

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to and RFO. Vendor is responsible for reading all addenda associated with the RFO.

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT@DHS

Project Title: MNsure Project – Procedural Language/Structural Query Language (PL/SQL) Developers

Category: Developer/Programmers (Seeking 2 resources, not necessarily from the same vendor)

Business Need

MN.IT@DHS is issuing this Request for Offers (RFO) to procure the services of two (2) Procedural Language/Structural Query Language (PL/SQL) Developers-Programmers with experience in large and complex systems development projects.

The PL/SQL Developers will provide technical support to the MN.IT Enrollment System of Record (ESOR) team to develop, modify, and maintain ESOR for MNsure as well as enhance/assure future Open Enrollments are seamless. This includes changes required due to modifications or newly introduced code from adjoining systems such as Cúram, Connecture, EngagePoint product suite and other ESOR work. The PL/SQL Developers must be able to provide diagnostic analysis of the MNsure system as issues are reported. Successful Responders will work with the MN.IT team that will be supporting the ESOR process long term and provide knowledge transfer to those staff.

It is the on-going commitment of MN.IT to provide technology solutions that are reliable and flexible enough to meet fluctuating customer demand and increasing expectation of 7x24x365 system availability, all while decreasing on-going support expenses.

Project Deliverables

The PL/SQL Developers-Programmers, in collaboration with MN.IT@DHS staff and other stakeholders, will:

- Review functional requirements.
- Validate or revise initial schema design holding approximately 100 fields of insurance plan enrollment data in 10-15 normalized table structures for approximately 3,000,000 member/records.
- Design PL/SQL solutions to implement a data cleansing/reconciliation process, which will:
 - Identify matches, prospective matches, etc.,
 - Remove duplicates,
 - Report non-matched/problem cases for evaluation,
 - Support re-incorporation of externally modified/marked up data.
- Prepare solutions to load “final/cleansed” data into the primary set of tables.
- Implement PL/SQL solutions to support/replace/update processes on the enrollment tables.
- Implement PL/SQL solutions to support efficient common queries of enrollment data.
- Implement PL/SQL solutions to support regular exports of selected enrollment data for use in downstream systems (reporting, etc.).
- Write PL/SQL code and documentation to support the “reconcile” functionality.
- Write PL/SQL code and documentation to support updated logic and related functionality.
- Document and unit test all code.
- Provide Knowledge Transfer to MN.IT@DHS staff on solution implemented.

Estimated Project Schedule

- Projected Work Order Start Date: May 2, 2016
- Projected Work Order End Date: May 1, 2017

Project Environment

The PL/SQL Developers/Programmers will need to collaborate with a variety of individuals both on the project team and individuals outside the project team that may have a vested interest and can offer information pertaining to the project, including:

- Other Developers/Programmers;
- Project Managers;
- Business Analysts;
- Database Administrators;
- Information Technology Group;
- System Architects;
- All members of the QA staff (Managers, Supervisors, Leads, other QA Analyst);
- MNsure Business staff;
- DHS Business staff;
- MN.IT employees;
- External vendors;
- Stakeholder community including the counties and health care provider organizations; and
- Other agency team members.

Project Requirements

- All work will be done at Department of Human Services offices in St. Paul, MN unless otherwise arranged.
- Work must comply with the Statewide Enterprise Architecture.
- Work must comply with Statewide Project Management Methodology.
- Work must comply with applicable industry/agency standards.
- Resource must be able to work independently, with little or no supervision.
- Resource must be able to drive to resolution in situations with high ambiguity and confusion.

Responsibilities of the Selected Responder

Successful Responders will be expected to:

- Provide development of and production maintenance support to the ESOR developed in support of the MNsure IT solution.
- Assist in development of and direct strategies, approaches, and procedures for the MN.IT MNsure IT Solution.
- Communicate and incorporate business owner's visions, business plans, and key objectives.
- Provide updates as required for MN.IT, MNsure, and DHS leadership.
- Foster a culture that supports and drives staff engagement and collaboration in support of State objectives.
- Establish, manage, and leverage business and technology relationships both internal and external to the MN.IT MNsure IT Solution.
- Transfer knowledge to MN.IT@DHS staff.

Mandatory Qualifications (To be initially scored as pass/fail. Thereafter, proposed resource(s) that meet the Mandatory Qualifications will be scored in part on the extent to which the resource exceeds these mandatory minimums. See RFO Evaluation Process, below.)

At a minimum, a proposed resource must meet the following mandatory qualifications. Resource submissions that do not clearly demonstrate that these mandatory qualifications are met will not be considered under this RFO.

- B.S. or B.A. degree (4 year)
OR
Associate's degree (2 year) with 5 years' experience in PL/SQL Programming/Development.
- A minimum of five (5) years of experience in designing, developing, and testing applications utilizing PL/SQL or Oracle (10g, 11g, or 12g).
- 2 years' experience incorporating WCAG 2.0 into projects.

Desired Skills

In addition to the Mandatory Qualifications, the proposed resource(s) will be evaluated on the following Desired Skills. Responder should demonstrate in its proposal the length, depth, and applicability of the proposed resource(s) prior experience in the desired skills below.

