

State of Minnesota



MINNESOTA STATE RETIREMENT SYSTEM (MSRS)



Quick Call for Proposals (“Quick Call”)

Request for Proposal (RFP)

Consulting Support Services for Microsoft Dynamics Great Plains

- Responses must be received not later than 3:00 PM, Central Standard Time (CST), January 28, 2021
- Late responses will not be considered

SPECIAL NOTICE: This Quick Call for Proposals does not obligate the State of Minnesota or MSRS to award a contract or complete the proposed program, and the State reserves the right to cancel this solicitation if it is considered in its best interest.

Quick Call for Proposals

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SECTION 1 – INSTRUCTIONS TO RESPONDERS

Steps for Completing Your Response	Follow the steps below to complete your response to this Quick Call: Step 1: Read the solicitation document and ask questions, if any Step 2: Write your response Step 3: Sign and submit your response
Incomplete Submittals	A proposal must be submitted along with any required additional documents. Incomplete proposals that materially deviate from the required format and content may be rejected.

STEP 1 – READ THE SOLICITATION DOCUMENT & ASK QUESTIONS, IF ANY

How to Ask Questions	The contact person for questions is: Kris Wenner, Contracts Manager kris.wenner@msrs.us
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Questions must be emailed to the contact person by 3:00 PM CST, January 22, 2021. MSRS anticipates that the answers to questions will be provided at <https://www.msrs.state.mn.us/vendors> under Current MSRS Opportunities by January 26, 2021. **Other personnel are not authorized to answer questions regarding this Quick Call.**

STEP 2 – WRITE YOUR RESPONSE

Quick Call for Proposals	The Quick Call starts on Section 3. Insert your response to the questions as asked or provide content as requested. By signing this response, your firm is making a legal, binding offer for a contract to provide services to the State of Minnesota.
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STEP 3 – SIGN & SUBMIT YOUR RESPONSE

Where to Send Your Response	You may mail your response to: Minnesota State Retirement System Kris Wenner, Contracts Manager 60 Empire Dr., #300 St. Paul, MN 55103 Provide one copy of the cost detail in a separately sealed envelope clearly marked on the outside “Cost Detail” along with the responder’s name. <i>Optional</i> Cost Proposal should be separate from the response. Email is the preferred method of receiving responses. Subject Line of Email to read “RFP 70; responder’s name” Send Cost Detail and Optional Cost Proposals as separate attached documents to one email: kris.wenner@msrs.us Fax responses will not be accepted. All costs incurred in responding to this RFP will be borne by the Responder.
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Response Submission Deadline

Responders may choose to mail or email their response. Mailed responses must be received no later than **3:00 PM, CST, January 28, 2021**, as indicated by a notation made by the MSRS Front Desk receptionist; emailed responses must be received by the same date and time at: kris.wenner@msrs.us

Late responses will not be considered. Responses received after End Date above will not be considered, even if errors or delays were caused by issues outside of responders' control.

SECTION 2 – QUICK CALL PROJECT INFORMATION

A. Description of Project

Contractor to provide MSRS with technical support services for the Microsoft Dynamics GP Software.

Anticipated Term of Contract

The term of this contract will be two years, beginning February 16, 2021, with the option to extend for a total of five (5) years in one year increments.

Background

MSRS is the administrator of a multiple-employer public employee retirement system. The system consists of five defined benefit funds and four defined contribution funds, each with their own financial statements. The defined benefit funds provide retirement, survivor, and disability benefit coverage for Minnesota state employees, as well as non-instructional employees at the University of Minnesota, and other metropolitan agency employees. MSRS defined benefit members include nearly 55,000 active employees, and benefits are paid to over 40,000 retirees, survivors, and disabled members. A third-party administrator provides recordkeeping services for the defined contribution funds, which in total include over 187,000 member accounts with balances.

The MSRS Finance Division uses Microsoft Dynamics GP for a single point of entry for financial transactions, integrating it with both the MSRS' retirement benefit and accounting system ("Aurora") – a Java application supported on a DB2 Database – and the State of Minnesota's Statewide Integrated Financial Tools ("SWIFT"), which is a PeopleSoft/Oracle application. MSRS follows the Microsoft Lifecycle for updates to Microsoft Dynamics through service packs.

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B. Scope of Work

The objective for this project is to assist in providing service on an as needed, hourly basis.

Ongoing Support

Contractor will provide MSRS with technical support services for the Microsoft Dynamics GP Software. Live support will be delivered via phone or delivered virtually using WebEx or Zoom. The Contractor must be available during business hours of 8:00 AM to 4:30 PM CST.

MSRS business hours are 8:00 AM to 4:30 PM, Monday through Friday, excluding the State Holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day after Thanksgiving, and Christmas Day.

Support services may include the following:

- Assistance with errors and resolving those errors
- Integration issues
- Data entry problems and general questions regarding how to enter data properly
- Questions about creating and running reports
- SmartList questions
- Server connectivity issues
- Batch posting problems
- Questions about how to process transactions
- Applying hot fixes when bugs are discovered

Support must be available via phone, virtual, email, and remote desktop support, at a minimum. Within hours of operation, the Contractor will respond to MSRS inquiries within two hours. The Contractor will, upon request by MSRS and subject to MSRS' security requirements, access the MSRS system via internet technologies (WebEx, Zoom, Citrix, VPN, remote desktop), diagnose the source of MSRS identified problems with the Software, and help resolve them.

