# IT Professional Technical Services

# SITE Program

# T#:14ATM

**Request for Offers (RFO)**

**For Technology Services**

**Issued By**

**The Office of MN.IT Services @ The Minnesota Department of Health**

**Project Title: All Payer Claims Database (APCD) Design**

**Categories: Analyst; Architecture; Database Administration/Development**

Vendors responding to this RFO need to be approved in at least 2 of the 3 categories; but **must** be approved the "Analyst" category.

## Business Need

The Office of MN.IT Services ("MN.IT") @ The Minnesota Department of Health ("MDH") has a business need to develop and implement a data model and database to accommodate expanded use of the All Payer Claims Database (APCD). This database will be the principal platform for fulfilling the legislative mandate to expand uses of the APCD and completing a $3.1 million federal grant provided by CMS.

Building on the existing work in the area of transparency of cost and quality, the State will use the APCD to conduct research on comparative levels of health care resource consumption for specific medical conditions and medical procedures that includes combinations of inpatient and outpatient utilization, cost, quality, and patient outcomes. The analysis also will seek to develop methodologies that allow for calculation of comparative costs at the cross-section of payer type (Medicare, Medicaid and commercial) and health care service. This analysis will need to take into consideration methods for ensuring comparability of provider costs by extending the existing methodological work on risk adjustment, case-mix adjustment, outlier treatment, and reliability standards. The analysis will eventually incorporate additional views of the health care market including geographic and sub-population analysis.

Currently, this data is stored in SAS files, a format that limits the potential for full analysis of the data. The new database would expand the analytical capability of the APCD.

The goal of this project is to receive comparative recommendations for a solution architecture and database design to support these business needs. The project scope does not include database implementation.

**Project Deliverables**

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| Elicitation and detailed written documentation of Health Economics Program (HEP) business requirements specific to analytics and reporting.<br>• Elicit current and future business requirements from HEP staff and other stakeholders, including security requirements.<br>• Documentation of these business requirements in a form and format agreed to with the business. |
| Elicitation and detailed written documentation of HEP business requirements specific to front end tools, including:<br>• Public Reporting / Web Portal (and its impact on the Qualified Entity Certification Program (QECP)<br>• High Level internal reporting for Managers/Non-SAS programmers<br>• Heavy analytics by skilled SAS programmers |
| Exploration and documentation of APCD database implementations in other states.<br>• Review the implementations in up to 4 other states (chosen in collaboration with the state)<br>• Document the organization and storage of data in these solutions<br>• Document how these states have expanded the base APCD data and the impact on their infrastructures.<br>• Acquisition of the other state data models as permissible and available.<br>• Focus is on the structure/infrastructure of these other state solutions rather than the use or acquisition of the data. |
| Detailed written documentation of a recommended data model for the All Payers Claims Database to meet all requirements as determined by the elicitation process. More than one data model may be required to meet the request for multiple proposed solutions.<br>• Develop and provide a complete data model(s) for the APCD including all Primary and Foreign Key relationships, recommended indices, and mappings to the known data points currently provided by OnPoint to the State of MN.<br>• Detailed documentation of how the database design(s) meets specific security and data access needs for internal and external staff.<br>1. Definition of appropriate views<br>2. Definition of security roles<br>3. Compliance with QECP requirements/ explanation of any deficiencies in this regard. |
| Provide detailed and written recommendations for system configuration for this solution to include:<br>• Recommendations for database product<br>1. Performance evaluation for Oracle vs. SQL Server<br>2. Overall recommendation with justification (*minus* cost consideration)<br>• Recommendations for infrastructure metrics *including* |

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| 1. Server cores and specs<br>2. Virtual v. physical servers<br>3. Memory requirements<br>4. Availability/recoverability<br>5. Data quantity<br>6. Average storage response<br>7. Number of concurrent and total users<br>8. Database encryption requirements<br>9. Number of environments (development, test etc.) Including implication of **not** having test environment<br>10. System scalability requirements<br>11. Other relevant metrics<br><br>• Such recommendations should address the expected addition of new data tables to the model over time and the expected volume increase in claims data over time.<br><br>• Recommendation regarding requirements for non-prod environment data masking and appropriate tools<br><br>• Recommendation for data load products and processes<br><br>• Recommendation for front end user tools<br>1. Evaluation of front end tools and recommendation for MDH. Considerations to include:<br>a) Relationship/compatibility between front end tools and the recommended database/database architecture.<br>b) Fitness of tools to meet the business requirements.<br>c) Level of Accessibility based on VPAT review.<br>d) Ease of use by various user types (e.g. managers, researchers, project planners, or public query).<br>e) Availability of support and training for users.<br>f) Flexibility and ease of the tool to incorporate new data and new analysis<br><br>• We are seeking multiple solution options/combinations with documentation of the impact of choosing each optional solution (again, without a cost consideration) |
| Recommendation for appropriate staffing levels to support the solution<br>• Full Time Employee s (FTEs) and types of FTEs required for system implementation (Business and technical)<br>• FTEs and types of FTEs required for system maintenance and support (Business and technical) |
| Recommendation for implementation phases and timeframe for accomplishing each phase: *Example*:<br>• Minimum to stand up (database)<br>• Phase 2 (modified data structure w/value added; front end)<br>• Phase 3 (public portal) |

A time frame for the completion and payment of each deliverable will be finalized during contract negotiation phase.

