

**IT Professional Technical Services
Master Contract Program
T#902TS**

Statement of Work (SOW) For Technology Services

Issued By

**Minnesota Department of Human Services
Office of Enterprise Architecture / Technology**

Project Name

DHS Enterprise Systems Modernization

Responders **MUST** be approved in two or more of the following service categories

Architecture Planning & Assessment – Business; Architecture Planning & Assessment – Technical; Analyst - Risk Assessment; Project Management

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Business Need

Background

The Minnesota Department of Human Services (DHS) administers and supervises a variety of health care and social service programs intended to improve people's health and well-being and help people live as independently as possible. Programs include:

- health care, including services for people with mental illness, chemical dependency, and physical or developmental disabilities
- long term care and waived services
- economic support for struggling families
- child support enforcement
- child care assistance
- child welfare services
- food support
- direct services through regional offices for persons who are deaf or hard of hearing
- and many other services¹

Minnesota is a state-supervised, county-administered human services system. Eighty-seven counties, organized into eighty-four separate administrations provide services to people within their jurisdiction. Minnesota also has eleven tribes that also provide services, including some tribes who administer programs in lieu of the county. County and tribal revenues fund a portion of the services provided to citizens.

DHS' largest financial responsibility is to provide health care coverage for low-income Minnesotans. DHS is currently partnered with the Minnesota Department of Commerce to implement the Minnesota Health Insurance Exchange (the Exchange) from which Minnesotans may purchase health insurance eligible for federal subsidies, and for individuals and employees purchasing private policies. The Exchange will also be responsible for some Medicaid eligibility determination. Once implemented, the Exchange will need to interact with DHS technologies to provide a seamless experience for users. DHS intends to modernize many components of its collection of legacy systems in conjunction with the implementation of the Exchange, ensuring continuity between systems.

DHS has a vision for an "Integrated Human Services Delivery System" or integrated set of system functions that support the services DHS provides to the citizens of Minnesota.

The Integrated Human Services Delivery System will integrate functions across DHS programs and services, including services delivered through the Exchange, and will offer its users a twenty-first century online experience by which people, policy, processes and technologies align to support the Department's goals of innovation through redesigning its care delivery system, providing smart care that keeps people healthy, and reducing fraud, waste and abuse as described in its objectives in *Framework for the Future : 2012*²

- Creating a new partnership model with counties and tribes
- Using technology to increase our outreach through online applications, a new website and e-licensing initiatives
- Developing integrated services through smarter use of technology
- Increasing access to affordable health care, and

¹ See Appendix A for complete list of DHS programs and descriptions, abbreviations, and number of recipients

² <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-6464-ENG>

- Creating new enforcement tools

Additionally, the legislature mandated simplification of eligibility and enrollment processes, including an integrated service delivery system for health care programs, food support, cash assistance, and child care.³ A final report, including an implementation plan, was delivered to the legislature in January 2012. DHS must now partner with counties, OET, other state agencies, and service partners, to develop an integrated service delivery framework. The first annual report detailing specific implementation progress to the legislature is due on May 15, 2012.

DHS will require major modernization and restructuring of its information technology platforms and enhancing of staff expertise in the new technologies to achieve service delivery transformation. DHS needs to move to a shared, integrated data and service environment and must sustain its mission critical systems to continue its day-to-day business operations while preparing for the new environment.

DHS' overall systems modernization strategy should transform its legacy (siloes) systems in a way that will allow DHS to:

- Take a people-centered, holistic approach to service delivery.
- Increase agility, time to market, and accuracy in modifying our systems to meet business needs.
- Enhance and simplify user interfaces.
- Emphasize web delivery so clients and service delivery partners (counties, tribal organizations, navigators, and community-based organizations) have a positive user experience.
- Share a common framework for DHS systems.
- Share common tool-sets for system development and maintenance.
- Maximize the use of staff resources.
- Carry out and deliver the priorities of the Department.
- Build common services.
- Reduce the siloes approach to automation that has constrained our ability to use data to make business decisions across the program areas.
- Generate data that supports program evaluation.
- Inform and facilitate ongoing improvements in program delivery and outcomes across the agency.
- Manage our systems in a cost-effective and efficient way.
- Ensure data privacy and security.
- Reduce fraud and abuse.
- Provide functional interoperability and a 21st Century user experience.

Project Deliverables

DHS seeks a qualified vendor, supported by DHS staff, to create SIX key deliverables:

1. An overall strategy and plan of action (transformation roadmap) that will result in:
 - Modernizing Minnesota's eligibility determination systems for our health care programs for low-income individuals
 - Aligning, as appropriate, all impacted systems with the Exchange
 - Aligning, as appropriate, with other systems modernization efforts that may or may not be currently funded such as those found in the Joint Advance Planning Document (APD)

³ Laws of Minnesota 2011, First Special Session, Chapter 9, Article 9, Sec. 17

- Determining the initial and ongoing impact of the Exchange on all areas of the human services delivery system
- Increasing DHS' Medicaid Information Technology Architecture (MITA) maturity level
- Aligning and modernizing, through significant upgrades or replacement, the systems supporting our other eligibility programs, including but not limited to Supplemental Nutrition Assistance Program (SNAP), and Minnesota Family Investment Program (MFIP- federal TANF)
- Aligning and modernizing, through significant upgrades or replacement, our child support enforcement system
- Aligning and modernizing, through significant upgrades or replacement, our child welfare system

And, where the outcomes of the transformation are:

- People-centered service delivery
- Client/partner self-service capabilities
- Systems that support the DHS mission
- Alignment with the Exchange
- Cost savings/avoidance
- Efficient use of resources
- Ability to easily align technology direction with business direction
- Modularity, interoperability, and agility of DHS systems
- Business rules transparency
- Decreased system implementation time for business requirements
- Improved customer service and program integrity
- Ability to continually modify, enhance and replace system components
- Improved ability to report on business performance standards
- Ability to evaluate systems performance across the enterprise
- Open, reusable system architecture
- Compliance with Federal requirements, including the Affordable Care Act (ACA) and the Enhanced Funding Requirements: Seven Conditions and Standards of the Centers for Medicare and Medicaid Services (CMS), any related CMS certification requirements
- Alignment with industry standards.
- System solutions that leverage and reuse components and technologies

The selected vendor's approach to development of the transformation roadmap should feature industry best practices and methodologies across the breadth of the required deliverables. Our current short-term need is to continue the planning efforts that have been started. Each of our systems has a modernization plan in process, but we recognize that the modernization activities as currently defined will not allow us to meet most of the needs outlined above.

The transformation roadmap must include:

- Defined strategy for aligning DHS technology efforts with the Exchange which includes high-level gap analysis or impact statement indicating enterprise wide changes required to effectively implement the Exchange.
- Long-range plan for IT modernization and expansion.
- Completed detailed approach for collaboration between DHS programs and the Exchange.
- The identification of decision points/dependencies where cost and/or scope could be scaled as needed given the uncertain environment of government

The following documents must be provided to support the roadmap:

- Draft requirements analysis, including:
 - i. Enterprise-wide high-level requirements analysis for DHS
 - ii. High-level requirements for an integrated system
 - iii. High-level county and tribal needs assessment
 - iv. High-level needs analysis and system requirements
 - Draft cost/benefit analysis
 - Draft feasibility study
 - Draft alternatives assessment
2. Funding approach to Modernization, including the recent funding made available by the Minnesota Legislature and changes to Federal cost allocation and other available funding streams (such as requests that need to go before the legislature in future years).
 3. Completed requirements analysis, including:
 - i. Enterprise-wide high-level requirements analysis for DHS
 - ii. Completed high-level requirements for an integrated system
 - iii. Completed development of high-level county and tribal needs assessment
 - iv. Completed development of high-level needs analysis and system requirements
 4. Completed cost/benefit analysis that includes total cost of ownership over the expected lifetime of the proposed solution
 5. Completed feasibility study
 6. Completed alternatives assessment

Drafts of deliverables 1 & 2 must be provided by August 31, 2012 and final versions must be completed by October 15, 2012. Deliverables 3-6 support the Implementation Advance Planning Document (IAPD) for Eligibility Systems Modernization and are due by November 1, 2012.

Additionally, the vendor will provide a Systems Modernization RFP outline by November 1, 2012.

Project Milestones and Schedule

The project start date is expected to be July 16, 2012.

The underlined deliverables are expected to be completed by October 15, 2012 with preliminary versions submitted by August 31, 2012 so that budget work can be completed in time for the 2013 legislative session. All other deliverables must be completed in a timely manner in order to facilitate DHS' decision-making process, but no later than November 1, 2012.

Task/Activity	Rationale and Method	Deliverables
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Task/Activity	Rationale and Method	Deliverables
Needs Assessment	Conduct a needs assessment including high-level requirements analysis, feasibility study, alternatives assessment and cost/benefit analysis sufficient to support the DHS IAPD for systems modernization. The Needs Assessment must include county and tribal needs as they are our partners in service delivery. The vendor must seek to identify opportunities to improve our MITA maturity level and to streamline and modernize all aspects of the human services delivery system.	<ul style="list-style-type: none"> • Requirements Analysis • Feasibility Study • Alternatives Assessment • Cost/Benefit Analysis
Buy/Build Decision	The vendor will support DHS Project leadership in facilitating the buy/build decision with the Enterprise Architecture Board. The plan, purchasing and funding approach must facilitate smaller, incremental deliverables and installations.	<ul style="list-style-type: none"> • <u>Finalized purchasing/funding approach as part of the Modernization Roadmap</u>
Define Approach to System Modernization	<p>The plan will document the mechanics of an agile approach which will connect smaller, incremental deliverables to appropriate funding streams. The approach will likely include:</p> <ul style="list-style-type: none"> • Product purchase plan • IT services purchase plan • Modular delivery of functional components • Smaller, incremental deliverables • Multiple services vendors 	<ul style="list-style-type: none"> • RFP Outline • <u>High level enterprise modernization roadmap</u>

Exclusions

The vendor selected for this work is not responsible for planning the following activities as part of this contract:

Policy, process and program simplification; or

Service delivery reform

Project Environment, and Work to Date

Many efforts toward modernization are already underway, as is work on implementing a Minnesota Health Insurance Exchange. The selected vendor will work with DHS staff (many of whom participate in the following groups) to develop the high-level, enterprise modernization roadmap and other deliverables:

Modernization Project Owners – Senior Management Team

- Provide executive team approval and final decision-making authority for the project.

- Using the recommendations of the Project Sponsors, resolve conflicts or issues identified by those Sponsors.

Modernization Project Sponsors – DHS Enterprise Architecture Board

- Have budget ownership for the project (including the MA portion of the Exchange) and are the major stakeholder and recipient of the project deliverables and resources.
- Responsible for acquisition of project resources (human and financial).
- Have authority to reject or accept project deliverables and finished products.
- Provide policy definition to Project teams, as needed.
- Make most final decisions and identify conflicts or issues regarding project expectations across organizational and functional areas.
- Provide recommendations and reports to Senior Management Team.
- Provide assistance in resolving issues that arise beyond the project manager's jurisdiction.
- Monitor project progress and provide necessary tools and support when milestones are in jeopardy.
- Ensure that project reviews are completed and issues addressed timely.
- Work with Senior Management Team, Domain Teams and project managers to ensure stakeholder requirements and expectations are met.
- Responsible for final buy/build recommendation, as well as other final recommendations.
- Act as the point of contact between business area governance and the Senior Management Team.

Project Managers

- Provide overall management to the project.
- Establish Project Charters, develop and manage the work plan, secure appropriate resources and delegate work and ensure successful completion of the project.
- Oversee project team members who have been matrixed to the project for tasks involving the project. Most team members will continue to report to their area supervisor.
- Interface with project sponsors and owners and have overall accountability for the project.
- Maintain project collaboration sites (SharePoint).
- Manage project issues and risks.
- Identify resource needs and coordinate resources.
- Manage project communications.
- Facilitate the defining of the scope of this project.

