

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

Resettlement Programs Office and Community Living Support

Project Title: RPO & CLS Web-based Database Applications

Categories: Analyst and Web Application Design and Development

The vendor needs to be approved in the Web Application Design and Development category and may be approved in the Analyst category. The vendor may propose a developer and an analyst or two developers with Agile development experience.

Business Need

- 1) Key stakeholders in this Request for Offers (RFO) are the Resettlement Programs Office (RPO) and the Transition to Economic Stability - Community Living Support (TES-CLS) Division, Minnesota Department of Human Services (DHS), who jointly issue this RFO.
- 2) The RPO manages an existing web-based application, RPO Web Application, supporting four DHS programs used to manage employment, social, elderly, and student services for refugees within the State of Minnesota.
- 3) One of the two goals of this project is to expand the existing RPO Web Application to support the following programs, which are managed by TES-CLS:
 - a) SSI/SSDI Outreach, Access and Recovery (SOAR)
 - b) SSI Advocacy
 - c) Retirement, Survivors, and Disability Insurance (RSDI)
- 4) The second goal is to support the existing RPO Web Application by providing bug fixes and minor enhancements. We estimate this work to be approximately 30% of the contract.
- 5) The services to be procured by this RFO include the business analysis, technical design and programming portions of the project.
- 6) This project supports DHS's goal of becoming a paperless enterprise so that the public and other stakeholders are served effectively and efficiently.

Project Deliverables

- 1) Some of the features of the RPO Web Application system are:
 - a) Data entry screens for Client Intake, Client Activity History, Job Placement/Outcome, Post-Placement follow-up.
 - b) At least 120 reports about enrollment and placement or outcome achieved based on contracted goals.
 - c) A number of system-generated automated email notifications sent to vendors when certain criteria are met.

- d) User interfaces for internal use for setting program criteria and levels of security roles for access.
 - e) Automated data downloads from other data sources based on a pre-set date and time.
 - f) A flexible architecture facilitating system changes to support changing requirements when needed.
- 2) This Request for Offers is issued in order to:
- a) Expand the existing RPO Web Application to support the following additional programs, which are managed by CLS:
 - i) SSI/SSDI Outreach, Access and Recovery (SOAR)
 - ii) SSI Advocacy
 - iii) Retirement, Survivors, and Disability Insurance (RSDI)
 - b) Develop functional requirements in order to develop the following new features, preferably using the the existing RPO Web Application as a base:
 - i) Migrate the 3 new systems' data from their legacy databases to the new expanded RPO Web Application.
 - ii) Interfaces with other systems for the purposes of 1) automating scheduled downloads, 2) automating email notifications for client verification, 3) automating invoicing/billing verification 4) paying vendors via DHS Financial Operation Division (FOD)'s interface to SWIFT, 5) other interfaces as required, such as to the Medicaid Management Information System (MMIS), MAXIS for cash support, Disability Benefits 101's benefits estimators and Disability Linkage Line's secure chat system.
 - iii) Evaluate the feasibility of developing a small mobile app to allow service providers to snap pictures of documents using a cell phone to upload to a record.
 - iv) Create new reports consolidating information from the 3 new programs.
 - v) Build a module to generate form letters in the CLS web-application addressed to clients based on certain program criteria and data.
 - vi) Build a module in RPO Web Application that displays all outcomes in which a client has ever achieved with corresponding achieved dates for Social Services when an Alien Number is entered.
 - vii) Create tool-tips for all data fields.
 - viii) Create a dashboard for state users and vendors summarizing activity and providing access to underlying functionality.
 - ix) Security features limiting user access to one or more authorized programs (RPO, SOAR, SSI, and/or RSDI).
 - c) Develop non-functional requirements for the application, which include:
 - i) Compliance with MN.IT Services @ DHS information security policies, including the completion of a Security Lifecycle Management audit.
 - ii) Compliance with state and federal accessibility standards.
 - iii) Hosting on SQL Server 2008 or newer database, per MN.IT Services @ DHS standard
 - iv) Development in ASP.NET using C# in .NET 4.0 or newer.
 - v) Providing user activity logging and audit trails.
 - vi) Support for Firefox, Internet Explorer, Safari, and Chrome web browsers.
 - d) Using an Agile development methodology, and in cooperation with state staff, vendor deliverables include:
 - i) A functional matrix document showing current RPO Web Application functionality mapped against the 3 new applications.
 - ii) A crosswalk of functionality by system in order to ensure that requirements by system area are accounted for and all systems agree on common definitions for terms and functions.
 - iii) A list of business rules by program area.
 - iv) A database matrix document showing existing RPO Web Application tables and columns mapped against the 3 new applications.
 - v) New database design developed in cooperation with MN.IT Services @ DHS database analysts.
 - vi) A gap analysis based on the above documents showing required new functionality and supporting database modifications.
 - vii) New functionality described by use cases or user stories.
 - viii) Sequence diagrams showing workflow by function, including diagrams for interfaces; as-is and to-be.

