

# IT Professional Technical Services

## SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

**Office of MN.IT Services @ Minnesota Department of Health (MDH)**

**Project Title: Minnesota Electronic Disease Surveillance System  
(MEDSS) and Electronic Laboratory Reporting (ELR) Analysis**

**Category:** Analyst

### **Business Need**

In 2008, MDH implemented the Minnesota Electronic Disease Surveillance System (MEDSS) to collect and track cases of diseases in Minnesota and the Electronic Laboratory Reporting system (ELR) to support electronic input of health data.

MDH needs an assessment of these systems to see how they are meeting the current business needs and whether they will meet future business needs; determine the business and IT resources needed to support and maintain MEDSS and ELR now and in the future; and a gap analysis and recommendations for changes.

MEDSS is a customized off-the-shelf MAVEN software that encompasses the people, process, data and technology in a coordinated effort that supports multiple public health programs; communicable diseases have to be reported to MDH, and most of them get entered into MEDSS. ELR is a method that hospitals, clinics and labs can use to report their infectious disease lab tests and results to MDH.

MEDSS has allowed MDH to eliminate many separate legacy systems and consolidate into one modern system. There are currently 10 separate disease grouping models that track 140 chronic and infectious diseases in MEDSS including: bacterial illnesses, foodborne illnesses, zoonotic illnesses, vaccine preventable diseases, hepatitis, sexually transmitted diseases,

tuberculosis, and birth defects. There are also projects are also underway to add additional diseases and a family home visiting module.

MEDSS began receiving data via ELR in 2008. It is currently receiving and processing health data from only 6 hospitals and clinics plus our public health lab. Other data comes in non-electronically and is data entered into the system.

As part of the Centers for Medicaid and Medicare Services (CMS) Meaningful Use (MU) Incentive Program, eligible providers, hospitals and critical access hospitals are able to receive large monetary incentives for adopting certified electronic health records (EHR) systems. One incentive involves submitting ELR data to public health using HL7 2.5.1, which is not currently implemented in ELR.

To date, MEDSS does not have any eligible hospitals submitting MU compliant data via ELR. The process to onboard a lab or hospital is being defined for the IT components, but the processes, documentation, user training and policies for business staff and programs do not exist.

## **Project Deliverables**

Perform an assessment of the MEDSS and ELR system and create a document containing detailed findings, options and recommendations. It will be written using industry acceptable document methodologies. It will be constructed so that it reads well, has individual sections that are easy to access and interpret, and has traceability built in as a key factor. A summarized presentation will also be created and delivered. The document and presentation will include:

1. **Evaluation of the current business needs and processes for MEDSS and ELR**
  - a. Review of existing requirements, business processes and documentation
  - b. Input from stakeholders including business management and staff about their immediate needs for MEDSS and ELR
  - c. Determine how MEDSS and ELR are currently being used to meet current business needs and processes
  - d. Determine if there is any functionality not being used effectively or properly in the existing systems
  - e. What are the current-day needs
  - f. Identify any constraints for MEDSS and ELR
2. **Identify future business needs and processes for MEDSS and ELR**
  - a. Input from stakeholders including business management and staff about their future needs for MEDSS and ELR
  - b. Determine how MEDSS and ELR should be used in the future to meet upcoming needs such as Meaningful Use
  - c. What is MDH trying to achieve with MEDSS and ELR
  - d. What is the vision for MEDSS and ELR
3. **Evaluation of the technical capabilities of the MEDSS and ELR system**
  - a. Determine how well the MEDSS and ELR application is currently meeting business requirements and user needs
  - b. Evaluate the capacity of MEDSS and ELR to meet future needs