Subject Matter Experts

- Provide Business Requirements, Business Rules, Business Processes and Functional Design input to Analysts.

Analysts

- Identify and document Business Requirements, Business Rules, Business Processes and Functional Design.

Security Officer(s).

- Consult in the development of the Information Security Lifecycle Management plan and documentation.
- Approve the Security Plan.
- Identify security and audit requirements.

Privacy Officer(s)

- Ensure integrity of protected data and compliance with all information privacy regulations.

Architects

- Define/create/approve architecture for business and technical solutions.

Systems Modernization Workgroup

- Perform detailed review of deliverables before they are sent to the Project Sponsors.
- Identify potential work team members.
- Act as cross-divisional team to work with consultants and Project Managers.

Technical Oversight Group – Technical Architecture Domain Team

- Ensure that technical architectures are appropriate.
- Communicate and review technical deliverables.
- Ensure that Enterprise Architecture requirements are met in all aspects of the project.
- Ensure the project uses the technology roadmap and platform standards that promote planning and adapting to the future business needs of DHS.
- Ensure the project develops reliable, available, scalable, and reusable technology across DHS.
- Participate in Exchange governance by insuring representation on Exchange oversight groups.

Business Oversight Group/Modernization Planning Oversight Team – Business Architecture Domain Team

- Responsible for communication of issues to the various business divisions.
- Ensure that technology projects align with business needs.
- Guide decisions; define business goals, drivers and constraints to delivering people-centered services.
- Develop the holistic, big picture view, roadmap and prioritized activities to transform DHS service delivery into people-centered services.
- Identify opportunities for program and case management coordination and collaboration across program areas.
- Identify and source activities that enhance program operations and service delivery within each program area.
- Reconcile competing interests into collectively supported activities that add value to the project.
- Participate in Exchange governance by insuring representation on Exchange oversight groups.

Core APD/RFI Workgroup

- Ensure that all APD and RFP work meets the requirements of the various State and Federal constituencies that will be impacted.
- Ensure that the needs of the DHS divisions and departments are represented and funded appropriately.
- Review RFI responses and participate in evaluations and any resulting demonstrations.
- Make recommendations to the Business Oversight Group and the Technology Oversight Group.
- Participate in recommendations for the buy/build decision.

Financial Oversight Group - Financial Architecture Domain Team

- Review and recommend annual budget authority for project-related work.
- Establish a technology funding strategy for funding enterprise assets and initiatives.
- Improve budget reporting and tracking mechanisms across administrations to align DHS funding streams in support of the project.
- In sure the project meets the principles, guidelines and/or rules for decision-making for project planning and funding.
- Develop protocols for aligning financial decision making with other governance for the project.

- Oversee cost/benefit analysis of proposed IT solutions to ensure the cost effectiveness of different alternatives.
- Participate in Exchange governance by ensuring representation on Exchange oversight groups.

Administrative Simplification Oversight Groups

- Coordinate the timelines of Administrative Simplification Projects with technology projects. Ensure communication and coordination of the various subprojects, including electronic verification, policy and procedure alignment, simplified redetermination processing, simplified child support distribution, etc.
- Monitor the efforts of county/state task forces.

Administrative Simplification Workgroups

- Participate in county/state task forces around implementation of the various components.
- Provide feedback to technology projects.

Business Environment

- Case workers spend a disproportionate amount of time performing data entry and dealing with system inefficiencies, time that could be spent providing direct services to clients.
- Case workers have to login and maintain passwords across a number of different systems (with differing criterion).
- Customers often have to provide duplicate instances information to different case workers and have no way to easily submit the information or make changes to personal information such as address, and information is still exchanged using regular mail.
(i.e. no online client account exists)
- Outdated functionality and weak interoperability often means the case worker must employ manual and duplicate data entry across a number of different systems (mainframe and non-mainframe).
 - The functional areas that will be part of the roadmap include, but are not limited to: Health Care Eligibility, SNAP Eligibility, Child Support, Child Welfare, Cash Eligibility, and Continuing Care Eligibility.
- A comprehensive view of a client's service support is not available to caseworkers, limiting knowledge of what services a client is receiving and the limiting ability to track all services essential to improving family well-being.
- Document imaging is not available to most DHS business areas and counties.
- The myriad systems and product sets contribute to our inability to effectively measure systems performance and make ongoing improvements in program delivery and outcomes across the agency.
- No central case management function and other case management challenges exist due to lack of integrated processes that manage client information across multiple programs.

Technical Environment

- DHS developed its current systems incrementally over the past 20 years. Due to the nature of federal funding participation (FFP) rules and cost allocation restrictions, modifications to address immediate needs have created fragmented changes to these systems. The result is a mix of systems with a patchwork of technology and redundant data that is not well architected to support the envisioned integrated delivery of services to Minnesota's citizens.
 - Current major technologies include: ADABAS, Natural, Delphi, Oracle, .NET, COBOL, JAVA, DB2, VSAM, SQL
- Code changes are time consuming, repetitive and expensive because of the complexity of policy and the legacy systems' utilization of outdated technologies not built to support service-oriented architecture, externalized rules, and reuse principles. Programming languages used for these systems are not readily supported by the general IT industry.
- Many key personnel who are knowledgeable about the 20-year-old technology behind the systems, and the workarounds necessary to keep the systems functioning, are eligible to retire. Without modernization, DHS will struggle to replace these specialized personnel since there is a dwindling labor market for the specific technology skills needed to support the legacy technologies and programming languages.
- Technical staffs allocated to support these systems spend a significant amount of their time on maintenance. Any system modifications, whether to repair an existing problem or respond to legislative mandates, require extensive testing due to system complexity and system interfaces. Changes to any system component have a very high probability of negatively affecting other systems or other components.
- Resolution of system problems is challenging, time consuming and expensive. Support is further complicated by the multitude of platforms and languages used in the various systems. Integration would require staff to be well versed in a broad array of computing disciplines. The risk profile for systems support is high, due to the high level of staff fragmentation, low ratio of staff to individual systems, and lack of system documentation.
- The surge of new business requirements and proliferation of new programs has strained DHS' ability to respond rapidly to requests in recent years, as the current systems cannot readily accommodate new business directions.
- Costs for two major mainframe systems are high. A third uses a distributed database and management is difficult. DHS expects it will be possible to reduce both cost and complexity by changing to server-based consolidated databases. While re-platforming is possible, we question whether the cost-benefit, given other issues, is favorable.

Data Environment

- No enterprise-wide information architecture or data architecture exists.
- Duplicate information is stored in multiple systems, with different data structures, security protocols, access and authentication processes.

- Cross-system reporting requires business staff to be knowledgeable about data from multiple systems, each with their own idiosyncrasies, i.e. the information needed to produce a report may exist in different forms and may require multiple searches to find the most relevant data.

Program Integrity Environment

- With the massive expansion of Medicaid and pending creation of the Exchange, the Affordable Care Act presents extraordinary new challenges for Medicaid program integrity.
- Our current systems cannot provide a concise view of a recipient's eligibility and benefits across various federal and state health care and public assistance programs, making it difficult to track information, and investigate cases of suspected eligibility fraud.
- Disjointed state policies, business practices, and information systems inhibit the agency's ability to conduct eligibility program reviews/audits through the recovery of overpayments across all economic, social and health care programs.

Work To-Date

The State of Minnesota completed a MITA State Self-Assessment (SS-A) in July 2008. Key findings in the SS-A note:

- Excessive manual processing of information
- Excessive reliance on paper records
- Concerns about the accuracy of electronic data content
- Deficiencies in business reports
- Poor workflow management
- Inadequate reporting and analysis capabilities

Pursuant to the 2011 legislation, in 2011 DHS issued a Request for Information (RFI)⁴ for integrated frameworks and available systems and received and reviewed responses from several vendors. Vendors were invited to demonstrate systems and many staff from DHS and its county partners participated in the sessions. The reactions and ratings helped shape the required legislative report that was submitted in January 2012 and will be useful in developing the roadmap. These will be shared with the winning vendor.

An active workgroup of DHS and county staff participated in developing the funding documents and early plans for the modernization roadmap.

DHS and county/tribal/partner staff are working collaboratively on efforts to simplify and align program policies and procedures.

In the past few years, several areas within DHS have done studies related to system modernization, policy alignment and simplification, and department/division needs. The materials will be available for the winning vendor and are expected to be used in formulating the plans for an integrated service delivery system.

Most recently, the State of Minnesota has defined a collaborative effort to implement the Exchange which will have many implications for DHS service delivery. DHS expects to continue to collaborate and partner with the

⁴ MN DHS Systems RFI published in the State Register August 1, 2011

Exchange and to meet all Federal and State requirements for interoperability. National studies related to the impacts of the Exchange on various aspects of human services are available and new studies and reports come out with some frequency. These materials will be expected to be evaluated and used in creating the modernization roadmap.

Responsibilities Expected of the Selected Vendor

The vendor is expected to regularly report on the progress of the project, project milestones and deadlines, and project risk. The vendor shall develop and maintain in partnership with DHS staff and partners the following project documents to track and control the work:

- Project Charter
- Scope Document
- Comprehensive Project Plan
- Project Schedule
- Change Management Approach
- Issue-Management Approach
- Risk Management Plan
- Communication Plan

DHS will have approval authority over the documentation. The documentation will be in a format that is scalable to the entire Modernization Project.

Required Skills

The vendor must be qualified, before the response deadline, for the Minnesota Office of Enterprise Technology (OET) service categories indicated on the cover page of this SOW, under its 902TS IT Professional/ Technical Services Master Contract with the Office of Enterprise Technology: responders must be approved in two or more of the following service categories: Architecture Planning & Assessment – Business; Architecture Planning & Assessment – Technical; Analyst - Risk Assessment; Project Management.

Desired Skills and Experience

- Experience in completing work similar to that required by this project, focusing on cost/benefit analysis, high level requirements definition for automated systems, alternatives analysis, feasibility studies and systems modernization/replacement planning. Experience working in similar environments in complex organizations with multiple technologies, technical architectures, and siloed systems,
- Human services experience with health care eligibility in particular, including policy, program automation, Health Insurance Exchange and the Affordable Care Act,
- Experience with other programs administered by human services organizations including income support programs, child support enforcement, child/adult welfare (social services), chemical and mental health services. Experience with at least two additional program areas is desirable.
- Experience working with government systems automation.
- Experience working successfully with tight deadlines.
- Experience planning human services eligibility systems modernization initiatives

- Experience in several aspects of the functionality that defines the Department of Human Services enterprise in Minnesota
- Knowledge and skill in legacy system modernization, interoperability and human services information systems

Process Schedule

Questions submitted by: June 8, 2012

Answers posted to Office of Enterprise Technology website by: June 13, 2012

Responses due by: June 18, 2012

Expected notification to winning vendor: July 5, 2012

Anticipated Work start date: July 16, 2012

Questions

Questions regarding this Statement of Work must be submitted via e-mail by 4:30 p.m. Central Daylight Savings Time **June 13, 2012** to dhs.IT-responses@state.mn.us

It is anticipated that questions and answers will be posted on the Office of Enterprise Technology website by 4:30 p.m. Central Daylight Savings Time on **June 13, 2012** (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

SOW Evaluation Process

Responses received by the due date and time will be evaluated according to the following evaluation criteria:

Step 1: Pass/Fail on Response Requirements and Required Service Categories. If DHS determines that the vendor failed to meet one or more of the requirements, or if the vendor did not submit sufficient information to make the pass/fail determination, then the Response will be eliminated from further review.