- ix) Wireframes or mock-ups for new user interfaces, if appropriate.
- x) An architectural diagram (with MN.IT @ DHS assistance) showing servers, firewalls, connections.
- xi) Proposed schedule built in Microsoft Project.
- xii) Programming services to develop the above.
- xiii) Assistance in developing training material.
- xiv) Assistance in developing and executing a test plan.
- xv) All of the above deliverables should be developed over the course of the project as a part of the Agile process. The vendor may propose alternative deliverables as a part of this proposal and during the course of the project.

Project Milestones and Schedule

- Project start date – July 1, 2014
- Project end date – June 30, 2015

Project Environment (State Resources)

- Staff descriptions
 - Mark Toogood – Project Sponsor
 - Jane Lawrenz – Project Owner
 - Julia Welle Ayres – CLS Project Manager
 - SOAR and SSI Advocacy program manager
 - Khaeng Sinakhone – RPO Project Manager
 - 21 years of experience working with consultants/programmers designing relational databases and web-applications that served refugees in the State
 - Tom Ammons – Technical Project Manager
 - Experienced .NET developer and project manager
 - Jay Berge – Technical Supervisor, Financial Operations Division
 - Sue Triebenbach – Business Subject Matter Expert
 - Sue Wolfe - Business Subject Matter Expert
 - Marcia Koefod - Business Subject Matter Expert
- Tools – all licenses supplied by the MN.IT Services @ DHS
 - Visual Studio
 - SQL Server
 - Crystal Reports for reporting
 - Veracode for scanning code for security vulnerabilities
 - Compliance Sheriff for verifying accessibility
 - Team Foundation Server for programming source control
 - Microsoft Project for project management
 - Microsoft Word for documentation
 - Microsoft Visio for diagrams
- Infrastructure - MN.IT Services @ DHS will supply and support the following:
 - Development, quality assurance, and production environments
 - Automated code build processes
 - Automated deployment processes
- System Interfaces and Links
 - Interface to the DHS Financial Operations Division (FOD) for the purposes of making payments to vendors and receiving remittance advices via a FOD to SWIFT interface.
 - Interface to the Medicaid Management Information System (MMIS) in order to review clients' diagnosis codes, Medicare and Medicaid eligibility for the purposes of revenue recapture.

- Interface to MAXIS in order to verify cash support to clients.
- A link to the Disability Benefits 101's benefits estimator web site.
- A potential future interface to the Disability Linkage Line on the web.
- Potential interface to the Federal Social Security Administration using the State On-Line Query Internet (SOLQ-I) application via web services.

