Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to an RFO. Vendor is responsible for reading all addenda associated with the RFO.

**IT Professional Technical Services**

**SITE Program**

**T#:14ATM**

**Request for Offers (RFO) For Technology Services Issued By**

**MN IT Services @DHS**

**Project Title:** Oracle Enterprise Manager (OEM) Cloud Control Implementation

**Category:** Architecture

**Seeking a single vendor to provide one or more resources (as many or as few resources as are necessary) to complete the project. All proposed resource(s) must fall under the Architecture category.**

**Business Need**

Minnesota IT Services is issuing this Request for Offers (RFO) to procure Oracle Enterprise Manager (OEM) Cloud Control administration services to support the Department of Human Services system modernization efforts. This includes installing, implementing and supporting Oracle Enterprise Manager (OEM) Cloud Control, Maximum Availability Architecture (MMA) Level 3 configurations (medium sizing) to ensure efficient, secure and manageable Oracle database environments and systems.

The contracted resource(s) will work closely with state staff and other contracted resources to ensure systems modernization efforts are completed accurately and on time.

It is the ongoing commitment of Minnesota IT Services to provide technology solutions that are reliable and flexible enough to meet fluctuating customer demand and increasing expectation of 24 x 7 x 365 system availability, all while decreasing ongoing support expenses.

This project will be completed in five overall phases as outlined in the Project Deliverables section, below.

**Project Deliverables**

The selected contractor will be expected to produce the following deliverables by phase and will be deemed successful once the deliverables by phase have been met and approved by the state.

**Phase 1: Prepare for installation**
• Gather and document requirements for the overall OEM architecture and implementation, working closely with state Oracle Architecture and Lead DB team.
• Develop and document project plan.
• Implement, validate and document network requirements. DHS has a highly complex network environment which includes numerous network subnets and a highly secure, multi-layered firewall environment.
• Provide knowledge transfer of Phase 1 to state staff or other contracted resources as directed.

Phase 2: Install primary Oracle Enterprise Management (OEM) Service
• Coordinate and implement OEM software install and initial configuration based on Oracle Maximum Availability Architecture - Level 3 (medium sizing).
• Implement and configure Oracle BI Publisher.
• Develop and document a back-up and recovery process.
• Configure software library.
• Manage plug-ins.
• Document the final OEM configuration.
• Provide knowledge transfer of Phase 2 to state staff or other contracted resources as directed.

Phase 3: Implement & document OEM security
• Deploy using Enterprise Active Directory.
• Deploy valid certificates.
• Create and document groups, roles, and templates.
• Provide knowledge transfer of Phase 3 to state staff or other contracted resources as directed.

Phase 4: Configure Oracle Resource Management
• Create targets including Oracle Engineered Systems Exadata’s, Big Data Appliance, Mini-cluster, ZFS, Zero Data Loss Recovery Appliance along with databases, application servers, Audit Vault Database Firewall (AVDB) appliances, listeners, Automatic Storage Management (ASM) Cluster Readiness Services (ARS).
• Document a repeatable process for adding new targets.
• Create and document custom EMCLI scripts for resource management.
• Implement and document monitoring templates and threshold management.
• Develop and document incident and event management protocols for operational support.
• Implement and document a paging system that complies with MN.IT architecture.
• Implement and document a custom notification schedule.
• Provide knowledge transfer of Phase 4 to state staff or other contracted resources as directed.

Phase 5: Final validation of OEM functionality
• Work with state staff to test and validate:
  o Oracle database patching;
  o OEM patching, including Oracle Management System and agents;
  o Data Guard set-ups;
  o Back-up and restore of targets;
  o Cloning;
  o Snapshots; and
  o Blackouts.
Payment will be made at the end of each phase once the State has accepted the deliverables for that phase of work.

Estimated Project Milestones and Schedule
- Anticipated Engagement Start Date: 7/12/2017
- Anticipated Engagement End Date: Project duration will be no longer than 8 months, but could be less depending on the selected vendor’s proposed timeline per their Project Approach, subject to approval by the State.

The State will retain the option to extend the work order in increments determined by the State.

Project Environment
The resource(s) will need to interface with a variety of individuals both on the project team and outside the project team that may have a vested interest and can offer information pertaining to the project including:
- Project Managers;
- Database Administrators;
- System Architects;
- Minnesota IT employees and contractors; and
- External vendors.

