

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

**Statement of Work (SOW) For Technology Services
Issued By**

Minnesota Department of Health

**Project Title
Best Practices for
Consumer Access to Immunization Information Systems**

Service Categories

Analyst – Business, Analyst – Technical, Architecture Planning & Assessment - Business, Architecture Planning & Assessment - Information/Data, Architecture Planning & Assessment -Security, Architecture Planning & Assessment - Technical, Facilitation, Project Management

(Vendor must be approved in at least 5 of the categories listed)

Business Need

Individual/consumer access to immunization registry data has recently been identified as a priority initiative of the federal Health and Human Services Office of the National Coordinator for Health Information Technology (ONC). The Centers for Disease Control and Prevention and state immunization programs have also recognized the need for consensus around best practices for allowing individual/consumer access to immunization information through state-run immunization information systems.

Many state immunization information systems, including Minnesota's, are built on the Wisconsin Immunization Registry (WIR) software which is offered for free in the public domain. Fifteen other states and territories have adopted the WIR software for their use and are part of the WIR group (Arkansas, Georgia, Hawaii, Idaho, Iowa, Maine, Maryland, Minnesota, Nebraska, New Mexico, New York, North Carolina, Oregon, Virginia, Wisconsin, U.S. Virgin Islands and Puerto Rico). A consortium of these WIR states meets regularly to discuss enhancements, code changes and upgrades that will benefit all of the states. This has allowed for no-cost code exchange, knowledge sharing and collaborative efforts toward meeting federal goals. The consortium systems also have a common technical vendor (HP Enterprise Services) that offers varying tiers of support to states based on their need.

In order to fulfill the deliverables of this initiative, the Minnesota Department of Health (MDH) Office of Health Information Technology and Minnesota's Immunization Information System staff will collaborate with the WIR consortium along with leadership from the ONC. MDH will participate in best practices development for this project along with other key stakeholders. The vendor selected for this work will work with WIR states and ONC's public health leadership to explore various options for consumer access, work with the WIR technical vendor on the technical approach, and create best practices for Immunization Information Systems (IIS) to

facilitate consumer access.

Project Deliverables

This is a collaborative project with ONC's public health leadership, WIR (Wisconsin Immunization Registry) Consortium including MIIC (Minnesota Immunization Information Connection) and the technical support vendor for WIR (HP Enterprise Services).

The selected group/company will be responsible for all deliverables. The primary deliverable is best practices and recommendations for external user authentication, recommended technical approaches, and legal and policy issues for consumer-based access to the WIR system that builds upon existing collaborative work to date. Each of the deliverables will be based on input and consensus from a collaborative group of stakeholders representing ONC and WIR states. In order to achieve this overall deliverable, it is expected that the vendor:

- Work with ONC public health leadership to recruit needed WIR states to participate in the collaboration Review minutes of ONC consumer access meeting which was held in September 2012 prior to the American Immunization Registry Association (AIRA) meeting
- Work with ONC to create synthesis of work to-date in following sections: identity proofing/authorization, legal and policy issues and technical approaches.
- Explore and understand various approaches including technical options for providing access to immunization information systems for consumers
- Develop a detailed work plan for meeting the projects milestones and schedule including various deliverables
- Complete needed documentation and exploration of options for authentication, technical approach, and policies for discussion prior to start of collaborative meetings
- Arrange for approximately eight webinars to be used for education and discussion of best practices, including an introductory webinar which offers synthesis of work done to-date and include plans for proceeding forward.
- Coordinate the meetings over webinars and conference calls taking into account the availability and presence of majority of stakeholders
- Be familiar with the collaborative requirements methodology promoted by the Public Health Informatics Institute
- Facilitate the best practices development process which includes requirements documentation that can be used by stakeholders to make a selection on the recommended approaches
- Prepare in advance all needed materials to help the process move smoothly from start to finish
- Be the lead for organizing one in-person meeting in a location chosen by the participants by taking care of all needed logistics by working together with host site
- Work with technical vendor for WIR consortium to ensure best practices documentation includes specifications needed for system implementation by WIR states
- Communicate as needed with stakeholders of interest in this project such as AIRA, CDC IISB (Immunization Information Systems Support Branch) and Immunization Information Systems (IIS) in other states by working together with ONC public health leadership
- Responsible for regular on-going communications with project leadership throughout the project