The State does not anticipate using any outside vendor to implement any follow on work that may result from this project, and the vendor that performs this project will not be eligible for follow on work that may result.

**Project Milestones and Schedule**

- The anticipated project begin date is October 6, 2014
- A detailed project plan with key deliverable dates, as well as tasks that will be completed by those dates, will be created by the vendor upon their selection for this contract. The State's project manager must approve the detailed project plan prior to any additional deliverables or payments.
- All deliverables must be completed by November 21, 2014

**Project Environment**

The State's project manager will be Brenda Gabriel. The vendor will develop a detailed project plan with deliverables and timelines and work collaboratively with the project manager to make changes as necessary.

**Organizational Structure for this project**

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| Brenda Gabriel, Director, IT Program and Applications, MN.IT Services @ MDH |

**Agency Project Requirements**

- Necessary access to existing software, programs, database ddl and the network will be provided by MNIT@MDH.
- Compliance with the Statewide Enterprise Architecture
- Compliance with Statewide Project Management Methodology
- Compliance with applicable industry/agency standards

**Responsibilities Expected of the Selected Vendor**

The selected contractor will:

- Provide resources or a team of resources to include the following roles:
  - Business Analyst. To elicit business requirements, to provide direction and review of the translation of business requirements into the solution design to ensure that an appropriate solution is identified. It is particularly important to validate that the design choices meet immediate requirements as well as the later goals of increased access to and use of the APCD.
  - Database designer/modeler/architect. To develop and document data model proposals that will fully support the business needs for MDH and MDH partners and other potential users of the APCD.
  - System design. To develop an overall recommendation for the system environment to support the APCD and its uses. This includes recommending an architectural approach, tools sets and staffing approach.
- Provide a project plan with milestones for completion of all major tasks within the first week of the contract period.

- Conduct weekly check-in meetings with the Project Manager to provide updates on the project plan, discuss any issues and/or ideas that may positively or negatively impact the deliverables.

### Required Skills (to be scored as pass/fail)

1. Proposed resource must have at least 4 years business analysis experience.
2. Verifiable experience with System Administration/Configuration/Security: Documentation of at least one project involving the development of systems requiring HIPPA or CMS security compliance.
3. Demonstrated comprehensive understanding of data modeling/data modeling techniques: Modeler resource must have played this role on at least two projects that resulted in model implementation.
4. Demonstrated experience with health care data models: Documentation of at least two projects involving the development and successful implementation of such a model by resource proposed.

### Desired Skills

- Documentation of a minimum of two projects involving the development and successful implementation of a health care and insurance claims data model.
- Preferred resource(s) would have a minimum of 3 years of business analysis experience in a government setting.

### Process Schedule

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| Deadline for Questions | September 23, 2014; 2:00 PM CT |
| Anticipated Posted Response to Questions | September 24, 2014 |
| Proposals due | September 25, 2014; 2:00 PM CT |
| Anticipated proposal evaluation begins | September 29, 2014 |
| Anticipated proposal evaluation & decision | October 1, 2014 |

### 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: Brenda Gabriel
Organization: MN.IT @ The Minnesota Department of Health
Email Address: Brenda.gabriel@state.mn.us
Telephone Number: 651-201-3899

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

- Company (10%)
- Experience (30%)
- Work Plan (30%)
- 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:**

1. 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 one paragraph which highlights the resource's desired skills noted above.

3. 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.

4. Also include the name of **3 (three)** reference(s) 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-2.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)
   http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc

## Proposal Submission Instructions

- Response Information:
  - Responses should be sent to Brenda Gabriel, Director, IT Program and Applications, MN.IT @ Health
  - Send responses via e-mail to Brenda.gabriel@state.mn.us

    - In the subject line of the e-mail, please put "MN.IT @ MDH All Payer Claims Database Design"
    - Cost for the resource(s) **must** be in a separate attachment and each resource(s) hourly rate should be clearly identified.
- Responses must be submitted via e-mail only
- **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.**
  **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

# General Requirements

## Proposal Contents

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

## 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 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

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/programs/policies/accessibility/.

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

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