- Computer Science or Information Technology degree
- Experience in all aspects of the Software Development Life Cycle (SDLC)
- Hands on experience working on health insurance programs which may be at the business or technical level
- Experience in PL/SQL related to enrollment systems
- Experience working with the following:
 - Data Architecture, Data Analysis, Data Modeling
 - Enterprise Data Warehousing
 - Oracle Database Administration
 - Account Creation, password reset
 - Role management
 - Oracle Audit Vault
 - Oracle Data Vault
 - Oracle Database Firewall
- Advanced SQL and Oracle PL/SQL Development and experience with functions, procedures, packages and triggers, such as:
 - Oracle Job Scheduler
 - Oracle performance tuning, including:
 - Query tuning
 - Index tuning
 - Partitioning
- Experience with Oracle Fine Grain Access Control (FGAC) development, configuration, and troubleshooting, which includes the following:
 - Forensic data analysis/troubleshooting
 - Oracle 11g
 - Hadoop
 - Subversion
 - Toad
 - JIRA
 - Confluence
- Experience utilizing migration and version control systems.
- Experience with secure coding principals such as OWASP Top 10, SANS Top 25.
- Experience with IRS Pub 1075 and NIST 800-53 rev4.

Process Schedule

Deadline for Questions	3/22/2016, 4:30 p.m. CT
Anticipated Posted Response to Questions	3/25/2016
Proposals due	4/4/2016, 4:30 p.m. CT
Anticipated proposal evaluation begins	4/6/2016
Anticipated proposal evaluation & decision	4/18/2016

Questions

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

Sandra McDonald, Systems Analysis Unit Supervisor
MN.IT@DHS
sandra.mcdonald@state.mn.us

Robin Wegener, Contract Manager
MN.IT Central
robin.wegener@state.mn.us

(Please send to both e-mail addresses.)

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 State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

The Responders' proposed resource(s) will be evaluated on the following two components (each resource will be evaluated separately):

- Qualifications, including the extent to which Desired Skills are met and the extent to which Mandatory Qualifications are exceeded (70%)
- Cost (30%)

The State reserves the right to interview any or all proposed resources. In the event interviews are conducted, Qualifications scores may be adjusted based on additional information derived during the interview process.

The State also reserves the right to contact proposed resources' references and to adjust Qualifications scores based on additional information derived from the reference checks.

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 State reserves the right to reject any and all proposals.

Submission Format

(If submitting more than one proposed resource, please submit each resource's materials separately from the other resource's materials, i.e., do not combine the materials for two resources into a single document.)

The proposal should be assembled as follows:

1. Cover Page

Master Contractor Name
Master Contractor Address
Contact Name for Master Contractor
Contact Name's direct phone/cell phone (if applicable)
Contact Name's email address
Resource(s) Name(s) being submitted

2. Overall Experience

- A. **Mandatory Qualifications.** Responder should establish that the proposed resource(s) meet the mandatory qualifications under this RFO by attaching resume(s) identifying the companies and contacts where the resource(s) have demonstrated the mandatory qualifications. If pass/fail requirements are not met by a proposed resource, the State will discontinue further scoring of that resource. Proposed resources that meet the Mandatory Qualifications will be scored in part on the extent to which the resource exceeds the mandatory minimums.
- B. **Desired Skills.** Responders should demonstrate the length, depth, and applicability of the proposed resource(s) prior experience pertaining to the Desired Skills. This component of the proposal must document the previous experiences that demonstrate that the proposed resource(s) have any or all of the desired skills. Responders should attach resume(s) identifying the desired skills, including companies and contacts where the proposed resource(s) have demonstrated the desired skills described in this RFO.
- C. **References.** Responders should also include the names of three references for each resource who can speak to the resource(s) work on a similar project. Responders must include the company name and address, reference name, reference email, reference phone number and a brief description of the project the resource completed.

3. Cost Proposal

Include a separate Cost Proposal for each proposed resource which includes the name of the resource and their proposed hourly rate. **THE COST PROPOSAL(S) MUST BE SUBMITTED AS SEPARATE DOCUMENT(S) FROM THE OTHER COMPONENTS OF THE PROPOSAL, AND NOT INCLUDED IN ANY OTHER PLACE IN THE SUBMISSION.**

4. Conflict of interest statement as it relates to this project

5. **Additional Statement and forms.** Responders must complete and submit the following forms, if applicable, in response to this RFO:

- A. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- B. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
- C. Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
- D. Certification Regarding Lobbying (if over \$100,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

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.

Proposal Submission Instructions

- **Each vendor is limited to submission of 2 proposed resources in response to this Request for Offers.**
- Responses must be submitted via e-mail to:

Robin Wegener, Contract Manager, MN.IT Central
Robin.Wegener@state.mn.us

Email subject line must read: MNSure PL/SQL Developers RFO Response
- 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 its employees, from any claims or causes of action, including attorney's fees incurred by the State, to the extent caused by the Contractor's:

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

The indemnifications 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/mnit/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

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Materials Management Division as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded 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.

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."

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.