Step 2: Evaluation of responses that pass Step 1, based on the following criteria:

- Company: 12%
- Work Plan and Schedule: 18%
- Methodology/Approach to the Work: 18%
- Project Team Qualifications: 20%
- Overall Proposal Presentation(succinctness, professionalism, clarity, etc.): 2%
- Cost: 30%
- Preferred Vendor Preference, if applicable: 6%
 - Targeted Group Business and Individuals
 - Economically Disadvantaged Business and Individuals
 - Veteran-Owned

Step 3: Interview top vendors/lead staff as needed. References will be requested and checked in this step.

Step 4: Reevaluation of points for Step 2 for those Vendors interviewed, based on information determined from

interview.

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 of 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 meets **all** requirements fully.

Vendor Selection Constraints

The vendor selected to work on this effort is precluded from bidding on any modernization implementation or IV&V activities work related to modernization or the Exchange in the future.

Response from a vendor who has bid on the Stage Two Minnesota Health Insurance Exchange will not be considered for this effort.

Response Requirements

Responses should not primarily consist of standard company marketing information, but should be clear, concise, non-repetitive, professional, well presented information that focuses on addressing the requirements of the Statement of Work as succinctly as possible.

Cover Letter

The Cover Letter should identify the respondent and the respondent's representative during the procurement process, including contact information.

Executive Summary

The Executive Summary should demonstrate the respondent's understanding of the services requested in this SOW and any problems anticipated in accomplishing the work. The Executive Summary should also highlight the respondent's overall approach to the project in response to meeting the project requirements and achieving the results defined in this SOW.

Corporate Background and Experience

The respondent should address the following:

- Company background demonstrating financial, stability, longevity, size, and general experience,
- Experience in completing work similar to that required by this project, focusing on cost/benefit analysis, high level requirements definition for automated systems, alternatives analysis, feasibility studies and systems modernization/replacement planning. Experience working in similar environments in complex organizations with multiple technologies, technical architectures, and siloed systems,
- Human services experience with health care eligibility in particular, including policy, program automation, Health Insurance Exchange and the Affordable Care Act,
- Experience with other programs administered by human services organizations including income support programs, child support enforcement, child/adult welfare (social services), chemical and mental health services. Experience with at least two additional program areas is desirable.
- Experience working with government systems automation.

- Experience working successfully with tight deadlines.

Respondents are asked to summarize experience in these 6 areas separately and succinctly. Use of tables of experience is encouraged. Brief descriptions of projects will suffice.

Corporate References

Respondents should supply three corporate references, identifying project(s) completed for the reference. Contact information for the references may be requested in Step 3 of the evaluation process.

DHS would prefer two references demonstrating work in a human services agency and one demonstrating work in enterprise system planning/large-system legacy modernization planning. Letters of reference may be included with the response.

Methodology and Approach

Respondent should describe how the project will be carried out in an effective and an efficient manner, describing interim work products, models, toolsets, and methods proposed.

Project Work Plan and Schedule

The respondent should provide a proposed work plan that describes how the respondent will schedule project tasks: the major activities, milestones and deliverables required to achieve the goals of this SOW. Respondent should include information on how reporting on the health of the project, project deadlines, and project risk will be managed. Vendor effort estimates should provide adequate detail for justification, as well as a description and quantification of the work steps. The respondent should give an estimate of the DHS staff person-hours by skill set and project phase that the respondent would expect DHS staff to commit to the project in order to ensure that high-quality deliverables are completed to meet the proposed schedule. Work plan should include a timeline with target dates for project milestones/deliverables.

Project Team qualifications

Respondent should identify Key Staff to be assigned to the project, their roles in this project, and include resumes of those persons identified. Responses should include a contingency staffing plan that demonstrates respondent's capacity to maintain the quality of the project throughout the life of the contract. Roles should clearly relate to the Work Plan. References may be requested for Lead Staff in the evaluation process.

Respondent should also address the skill areas for additional staff and include sample resumes of the types of staff that are anticipated to be assigned to the project.

This component of the Proposal must include previous experiences that will demonstrate the Responder's ability to deliver the services requested in this SOW. The Responder should describe succinctly the length, depth, and applicability of prior experience of assigned staff in providing similar services. Preference will be given to responders with experience planning human services eligibility systems modernization initiatives and experience in several aspects of the functionality that defines the Department of Human Services enterprise in Minnesota. Responder should provide a short narrative description of the actual services provided to the organization(s) listed. Describe what role, if any, staff proposed for this project had in the referenced service.

Examples of relevant knowledge and experience, to be demonstrated through submitted staff resumes, would include:

- Demonstrated knowledge and experience working with health and human services programs, specifically Medicaid eligibility;
- Understanding of the requirements of the State Health Insurance Exchange,
- Knowledge of legacy system modernization,
- Knowledge of Service Oriented Architecture;
- Knowledge and experience with large-scale systems integration;
- Human services experience in 2 or more areas in consideration: (includes but not limited to) Eligibility Determination, Child Support Enforcement, Child Welfare, Medicaid payment, Affordable Care Act and the Health Insurance Exchange system);
- Knowledge of federal funding sources and cost allocations for human services systems development;
- Modernization of legacy systems;
- Knowledge of human services marketplace and products available in this arena;
- Familiarity with large enterprise modernization;
- Knowledge and experience with both mainframe and application development;
- Experience managing wide variety of stakeholder groups with disparate interests and opposing viewpoints;
- Facilitation of an enterprise wide systems buy/build decision;
- Experience in government needs assessment including cost benefit analysis, requirements, feasibility study and alternatives analysis.

DHS anticipates needing the following service-category (Master Contract 902TS) skills:

- Architecture Planning & Assessment - Business
- Architecture Planning & Assessment - Information/ Data
- Architecture Planning & Assessment - Security
- Architecture Planning & Assessment - Technical
- Analyst - Business
- Analyst - Financial
- Analyst - Re-engineering
- Analyst - Risk Assessment
- Analyst - Technical
- Facilitation
- Modeling - Business
- Modeling - Event
- Modeling – Process
- Project Management

In addition, DHS seeks knowledge and skill in legacy system modernization, interoperability and human services information systems.

A suggested format for describing team qualification information follows:

Qualifications/ Skill Areas	Staff name (required for Key Staff)	Role on project (e.g. Project Manager, Risk Analyst)	Years of Experience doing similar work	Projects worked on that demonstrate qualifications (short description, not just a list)	Key Staff?

Cost

The respondent must provide detailed cost proposal, including the following:

- i) Total project cost
- ii) Total project cost per deliverable corresponding with deliverables identified in the work plan.
- iii) Hourly rate and total estimated hours for each staff member you intend to assign to the project.
 (Hourly rates cannot exceed the hourly rates identified in respondent’s 902TS master contract.)

Conflict of Interest

The respondent must provide a completed Conflict of interest statement as it relates to this project (see General Requirements section below)

Required Forms

These forms must be signed by the appropriate individual within the company, scanned into a file, and included with the e-mail proposal submission. If you do not have access to a scanner, please send an e-mail to dhs.IT-responses@state.mn.us and other options will be considered.

- a) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- b) Certification Regarding Lobbying (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- c) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- d) Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

If applicable, documentation showing Targeted and/or Economically Disadvantaged Vendor and/or Veteran-Owned status.

Submission Instructions

Responses must be received no later than **June 18, 2012, 4:30 p.m.** Central Daylight Savings Time), and should be submitted via e-mail to dhs.IT-responses@state.mn.us. Responses sent to any other e-mail address will not be considered. The emailed response should contain two attached pdf files, one containing the cost proposal only and the other containing all other response materials, these files should be labeled “Cost Proposal” and “Response,” respectively. The subject line of the response e-mail should be: **SOW Response – DHS Enterprise Systems Modernization**

The State must receive the Responses in full as described in the Response Requirements section above.

Constraints or rules on respondents

- DHS personnel other than the designated contacts indicated are NOT authorized to discuss this SOW with responders, before the proposal submission deadline and during the evaluation prior to the award, unless approved in advance by the designated contacts.
- Contact regarding this Statement of Work with any personnel other than the designated contacts could result in disqualification.
- The designated contacts will only provide information that clarifies this statement of work, and the projected date for the award announcement.

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 a 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

Responder must agree to the following indemnification language for this Statement of Work:

In the performance of this contract by CONTRACTOR, or CONTRACTOR'S agents or employees, the CONTRACTOR must indemnify, save, and hold harmless the STATE, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the STATE, to the extent caused by CONTRACTOR'S:

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

The indemnification obligations of this clause 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 SOW 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 SOW 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 SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

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

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

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 shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the response due date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** found at <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Responder must agree to the following information privacy and security language for this Statement of Work: For purposes of executing its responsibilities and to the extent set forth in this contract, the CONTRACTOR will be considered part of the “welfare system,” as defined in Minnesota Statutes, section 13.46, subdivision 1.

Information Covered by this Provision. In carrying out its duties, CONTRACTOR will be handling one or more types of private information, collectively referred to as “protected information,” concerning individual STATE clients. “Protected information,” for purposes of this agreement, includes any or all of the following:

- (a) Private data (as defined in Minn. Stat. §13.02, subd. 12), confidential data (as defined in Minn. Stat. §13.02, subd. 3), welfare data (as governed by Minn. Stat. §13.46), medical data (as governed by Minn. Stat. §13.384), and other non-public data governed elsewhere in the Minnesota Government Data Practices Act (MGDPA), Minn. Stats. Chapter 13;
- (b) Health records (as governed by the Minnesota Health Records Act [Minn. Stat. §§144.291-144.298]);
- (c) Chemical health records (as governed by 42 U.S.C. § 290dd-2 and 42 CFR § 2.1 to § 2.67);
- (d) Protected health information (“PHI”) (as defined in and governed by the Health Insurance Portability and Accountability Act [“HIPAA”], 45 CFR § 164.501); and
- (e) Electronic Health Records (as governed by Health Information Technology for Economic and Clinical Health Act (HITECH), 42 USC 201 note, 42 USC 17931); and
- (f) Other data subject to applicable state and federal statutes, rules, and regulations affecting the collection, storage, use, or dissemination of private or confidential information.

Duties Relating to Protection of Information.

- (a) Duty to ensure proper handling of information. CONTRACTOR shall be responsible for ensuring proper handling and safeguarding by its employees, subcontractors, and authorized agents of protected information collected, created, used, maintained, or disclosed on behalf of STATE. This responsibility includes ensuring that employees and agents comply with and are properly trained regarding, as applicable, the laws listed above..
- (b) Minimum necessary access to information. CONTRACTOR shall comply with the “minimum necessary” access and disclosure rule set forth in the HIPAA and the MGDPA. The collection, creation, use, maintenance, and disclosure by CONTRACTOR shall be limited to “that necessary for the administration and management of programs specifically authorized by the legislature or local governing body or mandated by the federal government.” See, respectively, 45 CFR §§ 164.502(b) and 164.514(d), and Minn. Stat. § 13.05 subd. 3.
- (c) Information Requests. Unless provided for otherwise in this Agreement, if CONTRACTOR receives a request to release the information referred to in this Clause, CONTRACTOR must immediately notify STATE. STATE will give CONTRACTOR instructions concerning the release of the data to the requesting party before the data is released.

Contractor’s Use of Information.

CONTRACTOR shall:

- (a) Not use or further disclose protected information created, collected, received, stored, used, maintained or disseminated in the course or performance of this Agreement other than as permitted or required by this Agreement or as required by law, either during the period of this agreement or hereafter.
- b) Use appropriate safeguards to prevent use or disclosure of the protected information by its employees, subcontractors and agents other than as provided for by this Agreement. This includes, but is not limited to, having implemented administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of any electronic protected health information that it creates, receives, maintains, or transmits on behalf of STATE.

