan; and as respects any other employee protected by workers' disability compensation laws of any other state the Contractor shall have insurance or participate in a mandatory state fund to cover the benefits payable to any such employee.
2. Claims for damages because of bodily injury, occupational sickness or disease, or death of his employees.
3. Claims for damages because of bodily injury, sickness or disease, or death of any person other than his employees, subject to limits of liability of not less than \$100,000 each occurrence and, when applicable \$300,000 annual aggregate, for non-automobile hazards and as required by law for automobile hazards.
4. Claims for damages because of injury to or destruction of tangible property, including loss of use resulting, subject to a limit of liability of not less than \$50,000 each occurrence for non-automobile hazards and as required by law for automobile hazards.
5. Insurance for Subparagraphs (3) and (4) non-automobile hazards on a combined single limit of liability basis shall not be less than \$100,000 each occurrence and when applicable, \$300,000 annual aggregate.

The insurance shall be written for not less than any limits of liability herein specified or required by law, whichever is greater, and shall include contractual liability insurance as applicable to the Contractor's obligations under the Indemnification clause of the BPO.

## **II-F CANCELLATION**

The State may cancel this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents and employees for any of the following reasons:

1. Material Breach by the Contractor. In the event that the Contractor breaches any of its material duties or obligations under the Contract the State may, having provided written

notice of cancellation to the Contractor, cancel this Contract in whole or in part, for cause, as of the date specified in the notice of cancellation.

In the event that this Contract is cancelled for cause, in addition to any legal remedies otherwise available to the State by law or equity, the Contractor shall be responsible for all costs incurred by the State in canceling the Contract, including but not limited to, State administrative costs, attorneys fees and court costs, and any additional costs the State may incur to procure the services required by this Contract from other sources. All excess re-procurement costs and damages shall not be considered by the parties to be consequential, indirect or incidental, and shall be subject to the dollar limitation of liability as provided in Section II-D.

In the event the State chooses to partially cancel this Contract for cause charges payable under this Contract will be equitably adjusted to reflect those services that are cancelled.

In the event this Contract is cancelled for cause pursuant to this section, and it is therefore determined, for any reason, that the Contractor was not in breach of contract pursuant to the provisions of this section, that cancellation for cause shall be deemed to have been a cancellation for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in the Contract for a cancellation for convenience.

2. Cancellation For Convenience By the State. The State may cancel this Contract for its convenience, in whole or part, if the State determines that such a cancellation is in the State's best interest. Reasons for such cancellation shall be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Contract services no longer practical or feasible, and (c) unacceptable prices for additional services requested by the State. The State may cancel the Contract for its convenience, in whole or in part, by giving the Contractor written notice 30 days prior to the date of cancellation. If the State chooses to cancel this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those services that are cancelled.
3. In the event that funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this project. If funds are not appropriated or otherwise made available, the State shall have the right to cancel this Contract at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of cancellation to the Contractor. The State shall give the Contractor written notice of such non-appropriation or unavailability within 30 days after it receives notice of such non-appropriation or unavailability.
4. In the event the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other

criminal offense which in the sole discretion of the State, reflects upon the Contractor's business integrity.

5. In the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, section 5, and Civil Service Rule 4-6. Cancellation may be in whole or in part and may be immediate as of the date of the written notice to the Contractor or may be effective as of the date stated in such written notice.

## **II-G ASSIGNMENT**

The Contractor shall not have the right to assign this Contract or to assign or delegate any of its duties or obligations under this Contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. Any purported assignment in violation of this section shall be null and void. Further, the Contractor may not assign the right to receive money due under the Contract without the prior written consent of the State Purchasing Operations Director.

## **II-H DELEGATION**

The Contractor shall not delegate any duties or obligations under this Contract to a subcontractor other than a subcontractor named in the bid unless the State Purchasing Operations Director has given written consent to the delegation.

## **II-I NON-DISCRIMINATION CLAUSE**

In the performance of any Contract or purchase order resulting herefrom, the bidder agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental disability unrelated to the individual's ability to perform the duties of the particular job or position. The bidder further agrees that every subcontract entered into for the performance of any Contract or purchase order resulting herefrom will contain a provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2101, et seq, and the Persons with Disabilities Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, et seq, and any breach thereof may be regarded as a material breach of the Contract or purchase order.

## **II-J UNFAIR LABOR PRACTICES**

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, et seq, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to section 2 of the Act. This information is compiled by the United States National Labor Relations Board.

A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to section 4 of 1980 Public Act 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of the Contractor as an employer, or the name of the subcontractor, manufacturer or supplier of the Contractor appears in the register.

## **II-K SURVIVOR**

Any provisions of the Contract that impose continuing obligations on the parties including, but not limited to the Contractor's indemnity and other obligations shall survive the expiration or cancellation of this Contract for any reason.