Systems include:
- OEM 13c;
- Solaris, Windows and Linux platforms;
- SPARC, X86-64;
- VMWare;
- Oracle Zones and LDoMS; and

Project Requirements
- All work will be performed at DHS offices in St. Paul, Minnesota, unless otherwise approved by DHS.
- Work must comply with the Statewide Enterprise Architecture.
- Work must comply with the State’s Enterprise Security Policy and Standards.
- Work must comply with Statewide Project Management Methodology.
- Work must comply with applicable industry/agency standards.
- Resource(s) must be able to work independently, with little or no supervision.
- Resource(s) must be able to drive to resolution in situations with high ambiguity and confusion.
- Must be able to work a flexible work schedule; nights, weekends and holidays.

Responsibilities Expected of the Selected Vendor
The selected vendor will be required to:
- Provide weekly project status updates;
- Provide knowledge transfer and product documentation; and
- Provide input and track against the project work plan.
Mandatory Qualifications
At a minimum, all of the resources proposed by a responder must each individually meet the following mandatory qualifications. Proposals that do not clearly demonstrate that these mandatory qualifications are met will not be considered under this RFO.

- While this engagement will be deliverable-based, the vendor must propose an hourly rate for each resource that does not exceed vendor’s Maximum Hourly Rate for the Architecture SITE category. (See Cost Proposal instructions, below.)
- 3 engagements installing and implementing Oracle Enterprise Manager Cloud Control, Level 3.
- 4 years of experience managing Oracle Enterprise Manager, with 2 years experience in OEM version 12c.
- 5 years of combined experience administering large (multi-Terabyte), 24x7 uptime Oracle databases as a systems or infrastructure DBA.
- 5 years experience working with Oracle databases in a UNIX/Linux environment.
- 5 years experience with Oracle Database Performance Diagnostic at both the SQL and system levels. (Must have 5 years experience at the SQL level and 5 years experience at the system level.)

Desired Skills
Responders that meet the Mandatory Qualifications will be evaluated on the following Desired Skills. Responder should demonstrate in its proposal the length, depth, and applicability of the proposed resource(s)’ prior experience in the desired skills below.

- Experience with UNIX Shell Scripting, Perl. EMCLI, Jython, Python, Mammoth and JSON.
- Experience with LDAP, Active Directory and Kerberos.
- Experience with Oracle Business Intelligence or other reporting or analytical software.
- Experience working on multiple projects with changing priorities.
- Experience with data analysis, database design, and relational database structure to support web-based applications.
- Experience with overall data processing hardware and software concepts.
- Experience with Oracle Engineered Systems (i.e. Exadata, BDA ZFS etc.)
- Bachelor’s degree in Information Technology.
- Relevant industry accepted certification(s).

Process Schedule

<table>
<thead>
<tr>
<th>Process Milestone</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline for Questions</td>
<td>5/30/2017, 2:00 pm CDT</td>
</tr>
<tr>
<td>Anticipated Responses to Questions Posted</td>
<td>6/2/2017</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>6/8/2017, 2:00 pm CDT</td>
</tr>
<tr>
<td>Anticipated proposal evaluation complete</td>
<td>7/5/2017</td>
</tr>
<tr>
<td>Anticipated work order start</td>
<td>7/12/2017</td>
</tr>
</tbody>
</table>

Questions
Any questions regarding this Request for Offers must be submitted via e-mail according to the date and time listed in the Process Schedule to:

Name: Robin Wegener, Contract Manager, MN.IT Central
Email Address: mnitcontracts@state.mn.us
Subject line should read: [Vendor Name] RFO0233 OEM Cloud Control Questions

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website according to the Process Schedule above.

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

RFO Evaluation Process

The Responders’ proposals will be evaluated on the following components:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weight</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory Qualifications</td>
<td>Pass/Fail</td>
<td></td>
</tr>
<tr>
<td>Desired Skills</td>
<td>40%</td>
<td>40</td>
</tr>
<tr>
<td>Project approach</td>
<td>30%</td>
<td>30</td>
</tr>
<tr>
<td>Cost</td>
<td>30%</td>
<td>30</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
<td>100</td>
</tr>
</tbody>
</table>

The State reserves the right to interview any or all proposed resource(s). Phone or video interviews will be permitted. In the event interviews are conducted, technical scores may be adjusted based on additional information derived during the interview process. The State further reserves the right to remove a proposal from consideration if the resource(s) are unavailable for interview as requested by the State.

The State also reserves the right to contact proposed resources’ references and to adjust technical scores based on additional information derived from the reference checks.