- (c) Report to STATE any privacy or security incident regarding the information of which it becomes aware. For purposes of this Agreement, “Security incident” means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system. “Privacy incident” means violation of the Minnesota Government Data Practices Act (MGDPA) and/or the HIPAA Privacy Rule (45 C.F.R. Part 164, Subpart E), including, but not limited to, improper and/or unauthorized use or disclosure of protected information, and incidents in which the confidentiality of the information maintained by it has been breached. This report must be in writing and sent to STATE not more than 7 days after learning of such non-permitted use or disclosure. Such a report will at least: (1) Identify the nature of the non-permitted use or disclosure; (2) Identify the PHI used or disclosed; (3) Identify who made the non-permitted use or disclosure and who received the non-permitted or violating disclosure; (4) Identify what corrective action was taken or will be taken to prevent further non-permitted uses or disclosures; (5) Identify what was done or will be done to mitigate any deleterious effect of the non-permitted use or disclosure; and (6) Provide such other information, including any written documentation, as STATE may reasonably request.
- (d) Consistent with this Agreement, ensure that any agents (including Contractors and subcontractors), analysts, and others to whom it provides protected information, agree in writing to be bound by the same restrictions and conditions that apply to it with respect to such information.
- (e) Document such disclosures of PHI and information related to such disclosures as would be required for STATE to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528.
- (f) Mitigate, to the extent practicable, any harmful effects known to it of a use, disclosure, or breach of security with respect to protected information by it in violation of this Agreement.

State’s Duties.

STATE shall:

- (a) Only release information which it is authorized by law or regulation to share with CONTRACTOR.
- (b) Obtain any required consents, authorizations or other permissions that may be necessary for it to share information with CONTRACTOR.
- (c) Notify CONTRACTOR of limitation(s), restrictions, changes, or revocation of permission by an individual to use or disclose protected information, to the extent that such limitation(s), restrictions, changes or revocation may affect CONTRACTOR’s use or disclosure of protected information.
- (d) Not request CONTRACTOR to use or disclose protected information in any manner that would not be permitted under law if done by STATE.

Disposition of Data upon Completion, Expiration, or Agreement Termination. Upon completion, expiration, or termination of this Agreement, CONTRACTOR will return to STATE or destroy all protected information received or created on behalf of STATE for purposes associated with this Agreement. A written certification of destruction or return to Authorized Representative listed in 6.1 is required. CONTRACTOR will retain no copies of such protected information, provided that if both parties agree that such return or destruction is not feasible, or if CONTRACTOR is required by the applicable regulation, rule or statutory retention schedule to retain beyond the life of this Agreement, CONTRACTOR will extend the protections of this Agreement to the protected information and refrain from further use or disclosure of such information, except for those purposes that make return or destruction infeasible, for as long as CONTRACTOR maintains the information. Additional information for destruction and handling is available in the DHS Information Security Policy, Policy numbers 3.7, and 2.19, found at <http://edocs.dhs.state.mn.us/lfserver/Legacy/DHS-4683-ENG>.

Sanctions. In addition to acknowledging and accepting the terms set forth in Section 10 of this Agreement relating to indemnification, the parties acknowledge that violation of the laws and

protections described above could result in limitations being placed on future access to protected information, in investigation and imposition of sanctions by the U.S. Department of Health and Human Services, Office for Civil Rights, and/or in civil and criminal penalties.

Criminal Background Check Required

The State is responsible for providing a safe work environment for its employees and customers as well as protecting and safeguarding protected information about individuals and the State's financial, physical, technological and intellectual property. As State provides employment opportunities for qualified persons, it must also ensure the safety and security of all State employees, customers and assets.

Therefore, all contracted employees who are working in State's Central Office locations are required to either:

1) Provide evidence of a computerized criminal history systems background check (hereinafter CCH background check") performed by the contractor within the last 12 months for each of contractor's employee's working in State's Central Office. "CCH background check" is defined as a background check including a search of the computerized criminal history system of the Minnesota Department of Public Safety's Bureau of Criminal Apprehension.

or

2) Fill out and submit an informed consent form for criminal background check provided by State for each of contractor's employee's working in State's Central Office. State will conduct a criminal background check using the computerized criminal history system of the Minnesota Department of Public Safety's Bureau of Criminal Apprehension.

An unsatisfactory background check may result in withdrawal of a contract offer.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- a) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- b) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- c) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- d) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Statement of Work 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 responses.

Sample Work Order Contract:

STATE OF MINNESOTA IT Professional Services Master Contract Work Order

This work order is between the State of Minnesota, acting through its _____ ("State") and _____ ("Contractor"). This work order is issued under the authority of Master Contract T-Number _____ TS, Contract Number _____, and is subject to all provisions of the master contract which is incorporated by reference.

Work Order

1 Term of Work Order

1.1 *Effective date:* _____, or the date the State obtains all required signatures under Minn. Stat. § 16C.05, subd. 2, whichever is later.

The Contractor must not begin work under this work order until it is fully executed and the Contractor has been notified by the State's Authorized Representative to begin the work.

1.2 *Expiration date:* _____, or until all obligations have been satisfactorily fulfilled, whichever occurs first.

2 Contractor's Duties

The Contractor, who is not a state employee, will: _____/[Thorough Description of Tasks/Duties/]

3 Consideration and Payment

3.1 *Consideration.* The State will pay for all services performed by the Contractor under this work order as follows:

A. *Compensation.* The Contractor will be paid as follows:

[list out each deliverable and amount to be paid for each deliverable]

B. *Travel Expenses.* Reimbursement for travel and subsistence expenses actually and necessarily incurred by the Contractor as a result of this work order will not exceed \$_____.

C. *Total Obligation.* The total obligation of the State for all compensation and reimbursements to the Contractor under this work order will not exceed \$_____.

3.2 *Invoices.* The State will promptly pay the Contractor after the Contractor presents an itemized invoice for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices must be submitted timely and according to the following schedule: _____

4 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 employees, from any claims or causes of action, including attorney's fees incurred by the STATE, to the extent caused by CONTRACTOR'S:

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

The indemnification obligations of this clause 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.

5 Authorized Representatives

The State's Authorized Representative is _____. The State's Authorized Representative will certify acceptance on each invoice submitted for payment.

The Contractor's Authorized Representative is _____. If the Contractor's Authorized Representative changes at any time during this work order, the Authorized Representative must immediately notify the State.

6 Key Personnel

The Contractor's Key Personnel is [Name & Title]. Contractor will not add, replace, remove, or substitute the named key personnel without the prior written approval of the State's Authorized Representative.

7 Affirmative Action Requirements for Contracts in Excess of \$100,000 and where the Contractor has More than 40 Full-time Employees in Minnesota or its Principal Place of Business.

The State intends to carry out its responsibility for requiring affirmative action by its Contractors.

7.1 **Covered Contracts and Contractors.** If the Contract exceeds \$100,000 and the contractor employed more than 40 full-time employees on a single working day during the previous 12 months in Minnesota or in the state where it has its principle place of business, then the Contractor must comply with the requirements of Minn. Stat. § 363A.36 and Minn. R. Parts 5000.3400-5000.3600. A contractor covered by Minn. Stat. § 363A.36 because it employed more than 40 full-time employees in another state and does not have a certificate of compliance, must certify that it is in compliance with federal affirmative action requirements.

7.2 **Minn. Stat. § 363A.36.** Minn. Stat. § 363A.36 requires the Contractor to have an affirmative action plan for the employment of minority persons, women, and qualified disabled individuals approved by the Minnesota Commissioner of Human Rights ("Commissioner") as indicated by a certificate of compliance. The law addresses suspension or revocation of a certificate of compliance and contract consequences in that event. A contract awarded without a certificate of compliance may be voided.

7.3 **Minn. R. Parts 5000.3400-5000.3600.**

(A) **General.** Minn. R. Parts 5000.3400-5000.3600 implement Minn. Stat. § 363A.36. These rules include, but are not limited to, criteria for contents, approval, and implementation of affirmative action plans; procedures for issuing certificates of compliance and criteria for determining a contractor's compliance status; procedures for addressing deficiencies, sanctions, and notice and hearing; annual compliance reports; procedures for compliance review; and contract consequences for non-compliance. The specific criteria for approval or rejection of an affirmative action plan are contained in various provisions of Minn. R. Parts 5000.3400-5000.3600 including, but not limited to, parts 5000.3420-5000.3500 and 5000.3552-5000.3559.

(B) **Disabled Workers.** The Contractor must comply with the following affirmative action requirements for disabled workers.

(1) The Contractor must not discriminate against any employee or applicant for employment because of physical or mental disability in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to take affirmative action to employ, advance in employment, and otherwise treat qualified disabled persons without discrimination based upon their physical or mental disability in all employment practices such as the following: employment, upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

(2) The Contractor agrees to comply with the rules and relevant orders of the Minnesota Department of Human Rights issued pursuant to the Minnesota Human Rights Act.

(3) In the event of the Contractor's noncompliance with the requirements of this clause, actions for noncompliance may be taken in accordance with Minnesota Statutes Section 363A.36, and the rules and relevant orders of the Minnesota Department of Human Rights issued pursuant to the Minnesota Human Rights Act.

(4) The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices in a form to be prescribed by the commissioner of the Minnesota Department of Human Rights. Such notices must state the Contractor's obligation under the law to take affirmative action to employ and advance in

employment qualified disabled employees and applicants for employment, and the rights of applicants and employees.

(5) The Contractor must notify each labor union or representative of workers with which it has a collective bargaining agreement or other contract understanding, that the contractor is bound by the terms of Minnesota Statutes Section 363A.36, of the Minnesota Human Rights Act and is committed to take affirmative action to employ and advance in employment physically and mentally disabled persons.

(C) *Consequences.* The consequences for the Contractor's failure to implement its affirmative action plan or make a good faith effort to do so include, but are not limited to, suspension or revocation of a certificate of compliance by the Commissioner, refusal by the Commissioner to approve subsequent plans, and termination of all or part of this contract by the Commissioner or the State.

(D) *Certification.* The Contractor hereby certifies that it is in compliance with the requirements of Minn. Stat. § 363A.36 and Minn. R. Parts 5000.3400-5000.3600 and is aware of the consequences for noncompliance.

8. Criminal Background Check Required. CONTRACTOR and employees of CONTRACTOR working on site at STATE's Central Office must submit to or provide evidence of a computerized criminal history system background check (hereinafter "CCH background check") performed within the last 12 months before work can begin under this contract. "CCH background check" is defined as a background check including search of the computerized criminal history system of the Minnesota Department of Public Safety's Bureau of Criminal Apprehension.

9. Nonvisual Access Standards

Nonvisual access standards require:

- a) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- b) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- c) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- d) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

10. IT Accessibility Standards

Contractor must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

MN DHS Systems RFI

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MN DHS Systems RFI

Summary

The Minnesota Department of Human Services (DHS) is interested in an integrated service delivery and payment system to support all DHS programs. As a first step in determining direction the Commissioner is issuing a Request for Information on available commercial-off-the-shelf software to provide a framework for an enterprise-wide system. Interested responders are asked to supply information in writing by August 29, 2011.

The contact person for questions and further information is Jennifer Trombley.