## **II-L GOVERNING LAW**

This Contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan. Any dispute arising herein shall be resolved in the State of Michigan.

## **II-M NO WAIVER OF DEFAULT**

The failure of a party to insist upon strict adherence to any term of a Contract resulting from this ITB shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term, or any other term, of the Contract.

## **II-N SEVERABILITY**

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

## **II-O HEADINGS**

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of this Contract.

## **II-P RELATIONSHIP OF THE PARTIES**

The relationship between the State and the Contractor is that of client and independent Contractor. No agent, employee, or servant of the Contractor or any of its subcontractors shall be or shall be deemed to be an employee, agent, or servant of the State for any reason. The Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and subcontractors during the performance of this Contract.

## **II-Q MISCELLANEOUS**

1. The Contractor covenants that it is not, and will not become, in arrears to the State upon any contract, debt, or any other obligation to the State, including real property and personal property taxes.
2. **DAMAGES FOR UNAUTHORIZED PERSONNEL CHANGES**
  - a. The Contractor shall not replace the personnel designated in this Contract without the prior, written approval of the State.
  - b. If the Contractor violates this requirement, it shall pay the State, as liquidated damages and not as a penalty, a sum equal to the amount payable under this Contract.

- c. The State may recover the amount due from the Contractor under this section by setting off against any amount due under this Contract or other contracts it may have with the Contractor.

3. AUTHORIZATION & CAPABILITY

- a. The Contractor warrants that it has taken all corporate actions necessary for the authorization, execution, delivery and performance of this Contract. It is ready to perform its obligations.
- b. The Contractor further warrants that the person signing this Contract is authorized to do so on behalf of the Contractor and is empowered to bind the Contractor to this Contract.

### **SECTION III WORK STATEMENT**

#### **A. Brief Description of Work**

Quality Control (QC) augmentation services are critical to the success of the SACWIS project. The QC contractor provides assurance to the State that the written deliverables and the SACWIS computing system are correct, complete, meet all technical and business requirements, and conform to the State Unified Information Technology Environment (SUITE).

The State will award one (1) ReStart contract for Quality Control augmentation services that includes a total of five (5) individuals.

Beginning with participation in Joint Application Design (JAD) sessions, moving through various types of testing, and continuing through completion of User Acceptance Testing (UAT). The QC contractor is responsible to evaluate the lower test environments for integration and regressions testing, however the emphasis will be on System Test, also commonly referred to as QAT Environment. Testing includes both review/inspection of testing activities performed by the DDI Contractor as well as development and execution of test plans, scenarios, and automated scripts in support of DTMB and DHS test activities. The following is a list of key testing activities:

1. Participate in Joint Application Design (JAD) sessions and develop test scenarios/cases for use in, but not limited to, System Test and UAT Environments
2. Develop automated testing scripts in collaboration with DTMB Quality Assurance Lead using selected automated testing tools
3. Incorporate the automated testing tools into the testing approach
4. Validate compliance with business requirements in System Test and UAT Environments
5. Manage and evaluate the results of DDI testing script execution in System Test and UAT Environments
6. Implement and enforce the project Defect Severity criteria in the System Test Environment (a.k.a. QAT Environment) and assist DHS in applying the criteria in UAT or higher environments
7. Work with the DDI contractor in developing a common automated scripting approach thereby providing consistency from the lower development environments to the higher System Test, and UAT Environments
8. Validate and assess the DDI's Integration and Regression Testing in lower environments before code promotion to System Test or higher environments
9. Validate the computing system is meeting DHS and DTMB Security requirements in all environments, including the DDI managed lower environments to the highest environments including Production and Training.
10. Evaluate the DDI Contractor on efforts and results associated with Performance, Volume and Stress Testing, and Interface Testing and Conversion Testing

Services are expected to begin January 19, 2011, although the start date is approximate due to dependence on award of the DDI contract. These services include five (5) Testing Technicians.

The vendor awarded this ReStart contract is prohibited from bidding on any other SACWIS procurement, including participation as either a prime contractor or subcontractor on the

Request for Proposal (RFP) for SACWIS Design, Development, and Implementation (DDI) or any other SACWIS procurement such as Program Management or Independent Verification and Validation (IV&V), except for additional Quality Control service augmentation.

In accordance with Title 45, Code of Federal Regulations (CFR), Part 95 - General Administration—Grant Programs (Public Assistance, Medical Assistance And State Children's Health Insurance Programs), [Subpart F—Automatic Data Processing Equipment and Services—Conditions for Federal Financial Participation \(FFP\)](#), Section § 95.617 Software and ownership rights, (b) Federal License, The Department of Health and Human Services reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government, purposes, such software, modifications, and documentation.