Contractor will work closely with MSRS staff persons and consult with its partners, including Minnesota Management and Budget (MMB), and Minnesota Department of Administration: Materials Management Division (MMD).

Invoicing/Payments

Summary type invoicing must be provided electronically and include these fields:

- Purchase Order Number
- Invoice Number
- MSRS Authorized Representative
- Date and description of service

Invoices will be provided to the MSRS by the Contract Vendor no more frequent than on a monthly basis and shall be submitted by e-mail to msrs_ap@msrs.us

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Responders are encouraged to propose additional tasks or activities if they will substantially improve the results of the project. **These items must be separated from the required items on the Cost Proposal (See Section 4).**

C. Minimum Qualifications Required (Pass/Fail)

Complete response must be received by **3:00 PM, CST, January 28, 2021**. Responder must have a current Microsoft "Customer Source" account to have the ability to download Dynamics GP from Microsoft.

D. Response Evaluation

Responses will first be reviewed to confirm compliance with the minimum qualifications identified above. Passing responses that meet all the minimum qualifications will be further evaluated in accordance with the following:

Factors	Percentage
Qualifications	35%
Approach to Project	35%
Cost *	30%

*Proposals will be evaluated on "best value". The cost proposal will not be opened by the review committee until after the qualifications points are awarded.

All responses received by the deadline will be evaluated by representatives of the MSRS. Proposals will first be reviewed for responsiveness to determine if the minimum requirements have been met. Proposals that fail to meet minimum requirements will not advance to the next phase of the evaluation. The State reserves the right, based on the scores of the proposals, to create a short-listing of vendors who have received the highest scores to interview, or conduct demonstrations/presentations. The state reserves the right to seek best and final offers from one or more Responders.

SECTION 3 – VENDOR RESPONSE

INSTRUCTIONS: Fill in the information requested below.

1. Responder Contact Information

Company's Full Legal Name:	
Business Address:	
Contact Person's Name:	
Telephone Number:	
E-Mail Address	

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2. Qualifications

Describe the company background. Detail the experience and qualifications of all personnel proposed to work on the project. Responder should provide an outline of background and number of years of experience with examples of similar work done for MSRS. Knowledge of MSRS Operations with a minimum of (5) five years providing support for Microsoft Dynamics GP Software is preferred.

3. Approach to Project

Describe your overall approach to the work. How will you accomplish the goals of the project? Who will do the work? What are the timelines and final deliverables?

4. Alterations or Additions to the State's Quick Call Terms & Conditions

If you wish to take an exception to the State's Quick Call Terms and Conditions (see Section 5), please indicate that below and attach any appropriate documentation.

None

See attached document detailing proposed alterations and/or additions to the State's Quick Call terms and conditions.

SECTION 4 – COST PROPOSAL

Follow the instructions below when completing your Cost Proposal.

Responder must submit a cost proposal that details a list of all deliverables and a corresponding cost for the performance of each deliverable. Detail the number of hours estimated to complete each deliverable and all hourly rates utilized and calculate the total of each deliverable.

Cost Proposal

	Deliverable/Description	Hourly Rate	Total
1	Dynamics GP Support		
2	Training and troubleshooting with MSRS IT Operations		
	TOTALS		

Responders are may propose additional tasks or activities if they will substantially improve the results of this contract. Describe additional work and list hours/fees.

Optional Cost Proposal

	Deliverable/Description	Hourly Rate	Total
1	<i>Other (describe)</i>		
2			
3			
	TOTALS		

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SECTION 5 – RESPONDER CERTIFICATIONS

Responder must check each box to certify to the conditions required under this Quick Call. Please note that some certifications may require the submission of additional information. Sign below to finalize response.

A. Required

- I have read and am aware of the **State’s Quick Call terms and conditions**, which is available at www.mmd.admin.state.mn.us/pdf/Quick%20Call%20T&C.pdf
- I have read and am aware of the **State’s contract terms and conditions**, which can be found in the sample contract at www.mmd.admin.state.mn.us/pdf/samplecontract.pdf.

- Noncollusion Affirmation.** I certify
 - That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation).
 - That the proposal submitted in response to the Quick Call has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment, or services described in the Quick Call, designed to limit fair and open competition.
 - That the contents of the proposal have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the proposals.

- That I am fully informed regarding the accuracy of the statements made in the proposal.

If Applicable

- I am a **certified veteran-owned business**, in accordance with Minn. Stat. § 16C.16, subd. 6a and § 16C.19 (d). The eligibility criteria are available at www.mmd.admin.state.mn.us/pdf/Quick%20Call%20T&C.pdf.
- I am a **resident vendor**, in accordance with 2013 Minn. Laws, Chapter 142, Article 3, Sec. 16. The eligibility criteria are available at www.mmd.admin.state.mn.us/pdf/Quick%20Call%20T&C.pdf.

By signing here, I warrant that the information provided in this proposal is true, correct, and reliable for purposes of evaluation for potential contract award. The submission of inaccurate or misleading information may be grounds for disqualification from contract award and may subject me/my company to suspension or debarment proceedings, as well as other remedies available to the State, by law.

Signature

Title

Date