Jennifer.Trombley@state.mn.us

Department of Human Services
PO Box 64998
St. Paul, MN 55164-0998

Purpose

Minnesota (MN) Department of Human Services (DHS) is issuing this Request for Information (RFI) related to the need to replace and integrate existing software applications that automate various functions throughout the Department. The goal of the Department is to implement an enterprise level product that will support automation of the many functions of the DHS enterprise using a single set of current technologies that allow us to be more agile in responding to the changing needs of our clients and partners, while continuing to meet Federal and legislative requirements. The desired goals of the new system will be to:

- Make it easier for an individual to navigate what has historically been a fragmented and duplicative system
- Increase the speed and accuracy of desired and mandated changes
- Allow portability across platforms
- Allow the externalizing of rules
- Support a highly modularized approach to development and implementation
- Support interoperability in a service oriented architecture
- Reduce unnecessary administrative burdens and redirect resources to services that are essential to achieving better outcomes at lower cost. This is especially urgent at a time when State, local, and tribal governments face large budget shortfalls.
- Facilitate coordination across DHS divisions and across the agencies with which we work
- Realize efficiency, promote program integrity, and improve program outcomes
- Serve the full range of human need more effectively and efficiently
- Support Outcome measurement

Minnesota (MN) Department of Human Services (DHS) is seeking information about commercial off-the-shelf (COTS) software to support case management, eligibility determination, benefit payment, provider payment, health care enrollment, Child Support Collections and payments functions, and all of the related functions involved in the delivery of these and other programs supervised by the Department. DHS seeks

MN DHS Systems RFI

a COTS (commercial off-the-shelf) product that can be used "as-is": designed to be easily installed and to interoperate with existing system components. This RFI is the first step in the possible development and implementation of a comprehensive, fully integrated human services delivery management system. Through this RFI, the State seeks information about any COTS software packages, composed of proven configurable application modules and domain modules (enterprise framework) and/or open source modules that would need minimal customization to support Human Services delivery functions. Such a solution could reduce the time, risk, and cost of delivering a system that provides support for both the current and future automation needs of DHS Chemical and Mental Health Services, Children and Family Services, Continuing Care, State Operated Services, MN Sex Offender Program and Health Care Administrations, as well as the 87 county departments of social services, MN Tribes, health care organizations and other entities who require automated support to deliver services to the clients of DHS. The Appendices of this document offer some detail about the programs administered by DHS and about the people we serve through those programs, as well as about existing automated systems. We are interested in an integrated human services delivery system that could cross program and organizational boundaries to provide a client-centric, outcome-based, holistic and integrated service delivery approach to managing the services we deliver. Responders should be able to offer support for and discuss at least two of the following major program areas:

- Children and Adult Services (Child Welfare, Vulnerable Adults, Home and Community Based Services)
- Child Support
- Health Care Eligibility Determination
- Chemical and Mental Health Services
- Health Care Provider Payment
- Economic Support Programs (Food Support, Child Care, Cash)
- Health Insurance Exchange

We are interested in products that have:

- already applied for and/or achieved Federal certification (e.g. SACWIS, FAMIS, MMIS) in other jurisdictions
- been implemented in a jurisdiction with characteristics similar to those of the State of Minnesota
- been upgraded for ICD-10
- demonstrable SOA compliance
- adherence to the MITA architecture
- a consistent framework for all components
- a defined business and technical architecture,
- externalized business rules or a rules engine
- potential for use with hand-held devices
- the potential for availability through the cloud
- demonstrable features complying with the HITECH Act

DHS is interested in hearing about a given product from the product vendor, and is interested in any offered demonstration of a given product only once. Product vendors may include Service Integrators (SI) at their discretion.

MN DHS Systems RFI

Vendors are encouraged to respond in writing and, if the vendor would be willing to show their product, to suggest an appropriate length of time for a demonstration of the major systems components offered. MN DHS at its discretion may request a demonstration of a vendor's offering.

The State has excluded Government Transfer Systems and new system development from this RFI.

Conditions of RFI

The issuance of this RFI constitutes exclusively an invitation to submit information to the Department. Any information submitted as provided herein shall not be construed as an official and customary Request for Proposal, Request for Bid, or an offer for a future binding contract.

Nothing in this RFI should be construed to imply an obligation of any kind by the Department. At its sole and absolute discretion, the Department may decide to further pursue one or more solutions by methods including, but not limited to: solicit further information from one or more potential vendors; issue a Request for Proposals or Request for Bid as the Department shall deem appropriate; solicit information from non-responding vendors with or without reference to this RFI; or take no action at all. The Department reserves the right to evaluate, use and determine, in its sole and absolute discretion, whether any aspect of the Responder's information satisfies the purpose and intent of the RFI.

Under no circumstances shall the Department have any liability to any Respondent for any cost incurred in connection with this RFI or otherwise. The Department is not obligated to respond to any Respondent's information nor is it legally bound in any manner whatsoever by the submission of information.

The Department may, upon request, make all information in the responses available to the public shortly after the deadline for submitting responses. A responder should not submit information that it does not want to become public. Responder agrees as a condition of submitting information that the Department will not be held liable or accountable for any loss or damage that may result from the Department's public disclosure of information contained in a response.

The Department reserves the right to accept or reject late responses at its sole discretion. The Department reserves the right to cancel or amend this RFI at any time, either in part or in its entirety, and will notify all known RFI Responders accordingly. The Department further reserves the right to extend the RFI due date. If a Responder needs an extension of time to prepare their submission, a written or e-mail request should be submitted no later than seven (7) days prior to the due date of this RFI and addressed to contact information in Section 5. The Department reserves the right to extend the submission deadline at the sole discretion of the Department and not at the mere request of the Responder. The Responder will be notified of the Department's decision by letter or e-mail.

Deadline for Submission of RFI

The Department prefers to receive the response no later than August 29 by 4:00PM.

Please send responses to:

Minnesota Department of Human Services

PO Box 64998

St. Paul, MN 55164-0998

Attention: Jennifer Trombley

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Responders are encouraged to submit one original paper copy of their response, together with an electronic copy (MS Word or PDF) on computer disk.

Responses should be prepared in such a way as to provide a straightforward, concise explanation of the vendor's product. Published materials to support your response to the RFI may be included with your response. Demonstration or presentation of your proposed solution may be requested. If demonstration media of your proposed product is available, submit them with your response.

Questions about this RFI

Questions regarding this RFI may be submitted by electronic mail or writing to the contact listed below, preferably by the questions due date.

Minnesota Department of Human Services
PO Box 64998
St. Paul, MN 55164-0998
Attention: Jennifer Trombley

The Department reserves the right to add, change, or delete any provision or statement in the RFI at any time prior to the requested due date. If it becomes necessary to revise any part of the RFI, addenda to the RFI will be provided to all known Responders who received a copy of the RFI. Addenda will be posted on the Department's website at http://www.dhs.state.mn.us/id_000102

Notice of Limitations on Available Resources

As a consequence of the current economic environment in Minnesota and the resulting fiscal/budgetary constraints, the Department of Human Services has limits on available resources.

- While no funds have been appropriated or committed for the Project, we anticipate that initial funding may become available. It is unknown if or when such funds will be available.
- Limitations exist on resources for additional staffing, if any, required for utilization, operation or maintenance of any technology that may be deployed by the Department.

RFI Submission Instruction

Target Dates

KEY ACTIVITY	DATE
Request for Information Issued	August 1, 2011
Written Questions Due	August 15, 2011
Agency Responses by	August 22, 2011
Responses Due	August 29, 2011
Presentations or demonstrations by Responders (if applicable)	September/October, 2011

Response Format

Responders to this RFI are encouraged to include the following information:

Description of the Responding Organization:

- Brief history of the organization and development of the product
- Experience and examples of product deployment in environments similar to that described in this RFI (Appendix A); including experience with other large organizations, especially including other states or major local governments

Information Requested

The Responder is urged to respond to the information requested below and in “Appendix B – Technical Checklist.” The Department may make all information in the responses available to the public shortly after the deadline for submitting responses. A responder should not submit information that it does not want to become public.

General Questions

What major components does your product support?

Is support available for components that, in Minnesota, might not be part of the Department of Human Services but would support programs that serve our clients?

Have you defined a complete business architecture that best matches your product’s approach to service delivery?

What specific steps have been taken to insure simplicity in the architecture and design of the product?

How has your product conformed to the MITA architecture and requirements?

What is your approach to support of such changes as case-banking vs. case worker for a case, regionalization, or kiosk service delivery?

Are any interfaces standard with the product? (e.g., SSA, CS Interstate, Department of Labor)

How does your product integrate on- and off-line processing, e.g. using tablets, mobile phones, stand-alone devices?

Has your product been used in a multi-tenancy implementation?

Has the product vendor offered any/all functions as cloud services?

How does the product vendor approach customer enhancement requests? Bug fixes? Prioritization of enhancement requests and bug fixes?

What form(s) of customer relationship does the product vendor offer? Do customers sit on Advisory Boards? Do you support customer forums – such as periodic conferences or surveys? Other?

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How does the product vendor respond to federal policy changes? To State policy changes? (assuming not all situations can be handled via customized business rules management)

Does the product use or allow use of any open-source technology? If so, what?

Will the product vendor require loyalty fee after solution implementation? If so, how much and how frequently?

Is the solution dependant on other third party products? If so, will the MN Department of Human Services be obligated to pay for these products?

If the final solution is amalgamation of multiple products, who will be responsible for identifying and resolving issues?

How is the product/solution upgraded when the next version emerges (additional licensing fees, new product agreement, etc.)?

Describe training approaches and frequencies.

Desired Functional Components

If responding in writing, responders are encouraged to provide a short narrative for each functional component available in their software. MN DHS is interested in how the COTS component might meet our needs, which we have briefly described in this section. A narrative presentation or oral (on-site or online) demonstration is encouraged. The Vendor should also provide a list of its certified Software Integration (SI) partners who have implemented the Vendor's software product successfully, specifically including any public sector and human services implementations.

Response Definition

Note: If responding specifically to any functionality definition, vendors are encouraged to use the following to help us understand the state of the functionality and to help us understand any planned direction for the product:

Included in base product (I). The business function is included in the base product(s) and is fully demonstrable.

Configuration required (CoR). The business function can be met by configuring the base product through use of a base product tool set(s). The Vendor may propose using alternate third party software to meet the business function.

Planned product release (PR) The business function is not included in the base product, but is planned for incorporation in a scheduled release of the base product.

Customization required (CuR) The business function requires customized changes to the base product or software development apart from the base product's design, process or structure.

Not in product scope (N) The business function is not included in the base product, the base product cannot be configured to meet the required functionality.

MN DHS is interested in including the following cross-program functions:

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- Online Screening and Application
- Client identity management and electronic signatures, with potential integration into the existing identity management architecture and tool suite
- User authentication and authorization (including clients) (Note: MN DHS has an existing identity management strategy and may be interested in using it.)
- Referral support both within the agency and to outside resources
- Intake Processing: Economic Support Programs, Health Care, Home and Community-Based Services (HCBS), Child and adult welfare/protection, foster care (FC), Child Support (CS) and other DHS programs, e.g. Chemical and Mental Health
- Verification support, including online verification interfaces for the Social Security Administration (SSA), MN Department of Employment and Economic Development (DEED) and many other organizations
- Assessment (child welfare, vulnerable adult, HCBS, etc.)
- Service Planning
- Service Authorization
- Eligibility Determination for Child Care (CC), Food Support (FS), Minnesota Family Investment Program (MFIP), other cash programs, health care (HC), HCBS.
- Benefit Issuance
- Payment Processing
- Payment issuance (e.g. child support)
- Provider claim processing and payment
 - Pharmacy Point-of-Sale claims processing
- Client, Partner, and Provider communication (mail, email, SMS, phone)
- Document creation (court orders, client notices, provider communications, etc.)
- Electronic Document Management
- Service Delivery Management
- Benefit Recovery
- Case Management (including transfers)
- Provider Payment
- Service Prior Authorization
- Provider Management
- Sanction management
- Change reporting
- Redetermination/recertification
- Self-service, e.g. self-registration (authentication/authorization), integrated voice response (IVR), call center, and online and eForms support, client portal (for info exchange between client & DHS), account management, information updates,
- Client representative/navigator support
- Workflow support (alerts, case notes, ticklers, etc.) and prioritization
- Outcome Measurement
- Cross-program reporting (reporting in general)
- Information for decision support at an enterprise level
- Ask-once/enter-once philosophy for data
- Support for retention policies to automate data purging
- Financial/accounting management
- Fraud detection/prevention
- Licensing (e.g. child care, foster care)

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- Quality Assurance controls
- Healthcare premium processing
- Claims/recoupment processing (as opposed to paying medical claims) for overpayment of benefits
- Automated trend analysis based on data held within the COTS
- Ability to handle counties, county clusters, regionalization of counties, tribes, partners, voluntary agencies – recognizing the difference between “servicing” and “financially responsible” with all the appropriate security

The list of functions we want to support includes but is not limited to

- Reception
 - Registration and Demographics
 - Notification to worker that client is waiting
- Client/representative self-service screening and registration and account management
- Calendaring
 - Schedule appointments
 - Maintain calendars
 - Captures and displays work lists for staff
 - Possible integration with County calendaring systems(s)
- Client Search
 - Create client/ID Assignment
 - Find existing clients
 - Query with multiple search criteria
- Relationship management
 - Within a case
 - Among multiple cases
 - With partners (e.g. county courts, healthcare plan providers, healthcare providers)
- Screening /Intake
 - Screening tool for workers or self-service customers or non-profit agents to determine potential eligibility for clients
- Worker Notification (Alerts/Ticklers)
 - Notify one or many staff members of agency, policy, or case-related information
- Security
 - Authentication
 - Authorization by roles
 - Administration assigns roles and permissions to users
 - Assign contact information for counties
- Narratives and case notes
 - Create automatically
 - Create manually
 - Query
- Waiting Lists
 - Create
 - Update
 - Query
- Electronic Forms and Notices Management
 - Automated completion of forms and notices using system data.