Evaluation of Cost Proposals

Cost will be evaluated based on the bottom-line total cost submitted by the Responder. The Proposal with the lowest bottom-line total cost will receive 100% of the available points. The other Proposals will receive points using the following formula:

\[
\text{Points Awarded} = \frac{\text{Lowest Proposed Total Cost}}{\text{Responder’s Proposed Total Cost}} \times \text{Maximum Points}
\]

**EXAMPLE:** (Using 30 points as maximum): If Responder A submitted the lowest total cost of $100,000, and Responder B submitted a total cost of $117,000, Responder A would receive 30 points and Responder B would receive 25.64 points \((100,000 \div 117,000 \times 30 = 25.64)\)
This Request for Offers does not obligate the State to award a work order or complete the assignment, and the State reserves the right to cancel the solicitation if it is considered to be in its best interest. The State reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. Cover Page
   - Master Contractor Name
   - Master Contractor Address
   - Contact Name for Master Contractor
   - Contact Name’s direct phone/cell phone (if applicable)
   - Contact Name’s email address
   - Resource(s) Name(s) being submitted

2. Project Approach

   Based on your company’s experience, please describe in detail:
   - The project approach that will be used to complete the deliverables, including the timeline for each deliverable and for the overall project.
   - The resource(s) to be assigned to the project and their role(s) in the project.
   - Contingency staffing plan that demonstrates responder’s capacity to maintain the quality of the project throughout the life of the contract.

3. Overall Experience:
   A. Mandatory Qualifications. Responder must establish that it meets the mandatory qualifications under this RFO by attaching resume(s) identifying the companies and contacts where its resource(s) have demonstrated the mandatory qualifications. (Be certain that the resume(s) have dates of work including months and years and notes whether the resource was an employee or consultant.) If pass/fail requirements are not met by all resource(s) submitted by a Responder, the State will discontinue further scoring of that proposal. You must copy the chart below for EACH proposed resource and insert it into your proposal with information filled out to indicate how the proposed resource satisfies each mandatory qualification.

   B. Desired Skills. Responders should demonstrate the length, depth, and applicability of the proposed resource(s)’ prior experience pertaining to the Desired Skills. Responders should attach resume(s) identifying the desired skills, including companies and contacts where the resource(s) have demonstrated the desired skills described in this RFO. (Be certain that the resume(s) have dates of work including months and years and notes whether the resource was an employee or consultant.) Points will be awarded based on the extent to which the resource(s) have the desired skills. You must copy the chart below for EACH proposed resource and insert it into your proposal with information filled out to indicate the extent to which Responder satisfies each desired skill.
<table>
<thead>
<tr>
<th>RESPONSE MATRIX</th>
<th>Resource Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>MANDATORY QUALIFICATIONS:</td>
<td>Thoroughly describe, from the resumes or other documentation, how the Responder meets the Mandatory Qualifications. Include company names and dates of work including months and years. (Yes/No is not sufficient)</td>
</tr>
<tr>
<td>3 engagements installing and implementing Oracle Enterprise Manager Cloud Control, Level 3.</td>
<td></td>
</tr>
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<td>4 years of experience managing Oracle Enterprise Manager, with 2 years experience in OEM version 12c.</td>
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<td></td>
</tr>
<tr>
<td>If resource being submitted is working under a subcontract agreement, responder must identify each subcontractor</td>
<td></td>
</tr>
<tr>
<td>DESIRED SKILLS:</td>
<td>Thoroughly describe, from the resume or other documentation, how the Responder meets the Desired Skills. Include company names and dates of work including months and years. (Yes/No is not sufficient)</td>
</tr>
<tr>
<td>Experience with UNIX Shell Scripting, Perl. EMCLI, Jython, Python, Mammoth and JSON.</td>
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</tr>
<tr>
<td>Relevant industry accepted certification(s).</td>
<td></td>
</tr>
</tbody>
</table>
At any time during the evaluation phases, the State may contact a vendor for additional or missing information, or for clarification of the Response. However, the State does not guarantee that it will request information or clarification outside the submitted written response. To avoid the possibility of failing the evaluation phase or of receiving a low score due to inadequate information, it is important that the vendor submits a complete Response and fully meets all requirements.

C. References. Provide the name of one (1) reference for each proposed resource who can speak to the resource’s work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project the resource completed.