- c. Determine how well the current messaging infrastructure and workflow meets the business needs and future vision for ELR
4. **Determination of the resources needed to support MEDSS and ELR**
  - a. Determine the IT staffing and vendor resources sufficient to support the current business needs for MEDSS and ELR
  - b. Determine the IT staffing resources sufficient to support the future business needs for MEDSS and ELR
  - c. Determine if the current staffing levels, level of expertise and overall management of application support is sufficient
  - d. Determine the business staffing resources sufficient to support the current and future activities for MEDSS and ELR
  - e. Determine if the program governance and management of MEDSS and ELR is sufficient
5. **GAP Analysis and Recommendations**
  - a. What are the gaps between how the business is using the application and how they want to use the MEDSS and ELR applications
  - b. What are the gaps between how the business wants to use the application in the future and what MEDSS and ELR capabilities are
  - c. Are the current IT and business staffing resources sufficient to support the current business needs for MEDSS and ELR
  - d. Are the current IT and business staffing resources sufficient to support the future business needs for MEDSS and ELR
  - e. Are there gaps between the level and expertise of staff supporting MEDSS and ELR and what is needed to support them now and in the future?  
What are the gaps with the current messaging infrastructure and workflow?
  - f. Is the program governance of MEDSS and ELR sufficient to support the future growth? If not, what are suggestions for a funding model and clarification around ownership, governance and roles/responsibilities?
  - g. Recommend options to close the gaps

## Project Milestones and Schedule

- Project Start Date: 10/23/2014 or Upon Contract Execution
- Contractor will provide detailed project plan with milestones and schedule
- End Date: on or before June 30, 2015

## Project Environment

- **MEDSS/ELR Stakeholder Committee:** The primary consumer of the deliverables
- **MDH Subject Matter Experts (SMEs):**
  - **MEDSS Program Manager**— Serve as the primary business contact for the vendor and lead worker to other SMEs supporting the project; provide business expertise on disease surveillance and the MEDSS application.
  - **Internal and External MEDSS Users** - Provide information on the history, requirements, and issues with MEDSS along with future goals
  - **Potential MEDSS Users** – Provide information on potential future uses for MEDSS

- **MDH Meaningful Use, e-Health, & Informatics Experts:** Office of Health IT & e-health (OHIT)- Provide information on Meaningful Use requirements and registration process, Electronic Health Records, and stakeholder standards and expectations for interfacing with MEDSS and other MDH information systems
- **MEDSS IT Supervisor** - Serve as the primary technical contact for the vendor, and lead worker to IT staff supporting the application; provide technical expertise on IT requirements.
- **MN.IT @ MDH Project Manager:** Maintain project plan, project schedules, status reports and other document deliverables. Responsible for on time project deliverables.
- **MN.IT @ MDH Infrastructure:** Assist vendor in answering any technical questions that may need to be addressed during the requirements development and system evaluations.
- **MN.IT @ MDH Firewall & Security:** Assist vendor in answering any technical questions that may need to be addressed during the requirements development and system evaluations.

## Project Requirements

The contractor will adhere to the following project requirements:

- Interviews and periodic on-site meetings will need to be conducted in St. Paul, Minnesota
- System recommendations must comply with Statewide Enterprise Architecture.
- Compliance with Statewide Program Management Methodology.
- System options and recommendations must comply with applicable industry/agency standards.
- System recommendations must comply with Enterprise Security Policies and Standards.

## Responsibilities Expected of the Selected Vendor

- The contractor will have a prescribed requirements document development methodology, gap analysis process, and system evaluation protocol.
- The contractor will provide the appropriate number of FTEs knowledgeable in assessing the system, the IT resources and doing the gap analysis, and recommendations.
- The contractor will deliver a comprehensive assessment document that includes a requirements gap analysis and recommendations.
- The contractor will:
  - Work closely with the MDH subject matter experts and MN.IT @ MDH Project Manager.
  - Work with the MN.IT @ MDH Project Manager and MDH business to develop a deliverable schedule.
  - Educate the project team and stakeholders on their information gathering methodologies, gap analysis processes, and evaluation protocol.
  - Work with the MN.IT Project Manager to develop a detailed project plan identifying all the activities required to do the business requirements, gap analysis, system evaluations, and recommendations.