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- Forms and notices available on demand
 - Query historical forms and notices with multiple search criteria
- Interview Process (Application, Change, Review)
 - Display interview questions by program area
 - Display previous answers to interview questions
 - Intelligent scripting (including/excluding questions based on responses to previous questions)
 - Single point of data entry with data made available across programs
- Administrative Functionality
 - Define and maintain date-driven business rules
 - Define and maintain business workflows
 - Mass changes
- Case Disposition
 - Determine/Redetermine eligibility based on program specific rules
 - Linked display of policy reason(s) for ineligibility
 - Case Terminations
 - Case Re-opening
- Case Maintenance
 - Notification to workers when change in client's information across the enterprise
- Case Transfers
 - Worker-to-Worker
 - County-to-County
 - State-to-county
 - Mass reassignments
 - Program Category-to-Program Category
- Issuance of Benefits
 - Automatic issuances
 - Manual issuances
- Queries/Ad-Hoc Reporting
 - Create reports and show results
- Supervisor Functionality
 - Workload Management
 - Administrative functionality for calendars, tasks, and workloads for multiple workers
- Provider Functionality
 - Portal for providers and/or external stakeholders
- Financials (Client Payment, Auditing, Control Reporting)
 - Audits financial transactions and separation of duties
 - Maintains and displays confirmation of benefit and/or payments delivery
 - Maintains and displays benefit and/or payment status
 - Maintains and displays historical records of benefits and/or payments issues for all program areas
- Assessments and Service Plans
 - Structured intake tool
 - Service plans
 - Assessment tools
 - Structured Decision Making
- Documentation
 - Business Process Flows

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- User Guides
- Linked Access to Rules and Policy
- Technical – County, DHS partner, and user issues
 - Counties may invoke services of case management functionality (Integration options with county-based systems) e.g. Person Search functionality exposed as externally available web services.
 - Web pages will be US Section 508 and American Disabilities Act (ADA) compliant
- Support for major business process flows
- Support for tracking and managing outcomes in human services, especially for individuals and families participating in multiple programs
- Tools to facilitate risk and safety assessments for families, adults , and children
- MITA functions as identified in the architecture

Any County Considerations for Case Management

- Consider their need to purchase any products/tools to insure integrated use of COTS product for Human Services delivery
- Considerations for workstations needed for staff
- Consideration for internet bandwidth
- Consideration for integration with county-based systems
- Consideration for support of multiple devices and off-line use of some/all functions

Technical Information

DHS is interested in information about a detailed strategy for establishing the necessary hardware, system and network configuration for the installation of the base product software.

DHS is interested in the data design and architecture, supported database product(s), data synchronization, approaches to conversion, approach to data for analytics, and approach to master data management.

DHS is interested in your approach to rules management, the use of a rules engine, dated rules, dated data and how the product supports flexibility, scalability and ease of maintenance of complex rules.

DHS is interested in a Service Oriented Architecture which will make integration with existing functionality and enhancements and extensions easier.

Performance requirements and standards

Performance requirements and standards must be included in our strategy for technical performance. We are interested in the approach taken by the product.

Baseline license options

Please describe available licensing option, inclusive of all processing platforms and environments - licensing options include but are not limited to the following:

1. Single enterprise license (including any price reduction thresholds when upgrading from any other license option to an enterprise license)
2. Platform-based (e.g., server, CPUs, megahertz)
3. Utilization phases (e.g., limited configuration, development, system testing, user acceptance testing (UAT), pilot, rollout, user training, production)
4. Major system component, functional module, or tool
5. Progressive or tiered user seat acquisition by ranges (e.g., 1-500, 501-1000, etc.)
6. Active users
7. Role-based users
8. Named users
9. Floating seats

Optional technical support services

If the product vendor offers support services, please outline your approach to the following:

1. Training for Department technical and business staff.
2. Consultation for training for end users, Department or Service Integration (SI) vendor training staff.
3. Assistance to DHS in reviewing the system analysis and design deliverables for SI vendor(s).
4. Assistance to DHS and SI vendor(s) in the use of configuration tools for the package software.
5. Consultation with the Department and SI vendor(s) in the planning for and implementation of legacy system replacement, integration and interfaces. This will include assistance in the use of any data interface, synchronization and conversion tools provided as part of the Vendor's base product solution, and the sequencing of conversion activities.
6. Communication, cooperation, collaboration with and support of any and all SI vendor(s) selected by the State for subsequent projects, or assistance to the State if the State chooses to act as its own integrator, for the duration of the contract.

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7. System maintenance services.
8. Help Desk.
9. Release support planning and implementation services.
10. Upgrade services. Please discuss the criteria for what the Vendor considers to be a new product offering vs. a software upgrade, as well as responsibilities for and experiences with problems occurring during integration phase, and which cannot be resolved by the integrator. Discuss/outline the history of the Vendor's product releases, including frequency and examples, as well as your strategy for future technical upgrades and function-based releases.

Architectural Consistency Checklist

1. Scalability:

- a. Provide detailed diagrams with complementing narrative describing proposed technical solution.
- b. Describe the maximum capacity of the proposed technical solution upon which performance begins to degrade, including the results of any formal testing (e.g. Performance, Load, Stress).
- c. Describe the largest production implementation by an existing customer that uses the proposed technical solution.
- d. Describe the testing methodology used in the development of the proposed technical solution (E.g. Performance, Load, Stress, Security).
- e. Describe the ability of the proposed solution to scale both horizontally and vertically.
- f. Describe how the proposed solution can be scaled to manage pilot, rollout and growth rate requirements.

2. Adaptability:

- a. Describe the overall architectural approach used to design the proposed solution (e.g. Service Oriented, 3/N Tier, Composite Application).
- b. Describe how the architectural approach and the technologies used enable solution adaptability.
- c. Describe the technology roadmap for the proposed solution.
- d. Describe how the solution will be capable of adapting to meet changing business requirements.

3. Secureability:

- a. Describe how the solution can be deployed to provide layered access controls.
- b. Describe how the solution can be deployed to accommodate both an integrated or externalized identity access and management solution.
- c. Describe the ability of the proposed solution to meet Federal and State regulatory requirements.

4. Availability:

- a. Describe the technologies and approach used to meet and/or exceed availability requirements.
- b. Describe an acceptable backup and recovery approach to meet and/or exceed availability requirements.

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5. Manageability:

- a. Describe the versioning and patch management process for the proposed solution.
- b. Describe approaches that could be implemented to provide overall performance monitoring for the proposed solution.
- c. Describe the Quality Assurance (QA) measures that have been taken in the design, implementation and maintenance with respect to the proposed solution.
- d. Describe the management and monitoring tools that are supported by the proposed technologies.

6. Interoperability:

- a. Describe the programming language(s) and development framework(s) that are used in the design and implementation of the proposed solution.
- b. Describe any open (industry and/or de facto) standards used to ensure interoperability of this solution within a heterogeneous environment.
- c. Describe the available options, along with the preferred approach, for integrating the proposed solution with other intra/inter agency systems.
- d. Describe the flexibility of this solution to meet future integration needs.
- e. Describe how the solution meets accessibility (i.e. W3C and/or 508) requirements.

7. Enterprise:

- a. Describe how your product solution can leverage Shared Services.
- b. Describe how consolidation of services and infrastructure can be accomplished.

System Design

Describe whether/ how your product:

- Provides an industry open standard development and runtime environment supported by a flexible application, business, and technical architecture (describe the architectures)
- Provides a Service Oriented Architecture (SOA) as validated and certified by a certification group
- Uses an Enterprise JavaBeans (EJB)/J2EE architecture to enable horizontal and vertical scalability
- Supports a range of Relational Database Management Systems, operating systems and middleware products to provide platform independence
- Supports many deployment models, from simple to complex, and delivers the scalability required by social enterprises
- Supports off-line use and define any supported devices
- Incorporates the Medicaid Information Technology Architecture (MITA) and standards and expands MITA to other service delivery areas.
- Supports the addition of new programs without extensive coding to support state-only programs and new state initiatives
- Provides regular maintenance releases for bug fixes and for upgrades and enhancements

Appendices

Appendix A: Minnesota Client Benefit Programs (Informational)

In this section we have included information about our programs and enrollees so that interested vendors have some detail about MN DHS and our clients. The information is neither comprehensive nor guaranteed to be accurate but is provided as background.

Minnesota Health Care Programs

Eligibility Group	Enrollment Jan 2011
1. Low-income families (§1931) who would be eligible under former Aid to Families with Dependent Children (AFDC) program	105,606
1a. Low-income families who would be eligible under former AFDC program (State-funded eligibility for Non-qualified noncitizens)	983
2. Pregnant women	16,954
3. Auto Newborns	29,369
4. Infants < 2	29,078
5. Children 2 – 5	72,273
6. Children 6 – 18	164,751
7. Transitional Medical Assistance	15,358
7a. Transitional Medical Assistance (State-funded eligibility for Non-qualified noncitizen parents)	136
8. Emergency Medical Assistance (EMA)	1,941
9. Refugee Medical Assistance	456
10. Children receiving IV-E foster care benefits	2,186
11. Children receiving IV-E adoption assistance	5,487
12. Children 19, 20	10,808
13. Medically needy families and children	2,547
13a. Medically needy families and children (State-funded eligibility for Non-qualified noncitizen parents)	20
14. Individuals who need treatment for breast or cervical cancer	457
14a. Individuals who need treatment for breast or cervical cancer (State-funded eligibility for Non-qualified noncitizens)	4
15. Targeted Low Income Children – Infants under 2 with income between 275% and 280% Minnesota's CHIP State Plan population	39
16. Children receiving non-IV-E adoption assistance	2,050
17. Prenatal care for noncitizen pregnant women without other health insurance CHIP state plan population	2,119
18. Adults without Children	50,802

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18a. Adults without Children (State-funded eligibility for Non-qualified noncitizens)	???
19. Auto Newborns & Infants < 2	2,686
19a. Infants < 2	0
20. Children 2 – 21	44,167
20a. Children 2 – 21	285
21. Pregnant women	1,062
21a. Pregnant women	31
22. Parents and Relative Caretakers	37,274
22a. Parents and Relative Caretakers	606
23. MN Family Planning Program Section 1115 Demonstration Project – Individuals between ages 15-50 in need of family planning services, and not enrolled in any other Minnesota Health Care Program	4,363 Presumptive Eligibility 17,173 ongoing
24. State-funded MA (Program IM) for individuals ineligible for federally-funded MA due to residence in an Institution of Mental Diseases (IMD)	830
25. State-funded MA for individuals receiving services at the Center for Victims of Torture (CVT)	124

Health Insurance Exchange

Minnesota DHS is interested in whether the vendor product supports a Health Insurance Exchange (HIE) or interacts with an existing HIE, or is planning an integration with a particular Exchange.