#### B. Background on the work requested

SACWIS compliance is federally mandated and is also required through a court-ordered settlement agreement on children's rights. The SACWIS compliant system will replace a legacy system. The new system is necessary to improve operational efficiency and provide workload relief to caseworkers and administrative support personnel in local DHS offices. Development and implementation of a SACWIS compliant system is of critical importance to the DHS mission to care for the State's most vulnerable citizens.

Quality Control services, encompassing review/inspection of selected deliverables and testing activities, are key components of the State of Michigan strategy.

#### C. Objectives

1. Ensure that the SACWIS system is implemented in a manner that meets federal, state, and court ordered requirements.
2. Ensure that the SACWIS system is implemented in a manner that meets DHS business requirements and DTMB technical requirements.

#### D. Agency technical environment for the work

The Quality Control (QC) contract which is schedule for January 19, 2011, is the beginning of the more technical portion of the QC contract. This portion of the Project includes the build-out of the DDI Contractor infrastructure, which is unknown at this time. In addition to the above project management technical environments described above, the DTMB enterprise environment for the IBM Rational tool suite will be used by the SACWIS Project. During this time five (5) Testing Technicians will be added to the QC resource pool. The Testing Technician will work on day-to-day basis with the Senior Testing Technician. The Testing Technician Senior will report to the QC Project Manager. The Testing Technician Senior functions as the lead for the QC testing team and provides day-to-day direction to the Testing Technicians.

Services must comply with the State Unified Information Technology Environment (SUITE), which encompasses the State's Project Management Methodology (PMM) and Systems Engineering Methodology (SEM).

E. Description of the requested work, including deliverables and knowledge transfer

Quality Control testing services ensure that the computing system operates in a complete and accurate manner and that it satisfies all functional and technical requirements. QC testing services begin with participation in Joint Application Design (JAD) sessions to ensure that the QC testing technicians understand requirements, which serve as the foundation for subsequent testing activities. QC Contractor testing services or deliverables include at a minimum:

1. Attend DDI Contractor deliverable walkthroughs to enhance the completeness of the deliverable
2. Delivery of test scenarios/cases for use in System Test and UAT Environments
3. Input or upload of test scenarios/cases into a selected testing tool or other support tools
4. Delivery and upload of automated testing scripts to a selected automated testing tool(s), activity will be completed at the direction of the DTMB Quality Assurance Lead
5. Document for the DTMB Quality Assurance Lead, how the selected automated testing tools will be integrated into the overall project testing approach
6. Develop and routinely generate (weekly), reports on project compliance with business requirements in System Test and UAT Environments
7. Develop and routinely (weekly) generate reports on DDI testing script execution in System Test and UAT Environments
8. Routinely (weekly) generate a project defect report which logs and tracks, defects in accordance with the SACWIS Defect Severity criteria. Initial defect reporting will begin at the System Test Environment (a.k.a. QAT Environment) for the QC Contractor
9. Provide subject matter expert consultation to the State in applying the project Defect criteria in UAT
10. Document how the QC and DDI contractors have developed a common automated scripting approach thereby providing consistency from the lower development environments to the higher System Test, and UAT Environments, requires DDI and Project Manager signoff
11. Routinely report on the DDI Contractor's Integration and Regression Testing activities in the lower environments, the deliverable report must also describe how the assessment was conducted
12. Periodically (bi-weekly) report on compliance with DHS and DTMB Security requirements in all environments, including the DDI managed lower environments to the highest environments including Production and Training. The report must include how the assessment was conducted.
13. Periodically (bi-weekly) report on the DDI Contractor efforts and results associated with Performance, Volume and Stress Testing, and Interface Testing and Conversion Testing. The report must include how the assessment was conducted.
14. Function as subject matter experts on all aspects of project testing
15. Create and maintain System Test and UAT Testing schedules for the State
16. Review weekly UAT status reports submitted by the DDI vendor and provide a written recommendation to accept or reject

17. Ensure that all testing activities are consistent with SUITE.

F. Any specific regulations, requirements or expertise applicable, including specific background/security checks required.

All QC Contract resources must comply with the project Security Plan which includes background checks, security badge procedures, and foreign network device clearance.

G. Reports required

1. Weekly status report which must include at a minimum:

- Business requirements compliance report
- DDI script execution report
- Defect report
- Integration and Regression Testing activities report  
(additional content and format at the discretion of the SACWIS Project Manager)

2. Bi-Weekly status report which must include at a minimum:

- Security requirements compliance report
- Performance, Volume and Stress Testing, Interface Testing and Conversion report

H. Location where the work is to be performed

Grand Tower Bldg.  
235 S. Grand Ave  
Lansing, MI 48909;

Or other office building in downtown Lansing, Michigan.