Agency Project Requirements

- This is a web-based system which will be implemented centrally at MN.IT Services @ DHS and accessibly via the web.
 - All servers will be in the DHS Zones of Control Architecture (ZOCA) for security purposes.
 - The existing RPO Web Application currently supports approximately 500 external users.
 - This modified system will be used by approximately 55 external vendors supporting a total of approximately 150 users.
 - DHS will have approximately 20 internal users of the application.
- Staff training will be managed by DHS. Training material will be created with the assistance of the vendor.
- The vendor will provide a warranty for the finished products for a minimum of 3 months after the completion of the project.
- The system will be built to MN.IT @ DHS technical standards, which comply with Statewide Enterprise Architecture standards.
- Although the project will be managed on a day-to-day basis using an Agile methodology, the overall project will be governed by Statewide Project Management Bluebird project management methodology (<https://inside.mn.gov/sites/mnitcommons/org/PI/MNiTPMTemp/SitePages/Bluebird%20Methodology.aspx>).
- The code will be developed using Microsoft ASP.NET 4.0 or newer, is expected to comply with Microsoft best practices, and is subject to code review as appropriate.

Responsibilities Expected of the Selected Vendor

- All work will be performed on-site at RPO office, Minnesota Department of Human Services, 8:00 AM – to 5:00 PM. The office is located at 444 Lafayette Road, St. Paul.
- The consultant will work for the duration of the contract period without using a substitute or a replacement, unless agreed to by RPO and CLS.
- The consultant will . . .
 - be closely supervised on a daily basis by the RPO staff person in charge of building RPO and CLS web-applications.
 - test and pilot each program and module thoroughly to the satisfaction of the RPO Database staff person and CLS staff before each deployment.
 - provide warranty of the finished products for a minimum of three (3) months after the end of the contract.
 - meet with the RPO Database staff and CLS staff on a weekly basis to update and discuss work in progress.
 - complete DHS standard daily timesheets with brief descriptions of tasks performed at the end of each business day. Submit the timesheet to the RPO Database staff person at the end of each month for approval prior to submitting the final total number of hours worked for the month to his/her employer for invoicing purposes.
 - The programming resource supplied under this contract is expected to spend about 30% of her/his time maintaining the existing RPO Web Application, with the remaining 70% of time spent on the enhancements for the CLS application.

Required Skills (to be scored as pass/fail)

- This RFO is requesting one Analyst and one Web Application Design and Development Specialist or two Web Application Design and Development Specialists - resources as defined under the SITE contract.
- The Web Application Design and Development Specialist must have:
 - A minimum of ten years of experience in developing web-based relational database applications and writing reports using C#.NET and Visual Studio.
 - One or more engagements developing interfaces to external data sources including but not limited to data warehouses, data repositories, or SQL Server.
 - A minimum of ten years of experience in designing database tables, writing stored procedures, user-defined functions, and triggers on SQL Server.
 - If an Analyst is not being proposed, the Web Application Design and Development Specialist(s) being proposed must have in combination:
 - One or more engagements performed using an Agile methodology.
 - Three of the four analyst competencies listed below.
- The Analyst must have:
 - Five or more years' experience as a Business Analyst
 - One or more prior engagements working with a government or non-profit social or human services entity.
 - One or more engagements demonstrating work using an Agile methodology.
 - One or more engagements demonstrating experience in at least 3 of the following skill areas:
 - Project management on medium-sized or larger projects.
 - Facilitating meetings and interacting with application-end users in order to elicit system requirements.
 - Analysis and definition of data requirements for state and/or federal reporting purposes.
 - Analysis and design of interfaces to multiple systems and/or heterogeneous data sources.
 - User-interface design for web-based applications.
 - Excellent written and verbal communications skills.
 - Ability to manage and prioritize competing demands.