Economic Support

The Minnesota Family Investment Program (MFIP) The Minnesota Family Investment Program (MFIP) is the state's welfare reform program for low-income families with children. MFIP helps families move to work and focuses on helping families become self-sufficient. It includes both cash and food assistance. When most families first apply for cash assistance, they will participate in the Diversionary Work Program (DWP). Parents go immediately to work rather than receive welfare but may receive help with shelter and utilities and some living expenses for up to four months. Some families may be referred to MFIP when they first apply for assistance or after they receive DWP. MFIP helps families transition to economic stability. Parents are expected to work and are supported in working. Most families can get cash assistance for only 60 months.

Diversionary Work Program and Work Benefit Program

DWP helps low-income Minnesota families find work. The goal of DWP is to help parents immediately go to work rather than go on welfare. Parents are expected to sign an employment plan before their family is approved for DWP. After families have an employment plan, they can receive financial assistance to meet their basic needs for up to four months and get other supports, such as food support and child and health care assistance. When most families first apply for cash assistance, they will participate in DWP. Some families may be referred to the Minnesota Family Investment Program. DWP began in July 2004. The Work Benefit Program, implemented in 2009, is available to families who have left MFIP or DWP in the last 30 days and have at least one caregiver working a required number of hours. It provides a monthly cash grant incentive.

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Minnesota Food Assistance Programs

The Food Support [Supplemental Nutrition Assistance Program (SNAP)] program is a federal program that helps Minnesotans with low incomes get the food they need for sound nutrition and well-balanced meals. The program issues electronic food support benefits that can help stretch the household food budget.

The Minnesota Food Assistance Program (MFAP) was created by the Minnesota Legislature in response to federal law changes which made certain noncitizens ineligible for federally funded Food Support. MFAP uses state funds to replace the benefits lost when federal Food Support eligibility ends. MFAP is only available to noncitizens 50 years of age or older. People apply for MFAP as they would for Food Support at county offices.

Refugee Assistance

Most of the refugees who are resettled in Minnesota are members of families with minor children who qualify for the same cash and medical assistance programs available to other low-income state residents through county human service agencies. They are predominately two-parent families.

Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) are provided to needy refugees who do not have minor children in the home. These benefits, which are federally funded, are available for the first eight months after a refugee arrives in the country. These benefits are provided through county human service agencies and voluntary resettlement agencies (for refugees in the Twin Cities metro area and Olmsted County.)

Services are also provided to assist unaccompanied minors without a responsible adult relative resettle into a foster home placement. The federal government reimburses the state for these services, which are provided until the minors are emancipated or reunited with their parents.

Adult Supports

DHSDHS oversees economic assistance programs that provide a safety net for the elderly and people with disabilities.

The **General Assistance (GA)** program provides cash assistance for single, unemployed adults without children, including people who are elderly, ill, injured or otherwise incapacitated.

Minnesota Supplemental Aid (MSA) is a state-funded supplement for people who receive Supplemental Security Income (SSI).

Group Residential Housing (GRH) grants provides income supplements for room, board, and other related housing services for people whose illnesses or disabilities prevent them from living independently.

Minnesota's **Child Care Assistance Program (CCAP)** can help to make quality child care affordable for income-eligible families. All families will have a copayment based on their gross income and family size. Child Care Assistance is available to:

- Families participating in MFIP
- Families that had an MFIP case close within the last 12 months
- Low-income families that may be eligible for the Basic Sliding Fee program

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CCAP can help families pay child care costs for children up to age 12, and for children with special needs up to age 14. Child care costs may be paid for qualifying families while they go to work, look for work or attend school. To qualify for CCAP, families must comply with child support enforcement if applicable for all children in the family. Care must be provided by a legal child care provider over the age of 18. An annual summary of statistical information about families and children participating in CCAP is available in the Child Care Assistance Program Family Profile.

Family size, family income and participation in authorized activities are considered. The amount of available funding also may be a factor. In some Minnesota counties there is a waiting list for access to day care under the Basic Sliding Fee program.

CCAP has two types of rates that are used to determine the maximum amount for reimbursement to child care providers who serve CCAP families:

Current maximum rates

Current maximum rates with accreditation/credential differential

For additional information on the programs currently supported by our integrated eligibility system (MAXIS/MEC2), see below. Caseloads are recent but changing rapidly. The level of support for eligibility determination varies from fully automated to minimally automated.

Program	Description	Time Limit	Funding	Total Cases	Total Persons
MFIP	Cash and food benefits for families	60 month lifetime limit (with exceptions)	Federal (TANF) and State	35,452	94,123
DWP	Cash benefit for families	4 months	Federal (TANF) and State	3134	9403
Work Benefit	Cash benefit for families	24 months	State	1487	5009
MSA	Cash benefit for persons receiving SSI	None	State	28,883	
GA	Cash benefit for single, unemployed adults without minor children	None	State	19,053	19141
RCA	Cash benefit for refugees without minor children	8 months including the month of arrival in the US	Federal	241	253
EA	Cash benefit for families in a crisis situation	varies	State	1421	4855
EMSA	Cash benefit for MSA person in a crisis situation	1 time per 12 months	State and County, Optional County	2, See GA cases	
EGA	Cash benefit for persons in a crisis situation	1 time per 12 months	State and County, Optional County	55, see MSA cases	

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GRH	Room and board payment, and in some cases services payments, for person residing in GRH	None	State (some County)	17,638	
IV-E FC	Payment for child in foster care	None	Federal and State	2084	
FS	Food Benefit	ABAWD 3-month out of 36-month	Federal and State	165,749	317,797
BSF – Basic Sliding Fee	Child care payment for families not eligible for MFIP or DWP	None	State (Capped annual allocation)	11,090	20,604
PP	Child care payment for families who had received BSF	6 months	State	37	60
MFIP CC (CM)	Child care payment for families eligible for MFIP or DWP	None	Federal (Fully funded)	7961	14434
TY	Child care payment for families when MFIP or DWP has closed	12 months	Federal (Fully funded)	3328	5808
TYE	Child care payment for families when TY has ended	None	Federal (Fully funded)	159	295
MA	Medical payment to provider	None	Federal and State	311,989	582,862
EMA	Medical payment to provider	None	Federal and State	1520	1634
RMA	Medical payment to provider	8 months after arrival in US	Federal	237	248
IMD	Medical payment to provider	None	State	730	
GAMC	Payments made to CCDSs (Coordinated Care Delivery Systems)	None	State	45,000	45,459
QMB	Payment of Medicare-related expenses	None	Federal	67,735	68,423
SLMB	Payment of Medicare-related expenses	None	Federal	16,004	16,497
QI	Payment of Medicare-related expenses	None	Federal	3507	3854
NMED	Medical payment	None	State		

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	to provider				
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Child Safety and Permanency and Adult Protection

The division administers a number of federal funding programs that are important to ensuring safety, permanency and well-being for children, youth and their families. These federal programs, along with state and local funding, support a comprehensive continuum of services from child abuse/neglect prevention through adoption and other permanency supports: Title IV-E Foster Care; Title IV-E Adoption Assistance, Chafee Foster Care Independence Program (CFCIP), Education and Training Vouchers (ETV), Title IV-B,1 Child Welfare Services, Title IV-B,2 Promoting Safe and Stable Families, Child Abuse Prevention and Treatment Act (CAPTA), Community-Based Grants for the Prevention of Child Abuse and Neglect (CBCAP), Children's Justice Act (CJA), and Title XX Block Grant.

Social Service Information System (SSIS)

MN currently has a federally required case management system offering functionality for county and tribal social workers supporting child protection, foster care, adoption, children's mental health, and other child welfare programs. The system also supports adult maltreatment reporting, waiver claiming, MMIS billing and other adult services. Approximately 6,000 users including county social workers, fiscal workers, administrative staff, eligibility workers, managers, case aides and DHS staff, use SSIS to track cases involving more than 270,000 individuals annually. SSIS documentation includes Intake, Assessment and Investigation modules for child and adult maltreatment reporting; social services case management; time tracking; service plans; case notes; vendor payments; Medicaid claiming, state outcome reporting and federal AFCARS and CAPTA outcome reporting, case notes, letters, documents and notices.

Child Safety and Prevention Programs

- 22,312 children were subjects of a family assessment or investigation in response to a report of abuse/neglect in 2009.
- Parent Support Outreach Program - Over 3000 children per year and their families receive services through Parent Support Outreach Program, a voluntary, early intervention pilot program operating in 30 counties since 2005.
- Protective or supportive services were required or offered to 6,516 families, the outcome in 39 percent of family assessments or investigations. Services most often recommended: mental health/counseling, parenting education, family counseling, chemical dependency services, family support and preservation, foster care, and miscellaneous other services.
- Children's Justice Act - Grants under this program supported training for 177 law enforcement, county attorney and child protection professionals in forensic interviewing and investigation skills.
- Children's Trust Fund – State trust and federal CBCAP funds support grants to 16 community-based providers, local child abuse prevention councils in 60 counties, and statewide prevention activities through a contract with Prevent Child Abuse Minnesota (PCAMN).
- Constituent Services – 1813 consults in 2010 from counties, community members, families and other states.

Child Placement and Permanency Programs

- 11,699 children/youth were in foster care in 2009. 6,036 children/youth entered and 6,557 children/youth left.

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- Family Support and Preservation Services – Family Group Decision Making brings together children and their extended families, with a skilled facilitator to develop plans for placement prevention, reunification, permanency, placement transition or youth independent living. FGDM is supported through grants to counties and tribes and 2,588 children were served in 2009
- Relative Care Assistance - Between 1,850 and 1,950 relative custody assistance grants are paid each month to support children in permanent relative custody.
- Adolescent Services - CFCIP - Nearly 800 foster care youth were served in programs delivered by counties, community-based organizations and tribes that provide assistance and Independent Living Programs. Education and Training Voucher Program - 188 former foster care youth were awarded an education voucher grant to help defray the costs of post-secondary education. Transition Supports-Over 1000 youth preparing to leave long-term foster care, or who have recently left foster care received transitional planning and housing assistance services through community-based providers. National Youth in Transition Database- A new requirement effective October 1, 2010. The state will be responsible for tracking the independent living services provided to youth and to measure outcomes for youth leaving foster care to independent living. States will be expected to survey certain youth at ages 17, 19 and 21 about the following outcomes: financial self-sufficiency, experience with homelessness, educational attainment, positive adult connections, high-risk behavior, access to health insurance.
- Oversight on federal compliance for Title IV-E.
- Interstate Compact on the Placement of Children (ICPC) –ICPC is responsible for the oversight of children/youth leaving and entering the state for purposes of adoption/foster care. In 2009 774 children were sent from MN to foster care/adoption locations in other states; 943 children were received in MN.
- Adoption Services for Children Under State Guardianship – In 2009 652 children entered state guardianship,
- Public Private Adoption Initiative/Adoption Incentive – Grants to 8 providers for recruitment of foster and adoptive families and efforts to place children under state guardianship in adoptive homes. Approximately 400 children and 650 families are served through these grants.
- Adoption Assistance - Approximately 7,500 subsidized adoption grants are paid each month to support special needs children in adoptive homes.
- Adoption Records Management - Maintain 1.7 – 2.0 million adoption records that must be retained permanently. The oldest records are on microfilm; the rest are in SSIS/EDMS P8. DHS maintains physical and electronic storage capacity.