I. Hours

Business Hours M-F, 8-5  
Days and times may vary

J. State's contract/project manager for the contract is the DHS SACWIS Manager Laurie Johnson.

K. The numbers of personnel by skill set (classification)

Five (5) Testing Technicians

***TECHNICAL SPECIALIST***

**Testing Technician**

The Testing Technician must be able to execute testing quality initiatives with a very strong understanding of IT testing approaches, techniques, environment management, and automated testing tools. The Testing Technician must have practical and day-to-day operational knowledge of automated testing tools such as, Mercury Load Runner, Quality Center, IBM

Rational tool set, or similar testing tool products. The Testing Technician must be able to develop test scenarios, develop test scripts, execute test scripts, review and evaluate test scripts. The Testing Technician must be able to participate in Joint Applications Development (JADs) sessions and associate business requirements to test scenarios and test scripting. The testing technician must be able to evaluate and provide recommendations to the Senior Testing Technician on compliance with business requirements and defect severity ratings. The Testing Technician must evaluate, recommend, and implement automated test tools and strategies. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports.

Testing Technician must have 1-7 years of experience in the field or in a related area. The Testing Technician must be familiar with standard concepts, practices, and procedures within the IT testing and quality fields. The Testing Technician must have experience and good judgment to plan and accomplish project testing goals. The Testing Technician must be amenable to supervision by the Senior Testing Technician and QC Project Manager. A certain degree of creativity and latitude is required. The QC Testing Technician will report to the QC Testing Technician Senior.

**SECTION IV  
INFORMATION REQUIRED FROM BIDDERS**

**IV-A. SECTION IV INFORMATION REQUIRED**

1. Name and date of availability of the candidate.

Staffing for this contract will begin on or about January 19, 2011, and requests five (5) Testing Technicians.

2. The resume(s) of the actual individual(s) proposed

Resumes of actual individuals proposed must be attached.

3. The results of two reference checks that the Contractor has performed on the proposed individual, including the names and telephone numbers of the references themselves. At least one of these reference checks must be from a supervisor.

4. The results of a criminal background check and any additional screening required by a specific work statement to meet agency requirements upon award.

5. Verification of a candidate's permission to work in the United States.

6. Payment Rate for each resume submitted. Payment rates may not exceed the rates in the Contract. However, the Payment rates may be less, depending on the State's requirements, nature of the job market, and candidate's abilities.

7. A signed commitment letter from the individual referencing the SOW number, with the candidate's name, signature, and date. Blanket commitment letters for all ITB's will not be accepted.

8. During the response period, the Contractor may request any clarification needed on the Statement of Work.

**IV-B ADDITIONAL INFORMATION AND COMMENTS**

Include any other information that is believed to be pertinent but not specifically asked for elsewhere.

**IV-C PRICE PROPOSAL**

1. All rates quoted in bidder's response to this ITB will be firm for the duration of the contract. No price changes will be permitted.

2. Pricing

Classification/skill set: Testing Technician  
Hourly/Monthly Rate: \$55.00

3. Independent Price Determination. Include a statement substantially as follows:

"This cost and price analysis is submitted in full compliance with the provisions of the paragraph titled 'Independent Price Determination' in Part I of the ITB to which this proposal is a response."

#### **IV-D PROPOSAL SUBMITTAL**

Submit 2 copies of each qualified name and resume and Price Proposal in accordance with the following instructions:

1. SEALED BIDS (PROPOSALS) MUST BE RECEIVED AT PURCHASING OPERATIONS AND TIME-STAMPED BY PURCHASING OPERATIONS NOT LATER THAN 3:00 P.M. ON THE DUE DATE AS INDICATED at the beginning of this ITB.
2. Submit with your proposal a signed cover letter with the company name, vendor ID number, and ITB number and INSERT IT IN YOUR SEPARATE SEALED PRICE PROPOSAL BEFORE SUBMITTAL.

BIDDERS ARE RESPONSIBLE FOR ASSURING THAT THE FOLLOWING IDENTIFYING INFORMATION APPEARS ON THE OUTSIDE ENVELOPE: "Sealed Bid" notation, bid number, company or organization name, bidder number, date due, and time due. If a delivery service is used which prohibits such markings on their envelope or package, this information must be placed on the outside of an interior envelope or package.

Purchasing Operations address for proposals submitted by CONTRACT CARRIER, COURIER DELIVERY, or PERSONAL DELIVERY, is:

State of Michigan  
Department of Management and Budget  
Purchasing Operations  
2nd Floor, Mason Building  
530 West Allegan Street  
Lansing, Michigan 48933

Proposals submitted through the U.S. POSTAL SERVICE should be addressed as follows:

State of Michigan  
Department of Management and Budget  
Purchasing Operations  
Post Office Box #30152  
Lansing, Michigan 48909