Project Milestones and Schedule

- Project Start Date: June 3, 2013
- Key Deliverable Dates
 - Synthesis of work done to date by ONC and WIR Collaborative on Initiative/similar projects: Complete by July 12, 2013
 - Work with ONC to recruit WIR states: Complete by July 12, 2013
 - Initiation of collaborative project with a webinar on status update: July 15, 2013
 - Coordinate an in-person meeting: To be done by September 30, 2013
 - First draft of best practices document, including needed requirements and specifications: By October 11, 2013
 - Completion of best practices documentation including needed requirements and specifications: Done by November 15, 2013

- Communications with project leadership and key stakeholders: On-going
- Project End Date: November 29, 2013

Project Environment (State Resources)

This is a collaborative project with ONC's public health leadership, WIR (Wisconsin Immunization Registry) Consortium including MIIC (Minnesota Immunization Information Connection) which is facilitated by the selected group and will include technical support vendor for WIR (HP Enterprise Services) as needed. The contractor/group will be working remotely with the project group and there is no perceived need for physical space/contractor badges from the state. They will be using their own computing equipment and not in need of any software/hardware support or any physical access to state buildings.

The following state staff will be involved in this project in various capacities:

- Subject matter expertise: Emily Emerson, MIIC Program Manager/IT Unit Supervisor, MN.IT @ Minnesota Department of Health
- Contract Oversight and Execution: Jennifer Fritz, Deputy Director, Office of Health Information Technology (OHIT), Minnesota Department of Health
- On-going contract oversight & project coordination: Priya Rajamani, Research Scientist/Health Informatician, MIIC & OHIT Programs, Minnesota Department of Health

Agency Project Requirements

The purpose of this project is to develop best practices across a consortium of WIR (Wisconsin Immunization Registry) software users working along with ONC public health leadership and other needed stakeholders. The project should result in deliverable(s) which can be used by multiple constituents and states, and are implementable in WIR consortium states.

As such the selected group/company is expected to:

- Complete project deliverables on schedule and keep up with this project on tight timeline
- Create best practices in collaborative fashion and which meets need of the stakeholders participating in this project.
- Develop comprehensive best practices to include needed requirements and specifications which can be easily implemented in a state that has implemented the WIR system
- Transfer of knowledge and documented technical details to ONC leadership and project participants
- Follow standard project management practices (e.g. Project Management Body of Knowledge (PMBOK))
- Comply with applicable federal and state legal requirements expected of a contractor, including complying with state and federal project reporting requirements
- All materials created for this project, including electronic documents, shall be fully accessible. Webinar announcements should provide participants with the opportunity to request accommodations (such as captioning/CART) and if such are requested, then the accommodations should be provided at no cost to the participant.

Responsibilities Expected of the Selected Vendor

The selected vendor is expected to

- Provide staff with appropriate expertise who can accomplish the deliverables of this project
- Inform the ONC leadership and MDH contract lead on any anticipated/unexpected issues in meeting deadlines/deliverables
- Review scope changes in the project as they occur and respond with adjustments in action as needed
- Develop re-course/alternate plan to finish deliverables if the proposed approach is not working well
- Communicate regularly with project participants including ONC public health leadership
- Obtain approval of key staff changes if they happen at a crucial juncture in project
- Finish the project on time to meet funding requirements and invoice all work by project end
- Collaborate with project participants and ensure needed knowledge transfer
- Overall project communication to the WIR states will be coordinated by ONC. The selected vendor is expected to work with ONC on project communications but not required to take the lead.
- The selected vendor will be expected to travel for up to two two-day trips (currently estimated for the central part of the country). Travel costs by other participants (e.g., WIR states, ONC staff) for meetings

are out of scope of this project.
State purchasing laws and policies do not allow for purchase of commodity-type items (hardware, software) as part of a professional/ technical contract unless they are incidental to the contract.

Required Skills

The response must specifically explain how all of these minimum qualifications are met.

Required minimum qualifications

- 10 years or more of experience working in the area of immunization information systems covering various aspects such as strategic evaluation, support in various knowledge areas such as electronic exchange and standards.
- 10 years or more of experience working in public sector projects specifically federal, state and local public health agencies
- 8 years or more of experience in conducting Immunization Information Systems (IIS) assessments
- 8 years or more of proven track record of offering technical support to various IIS
- Current involvement in projects related to consumer access of health information including environmental assessment for any state IIS
- Current involvement in IIS technical assistance to ensure recent knowledge around IIS operations
- Demonstrated familiarity with various immunization information systems (IIS) across the nation including technical environment and operations of at least some IIS
- Expertise in all knowledge areas of IIS, specifically data exchanges between IIS and entities such as electronic health records (EHRs), personal health records (PHRs) and Health Information Exchange organizations (HIEs)
- In-depth technical expertise to create best practices through a collaborative process which includes requirements and specifications by working closely with participants
- Excellent working relationship with all involved stakeholders including various IIS program managers, IIS related technical experts and ONC public health leadership
- Ability to execute the project successfully in desired timeframe