Coordination with Tribes

- Indian Child Welfare – The state is required to consult and coordinate with Tribes to develop specific measures for complying with the Indian Child Welfare Act and make arrangements for the provision of child welfare services and protections to Indian children
- Indian Child Welfare Grants fund 19 tribal and urban Indian social service agencies to provide a continuum of services. Over 2800 children were served under these grants in 2009.
- American Indian Child Welfare Initiative - \$4.7 million state funds are granted to Leech Lake and White Earth Bands of Ojibwe to provide the full continuum of child welfare services to children and families residing on the reservations. 3000 children and families have been served through this Initiative which was authorized by the 2005 legislature. Outcomes for Indian children served through the Initiative will be tracked to demonstrate the impact on disparities.

Child Welfare Training

- Child Welfare Training – The Child Welfare Training System is supported through federal Title IV-E, county contribution and state general fund. The training system provides pre-service and ongoing training to child welfare staff in county and tribal agencies. In 2009 the training system conducted 114 training events with 1505 participating trainees.
- Foster, Adoptive and Kinship (FAK) Training – County and tribal foster, adoptive and kinship care providers receive pre-service and ongoing training through the Child Welfare Training System. In 2009 323 training events were conducted, with 3086 participating trainees.
- Social Service Information System Training – SSIS Training supports County, tribal and DHS users through classroom, web-based, and self-directed training modules to accomplish proficient use of SSIS, important to federal reporting and performance monitoring. In 2009, 51 training events were conducted with 1389 participating trainees.

Child Welfare Quality Assurance and Performance Monitoring

- Quality Assurance – The federal Children’s Bureau carries out a program of Child and Family Service Review (CFSR) which periodically evaluates the state’s performance on 17 National Data Standards, 23 child welfare practice items, and 7 systemic factors. CFSR’s have been completed in Minnesota in 2001 and 2007. Following both reviews the state has been required to develop a Program Improvement Plan (PIP), and demonstrate improvement on areas needing improvement to avoid fiscal sanctions. The state successfully completed the first PIP in 2004; the current PIP is in the first year of implementation.

Since 1998 CSP has carried out a quality assurance review program of county child welfare agencies. Since 2003 CSP has conducted quality assurance reviews using the same metrics and protocols applied by the federal CFSR. Approximately 20 counties per year are reviewed and develop a Program Improvement Plan to address those performance factors needing improvement. County PIPs are aligned with the state PIP in those areas needing improvement in common.

- Child Mortality Review - Multidisciplinary panel review at the local and state level of child fatalities and near fatalities of children/youth resulting from child maltreatment. In 2009, there were 21 child fatalities and 44 life-threatening injuries as a result of maltreatment by a caretaker reported. Local and state panels make recommendations for improvements to the child protection system to prevent future deaths/near fatal injuries. The number of child fatality/near fatality has been rising since 2004.
- Citizen Review Panels-Citizen review panels are a requirement under the CAPTA program. Minnesota supports the work of 5 panels in Hennepin, Ramsey, Washington, Winona and Chisago Counties.
- Oversight for CW-TCM compliance.
- Grants and contract management - \$19 million dollars distributed through approximately 200 grants/contracts.
- Federal Planning and Performance Reporting – The department is required to develop a Child and Family Service Plan every 5 years that describes and integrates the service continuum supported by the array of federal funds that support child welfare services. Annual Progress and Services Reports are required to report the state’s compliance with federal regulations and to assess progress toward meeting the goals and objectives set out in the plan. Currently CSP is

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required to provide quarterly reports to the Administration of Children and Families to document progress on the PIP.

The CSP Research Unit publishes an annual Report to the Legislature on child maltreatment and on children in out-of-home care as required by Minnesota Statute, section 257.0725, in addition to evaluating performance, supporting policy analysis and reporting on areas of priority in CSP.

- Child and Community Services Act (CCSA) – CCSA created a consolidated fund in 2003 to fund an array of social services to children, adolescents, and adults within the county who experience dependency, abuse, neglect, poverty, disability, chronic health conditions, or other factors, including ethnicity and race, that may result in poor outcomes or disparities, as well as services for family members to support such individuals. Allocations are made to county agencies have an approved biennial plan. Under these grants, county agencies provide services to approximately 350,000 people.

Child Support

Minnesota's current system for child support services includes

- Locating parents
- Establishing parentage
- Establishing and enforcing court orders for child support, medical support and child care support
- Collecting and processing payments
- Reviewing and modifying court orders for child support, medical support and child care support
- Adjusting court orders based on the cost of living index
- Working with other states to enforce support when one parent does not live in Minnesota.

A portion (FY 2010 approximately 18%) of program funding comes from Minnesota counties who have been very influential in determining system functions for the 243,000 open cases in Minnesota. The current system has 4500 registered users and typically has about 1700 simultaneous online users. 85% of our online cases have support orders and our child support guidelines determine support amounts based on:

- The income of both parents
- The number of children
- The cost of raising a child at different income levels and
- The availability and cost of medical support
- Child Care Support

In FFY 2009 Minnesota:

Collected \$598.1 million

Spent \$166.3 million to fund child support services

Served 245,695 Title IV-D child support cases

CDCS - Consumer Directed Community Supports

Consumer Directed Community Supports (CDCS) is a unique service option that gives persons more flexibility and responsibility for directing their services and supports, including hiring and managing direct care staff. CDCS may include services, support and/or items currently available through the Medical

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Assistance waivers, as well as additional allowable services that provide needed support to persons. CDCS is a service option under several home and community-based programs. CDCS is available as a statewide service for persons enrolled in one of the following programs:

- Alternative Care (AC) Program
- Community Alternative Care (CAC) Waiver
- Community Alternatives for Disabled individuals (CADI) Waiver
- Developmental Disabilities (DD) Waiver
- Elderly Waiver (EW)
- Minnesota Senior Health Options (MSHO)
- Traumatic Brain Injury (TBI) Waiver

The range of allowable CDCS services and supports can be tailored to meet a person's needs. The flexibility built into CDCS allows a person to describe the services and supports in ways that are meaningful to the person. A person's plan can include a mix of required and optional services and supports.

- Community Support Plan (includes budget methodology)
- Fiscal support entity services
- Support Planner Person-centered planning

MMIS

MMIS is Minnesota's automated system for payment of medical claims and capitation payments for Minnesota Health Care Programs (MHCP) which include MinnesotaCare, MA, GAMC, and Medicare Supplement Programs. Some support for eligibility for MinnesotaCare is on our MMIS system.

SMI - Shared Master Index

The SMI is a web-based system that interacts with DHS and County service entity systems, creating a common client identifier as well as maintaining a cross reference of client identifiers in the various systems. This master identifier assists workers, analysts, researchers and others in tracking clients across systems and provides a mechanism for synchronizing client data across DHS systems. The SMI provides functionality (search, match, merge) for the ongoing management of this single client identifier. In addition, the SMI provides workers a cross-systems view of client participation through real time web service integration with major DHS systems.

Appendix B: Technical Checklist (Optional)

Vendor System Design Checklist Response (Optional) - Select all that apply - Indicate all items checked for which the Vendor software is certified.

Architectural Approach

- SOA
- 3/N Tier
- Other (specify):

Processing Type

- OLTP
- OLAP
- Other (specify):

Development Platform

- J2EE
- .NET
- Other (specify):

Architectural Framework(s)

- STRUTS
- JATO
- JSF
- Other (specify):

Architectural Pattern(s)

- MVC
- Factory
- Controller
- Data Access Object
- Other (specify):

Application Communication Technologies

Service Interface:

- Web Services (HTTP, XML, SOAP, WSDL, UDDI)
- Public Facing
- Internal Facing
- Messaging

Platform Specific:

- .NET Remoting
- EJB/RMI
- IIOP
- Other (specify):

System Integration Technologies

- XML
- Web Services
- Messaging
- EDI
- CORBA
- IIOP
- Adaptors
- Secure FTP
- Other (specify):

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Software Testing General:

- Functional
- Regression
- System
- Integration

Specialized:

- Performance
- Load
- Stress
- Error Handling
- Security
- Platform

Accessibility:

- WCAG V1.0
- Priority 1
- Priority 2
- Priority 3
- WCAG V2.0 (Draft): Level 1 Level 2 Level 3
- Section 508

User-Participation:

- Beta
- User Acceptance
- Other (specify):

Vendor System Design Checklist Response - Select all that apply

Security Technologies

- Identity and Access Management
- Integrated
- Externalizable
- Externalized
- SSL/TLS
- Data Encryption
- Level Supported: Column Row Table

Database

- Cookie Encryption
- DES
- 3DES
- AES
- Other (specify):
- Other (specify):

Client Operating Systems

- Apple
- Microsoft
- Linux
- UNIX
- Palm
- Microsoft PocketPC
- Other (specify):

Client Platforms

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- Desktop/Laptop
- Tablet
- PDA
- Smart Phone
- Other (specify):

Client Footprint by Platform Specify size of footprint in KB or MB:

Desktop/Laptop: ____

Tablet: ____

PDA: ____

Smart Phone: ____

Other (specify): ____

Client Connection Speed Specify speed in kbps or mbps:

Minimum: ____

Recommended: ____

Client Richness

- Browser-Based
- Rich Client
- Rich Internet (AJAX)

Browsers and Versions Supported

- Internet Explorer (specify versions):
- Netscape Navigator (specify versions):
- Other (specify product and versions):

Presentation - Client Side Languages

- HTML
- DHTML
- XML
- XHTML
- VB.NET
- C#
- ActiveX Controls
- Java Applets
- Java
- JVM (specify details):
- JavaScript
- VBScript
- C++
- Other (specify):

Application State

- Cookies:
- Non-Persistent Cookies
- Persistent Cookies
- Session Ids
- State Stored in Hidden Fields
- Other (specify):

Web Server Location Public Facing Internal Facing

Web Server Operating System Windows Linux UNIX Other (specify):
Specify Version:

Web Server Software

- Apache

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- Microsoft
- Sun
- Oracle
- Other (specify):

Specify Edition and Version:

Web Server - High Availability Load Balancing Supported: Yes No

64 Bit Processors Supported: Yes No

Dual Core Processors Supported: Yes No

Other (specify):

Presentation
– Server Side

Languages

- ASP.NET
- VB.NET
- C#
- JSP
- Servlets
- Java
- JVM (specify details):
- Server Side Includes (SSI)
- C++
- Other (specify):

Application Server Operating System Windows Linux UNIX Other (specify):

Specify Version:

Application Server Software Microsoft IBM Sun Oracle BEA Other (specify):

Specify Edition and Version:

Application Server – High Availability 64 Bit Processors Supported: Yes No

Dual Core Processors Supported: Yes No

RAID Supported: Yes No

SAN Supported: Yes No

Mirroring Supported: Yes No

Clustering Supported: Yes No

Grid/On Demand Supported: Yes No

Other (specify):

Business Rule – Application Languages

- VB.NET
- C#
- Java (J2SE)
- Java/EJB (J2EE)
- JVM (specify details):
- C++
- Other (specify):

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Database Server Operating System Windows Linux UNIX Other (specify):
Specify Version:

Database Server Software Microsoft IBM Oracle Other (specify):
Specify Version:

Database Server – High Availability 64 Bit Processors Supported: Yes No

Dual Core Processors Supported: Yes No

RAID Supported: Yes No

SAN Supported: Yes No

Mirroring Supported: Yes No

Clustering Supported: Yes No

Grid/On Demand Supported: Yes No

Other (specify):

Data Access – Connectivity Methods

ADO.NET

ODBC

OLE/DB

JDBC

JDO

DB2 Connect

Other (specify):

SQL Languages T/SQL PL/SQL Other (specify):

Stored Procedures Utilization Data Access Business Rules