Desired Skills

- Desired skills for the Web Application Design and Development Specialist are:
 - A minimum of five years of experience designing web-based database applications that are similar to the RPO Web-application.
 - One or more engagements designing web-applications and reports based on federal rules and requirements such as those that govern Refugee Employment Service, Social Services, Services to Older Refugees, and Refugee Students Services.
 - One or more engagements demonstrating an in-depth knowledge and understanding of federal reporting requirements such as those for the ORR-fund Employment Service, Social Services, Services to Older Refugees, and Refugee Students Services.
 - Education and/or certification as a Scrum Master.
 - Demonstrable experience developing accessible interfaces.
 - Experience with secure coding practice and standards (e.g. OWASP, CERT Secure Coding, etc.).
- Desired skills for the Analyst are:
 - One or more engagements related to billing processes and procedures in a government entity, preferably related to Minnesota's Statewide Integrated Financial Tools (SWIFT) <http://www.beta.mmb.state.mn.us/swift-tools>
 - One or more engagements demonstrating an understanding of how administrative data is used for performance measurement and evaluation and understanding of how database structure, including staff interfaces, can impact data quality. An example is documented here:

http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_144803

- One or more prior engagements involving accessible application/interfaces, including designing use cases and acceptance requirements based on WCAG 2.0 Guidelines.
- Membership in the International Institute of Business Analysis (IIBA).
- Certification from IIBA as a Certified Business Analysis Professional or a Certification of Competency in Business Analysis from IIBA.
- Knowledge of the Business Analysis Body of Knowledge (BABOK) Guide from IIBA.
- Education and/or certification as a Scrum Master.

Process Schedule

- | | |
|--|---------------------|
| • Deadline for Questions | 05/02/2014, 4:00 PM |
| • Anticipated Posted Response to Questions | 05/09/2014, 4:00 PM |
| • Proposals due | 05/20/2014, 4:00 PM |
| • Anticipated proposal evaluation begins | 05/21/2014, 8:00 AM |
| • Anticipated proposal evaluation & decision | 06/13/2014, 4:00 PM |

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Julia Welle Ayres

Department: Minnesota Department of Human Services

Email Address: julia.welleayres@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

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

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

RFO Evaluation Process

Each section of the vendor responses will be evaluated / scored by an evaluation team of Department of Human Services and MN.IT Services @ DHS employees.

Step 1: Pass/Fail Criteria. Review responses to ensure proposals meet pass/fail criteria before further consideration/evaluation is completed.

Step 2: All proposals that meet the requirements of Step 1 will be evaluated based on the weighting factors listed below:

- Experience (required skills) (25%)
- Desired Skills (20%)
- Work Plan (25%)
- Cost (_30_%)

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

Cover Page:

Vendor Name
 Vendor Address
 Vendor City, State, Zip
 Contact Name for Vendor
 Contact's direct phone/cell phone (if applicable)
 Contact's email
 Resource Name being submitted

Overall Experience:

Provide narrative, including companies and contacts where your resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.

2. Points will also be awarded based on the desired skills noted above. Provide narrative which highlights the resource's desired skills noted above.

3. Points will be awarded for the proposed work plan. The work plan should include, among any other information:

- Proposed project governance structure, including recurring meeting requirements.
- Anticipated need/use of state staff resources.
- Vendor's staffing plan.
- A Gantt chart showing general schedule for accomplishing the work in 12 months.
- Samples of work product produced by the business analyst similar to the requested deliverables outlined in the Project Deliverables section under 2.d.
- A brief description of perceived risks and contingencies for addressing risk.

4. Hourly cost for each resource proposed for this Request for Offers.

5. Attach a resume(s) for proposed resource(s) in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant.

6. Also include the name of one reference who can speak to the resources' work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.

- 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 (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
- e) Resident Vendor Form (if applicable)

Proposal Submission Instructions

- Responses must be emailed and received at the following address according to the process center above and should be addressed to:

Subject: RPO & CLS Web-based Database Applications

To: julia.welleayres@state.mn.us

- Responses must include the resume of the offered resource
- DO NOT include marketing materials or any other information not requested in Response Requirements.
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**

General Requirements

Proposal Contents

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

Liability

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

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and

employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

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

Conflicts of Interest

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

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's 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 organizational 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

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/oet/policies-and-standards/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the 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.