Desired Skills

- Demonstrated experience of working successfully with various stakeholders on projects with tight timeline(s).
- Self-driven staff/team who can work with minimal guidance
- Excellent personal relationship skills
- Good written and oral communications skills

Process Schedule

- | | |
|--|----------------------|
| • Deadline for Questions | 05/3/2013, 4 pm CST |
| • Anticipated Posted Response to Questions | 05/7/2013, 4 pm CST |
| • Proposals due | 05/14/2013, 4 pm CST |
| • Anticipated proposal evaluation begins | 05/15/2013, 8 am CST |
| • Anticipated proposal evaluation & decision | 05/21/2013, 4 pm CST |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 05/3/2013, 4 pm CST

Name: Jennifer Fritz

Department: Office of Health Information Technology @ Minnesota Department of Health

Telephone Number: 651-201-3662

Email Address: Jennifer.Fritz@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 05/7/2013, 4 pm CST (http://mn.gov/buyit/statements/mcp902ts_active.html).

SOW Evaluation Process

- Company (20 %)
- Work Plan (20 %)
- Experience (30 %)
 - Based on proposed staffing plan
- Cost (30 %)

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 Agency reserves the right to reject any and all proposals.

Response Requirements

Response should be specific to the requirements specified in the SOW and present a good case for successful execution of project if given the contract.

- Company overview
 - Description of qualifications as an expert service provider in area of immunization information systems (IIS) including offering of current technical assistance to IIS operations and familiarity with consumer access options related to IIS.
 - Description of the experience and/or ability to lead a group towards collaborative development of best practices as proposed.
 - Include details of key work done to-date which are relevant to this project.
- Project Overview
 - The proposal should clearly demonstrate understanding of the services requested and a plan of action to complete the work in desired time frame.
 - Response should describe how the project will be carried effectively, describing the methods to be used for collaborative approach and all the interim work products.
 - The proposal should also mention about any problems anticipated in work either due to time/personnel constraints and a possible plan to address that, if it comes about.
- Project Work Plan and Schedule
 - Detailed outline of key tasks that are needed to complete the project: major activities, milestones and deliverables against a timeline.
 - Details of how the project will be executed in time frame right from project member recruitment to creation of best practices documentation.
 - Include information on how project reporting will occur and how risks will be managed
 - Include details on change and risk management addressing anticipated/unexpected changes in scope, staff and cost related to project
- Knowledge and Experience of Project Team
 - Present a case of how previous experience of company, the assigned staff are capable of delivering the services addressed in this SOW, including the required skills identified above
 - Identify staff to be assigned to project, their roles and how they relate to proposed work plan
 - Include resumes/relevant experience of key staff involved in this project
- Cost
 - Provide detailed total cost proposal to complete all work, including
 - Total project cost
 - Project cost per deliverable corresponding to those identified as key ones in work plan
 - Hourly rate and total estimated hours for each staff member to be assigned to project (Hourly rates cannot exceed the hourly rates identified in respondent's 902TS master contract)
- References: As needed
- Conflict of interest statement as it relates to this project

- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - e) Documentation showing Targeted or Economically Disadvantaged Vendor status, if applicable.

Proposal Submission Instructions

- Response Information:
 - a) Responses should be emailed to Jennifer Fritz at Jennifer.Fritz@state.mn.us
 - b) Subject of email: Attention: Response to SOW for Best Practices
- Emails are preferred method of communication
- Number of copies: One
- Key dates:
 - a) Response due date: 05/14/2013, 4 pm CST
 - b) Expiration date for the vendor's price/terms guarantee: 60 days
 - c) Constraints or rules on respondents: Respondents should contact only Jennifer Fritz (Jennifer.Fritz@state.mn.us) and may not contact anyone else at state regarding this proposal
 - d) Vendors must submit candidate resumes along with response

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.

Liability

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

Disposition of Responses

All materials submitted in response to this 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 RFP, 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.

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:

- 1) 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;
- 2) 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;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) 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.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening 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 Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by:**

(1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;

(2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or

(3) any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.