- Lead/facilitate the analysis of current processes
- Lead/facilitate the system evaluation process and provide system recommendations.

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

- 10 years’ experience preparing business requirements, or performing system assessments.
- 5 years’ experience working on medium-large scale system re-engineering projects.
- 5 years’ experience doing requirements gap analysis and evaluating system options.
- 5 years’ project management experience and/or certification.
- 2 years’ experience in government Health Department disease surveillance and reporting.
- 2 years’ experience in the Health Care Industry

### **Desired Skills**

- Strong analytical, problem-solving and critical thinking skills.
- Ability to gain a technical understanding of the system being analyzed and how it affects the various business units.
- Have appropriate demonstrable security related experience and training for their role.
- Good at handling and meeting deadlines.
- Multi-tasking skills and the ability to balance multiple priorities and keep up with project scope changes.
- Able to work well with both internal and external clients.
- Good presentation skills, and ability to communicate with various audiences, including end users, managers, and members of the IT team.
- Self-starter with leadership skills in order to take charge of or facilitate requirement-gathering sessions.
- Strong attention to detail organization skills.
- Quick learner who is easily able to learn new products, systems, applications and technologies.

### **Process Schedule**

- |  |                                      |
|--|--------------------------------------|
| ● Deadline for Questions                     | 2 weeks after posted date; 4:00PM CT |
| ● Anticipated Posted Response to Questions   | 4 weeks after posted date; 4:00pm CT |
| ● Proposals due                              | 6 weeks after posted date; 4:00pm CT |
| ● Anticipated proposal evaluation begins     | 6 weeks after posted date; 4:00pm CT |
| ● Anticipated proposal evaluation & decision | 8 weeks after posted date; 4:00pm CT |

## 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: Barb Hearley  
Organization: MN.IT @ MDH  
Email Address: barb.hearley@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

- Company (10%)
- Experience (35%)
- Three References (10%)
- Work Plan (15%)
- 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:

- Introduction
- Company overview
  - a) Company history, growth
  - b) Current financial data if publicly available
- Three client references
- Project Overview
- Detailed response to "Business/Project Requirements"
  - a) Description of the vendors' understanding of the need and explanation of their proposed solution for completing the work as outlined in the "Project Deliverables" section of this document.
  - b) List any project requirements you cannot meet and explain why they cannot be met.
- Project Approach
  - 1) Organization and staffing
  - 2) Draft work plan
  - 3) Estimated total cost of work (not to exceed \$100,000)
  - 4) Contract/change management procedures
  - 5) Project management
  - 6) Documentation of progress such as status reports
- Staffing
  - 1) Resume
  - 2) Cost (as a separate attachment)

- **Conflict of interest statement as it relates to this project**
- **Additional Statement and forms:**  
**required forms to be returned or additional provisions that must be included in proposal**
  1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
  2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
  3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
  4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  5. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
  6. Resident Vendor Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

## Proposal Submission Instructions

- Response Information:
  - a) Address response to: Barb Hearley
  - b) Where to respond: Barb.Hearley@state.mn.us
  - c) How to label response: MEDSS Assessment Project Proposal
- Submit response to: Barb.Hearley@state.mn.us  
Provide 1 copy
- Submissions are due according to the process schedule previously listed.
- Cost must be in a separate attachment and labeled RFO0024, MEDSS Assessment Project Cost Proposal
- A copy of the response must also be sent to [MNIT.SITE@state.mn.us](mailto: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](mailto: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

***[The following, unless specified as optional or otherwise qualified, are required clauses in all RFOs]***

### 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/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](mailto: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.

**[Optional language when organization determines to preclude foreign outsourcing. NOTE: Must not be used when work order is expected to be in excess of the WTO threshold of \$552,000 or when it is being considered as part of the work order contract award evaluation criteria.]**

## **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.

**[Required for RFOs anticipated to be in excess of \$100,000]**

## **Work Force Certification**

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

**[Required for RFOs anticipated to be in excess of \$500,000]**

## **Equal Pay Certification**

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