This is a fixed bid project. The cost proposal must include:

- A proposed cost for each of the five Phases of deliverables as set forth in the Project Deliverables section of this RFO (above). The proposed cost for each Phase must be broken down with the name(s) of the resource(s), the estimated number of hours that will be required from each resource for completion of the Phase, and the proposed hourly rate for each resource.
- A bottom-line total cost for completion of the entire project. (This should be the sum of the costs for the individual Phases.)
- The following chart, filled out with the high-level cost information as indicated. (This chart is meant to summarize the Phase costs and should not include the breakdown into resource / hours / rate as requested above. That information should be provided elsewhere in the Cost Proposal.)

<table>
<thead>
<tr>
<th>Phase</th>
<th>Total Cost for Phase ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1: Prepare for installation</td>
<td></td>
</tr>
<tr>
<td>Phase 2: Install primary Oracle Enterprise Management (OEM) Service</td>
<td></td>
</tr>
<tr>
<td>Phase 3: Implement &amp; document OEM security</td>
<td></td>
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<tr>
<td>Phase 4: Configure Oracle Resource Management</td>
<td></td>
</tr>
<tr>
<td>Phase 5: Final validation of OEM functionality</td>
<td></td>
</tr>
<tr>
<td><strong>Bottom-Line TOTAL PROJECT COST (sum of all of the above costs for the individual Phases)</strong></td>
<td></td>
</tr>
</tbody>
</table>

Costs must be all-inclusive, i.e., any travel, living, or other expenses must be pre-factored into the above costs.

Please do not submit cost alternatives or ranges as the State requires singular costs in order to make a fair comparison of costs between the responders. If, despite this directive, costs alternatives or ranges are provided, the State will utilize the highest cost alternative and/or the highest cost in the range for purposes of cost scoring.
5. **Additional Statement and forms.** Responders must complete and submit the following forms, if applicable, in response to this RFO:

   A. **Conflict of interest statement as it relates to this project**

   B. **Affirmative Action Certificate of Compliance** (required if vendor proposal exceeds $100,000, including extension options)

   C. **Equal Pay Certificate** (required if vendor proposal exceeds $500,000, including extension options)

   D. **Affidavit of non-collusion**

   E. **Certification Regarding Lobbying** (required if vendor proposal exceeds $100,000, including extension options)

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

**Proposal Submission Instructions**

- Each vendor is limited to the submission of one (1) proposal in response to this RFO. The vendor’s proposed team may be comprised of as many or as few resources as are necessary to complete the project.

- Responses must be submitted via e-mail to:
  - Robin Wegener, Contract Manager, MN.IT Central
  - mnitcontracts@state.mn.us
  - Email subject line must read: [Vendor Name] RF00233 OEM Cloud Control Response
  - Submissions are due according to the Process Schedule previously listed.

- The e-mailed response should contain three (3) attached .pdf files:
  - One (1) containing the cover page, Project Approach, resume(s), completed Mandatory Qualifications and Desired Skills Response Matrix(s), and references, labeled “Response”.
  - One (1) containing only the cost proposal, labeled “Cost Proposal”.
  - One (1) containing all other supporting documentation (i.e., additional forms/statements), labeled “Supporting Documentation”.

- All responses are time and date stamped by the State’s email system when they are received. Responses received after Proposals Due Date above will not be considered. The State shall not be responsible for any errors or delays caused by technology-related issues, even if they are caused by the State.

- Vendor must copy MNIT.SITE@state.mn.us on any responses submitted for this RFO. Vendors that do not intend to submit a proposal must send an email notification of a no-bid on the request to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.

**GENERAL REQUIREMENTS**
Proposal Contents
By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification
In the performance of this Contract by Contractor, or Contractor’s agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and its employees, from any claims or causes of action, including attorney’s fees incurred by the State, to the extent caused by the Contractor’s:

- Intentional, willful, or negligent acts or omissions; or
- Actions that give rise to strict liability; or
- Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State’s sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State’s failure to fulfill its obligation under this Contract.

Disposition of Responses
All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State’s award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest
Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict. The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest.

An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor’s objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration’s Office of State Procurement (“OSP”) which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at
its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to OSP, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms “contract,” “contractor,” and “contracting officer” modified appropriately to preserve the State’s rights.

**IT Accessibility Standards**

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at [http://mn.gov/mnit/programs/policies/accessibility/](http://mn.gov/mnit/programs/policies/accessibility/).

**Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Office of State Procurement prior to the solicitation opening date and time. For information regarding certification, contact the Office of State Procurement Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

**Veteran-Owned Small Business Preference**

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans. A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Office of State Procurement as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded the preference.

**Work Force Certification**

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

**Equal Pay Certification**

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