

# State of Minnesota

## Department of Employment and Economic Development (DEED)



### REQUEST FOR PROPOSAL

Learning and Development Services

Date Posted: March 3, 2025

- Responses must be received not later than 4:30 p.m., Central Time, March 24, 2025.
- Late responses will not be considered.
- Contact the Solicitation Administrator, Kate Redden, if RFP documentation is needed in an alternative format.

#### **Minnesota's Commitment to Diversity and Inclusion**

The State of Minnesota is committed to diversity and inclusion in its public procurement process. The goal is to ensure that those providing goods and services to the State are representative of our Minnesota communities and include businesses owned by minorities, women, veterans, and those with substantial physical disabilities. Creating broader opportunities for historically under-represented groups provides for additional options and greater competition in the marketplace, creates stronger relationships and engagement within our communities, and fosters economic development and equality.

To further this commitment, the Department of Administration operates a program for Minnesota-based small businesses owned by minorities, women, veterans, and those with substantial physical disabilities. For additional information on this program, or to determine eligibility, please call 651-296-2600 or go to the Office of Equity in Procurement home page, at [www.mn.gov/admin/oep](http://www.mn.gov/admin/oep).

**SPECIAL NOTICE:** This is a request for proposal. It does not obligate the State of Minnesota to award a contract or complete the proposed program, and the State reserves the right to cancel this solicitation if it is considered in its best interest.

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## Solicitation Attachments

- Attachment A: Responder Declarations
- Attachment B: Exceptions to State's Terms and Conditions
- Attachment C: Cost Detail
- Attachment D: Responder Forms
  - Veteran-Owned Preference Form
  - Workforce and Equal Pay Declaration Page
- Attachment E: Sample Curriculum
- Attachment F: Technologies in Paid Leave Division
- Attachment G: Proposed Hiring and Training Timeline

## Sample Contract

- Exhibit A: Contract Terms
- Exhibit B: Insurance Requirements
- Exhibit C: Specifications, Duties, and Scope of Work
- Exhibit D: Pricing

## SECTION 1 – INSTRUCTIONS TO RESPONDERS

Steps for Completing Your Response	Follow the steps below to complete your response to this Solicitation: Step 1: Read the solicitation documents and ask questions, if any Step 2: Write your response Step 3: Submit your response
Incomplete Submittals	A response must be submitted along with any required additional documents. Incomplete responses that materially deviate from the required format and content may be rejected.

### STEP 1 – READ THE SOLICITATION DOCUMENT & ASK QUESTIONS, IF ANY

How to Ask Questions	<p>The contact person for questions is:</p> <p>Kate Redden, Chief Administrative Officer (Solicitation Administrator) Minnesota Paid Leave Kate.Redden@state.mn.us</p> <p>Questions should be emailed to the contact by March 12, 2025 at 4:30 p.m., Central Time and include in the subject line of the email “<i>RFP Question re: PFML Learning and Development Services.</i>”</p> <p>Other personnel are not authorized to answer questions regarding this Solicitation.</p>
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### STEP 2 – WRITE YOUR RESPONSE

The Response Content section is in this link to [Section 4](#). Prepare a written response and supply all requested content. Responses should address the requested information and documents detailed in Section 4. **DO NOT INCLUDE** Non-Public/Trade Secret data (as defined in this link to [Minn. Stat. § 13.37](#)).

**Review, sign, and include the Responder Declarations with your response.**

### STEP 3 –SUBMIT YOUR RESPONSE

Where to Send Your Response	<p>Submit your response to:</p> <p>Kate Redden, Solicitation Administrator Minnesota Paid Leave Kate.Redden@state.mn.us</p> <p>Proposals must be received not later than 4:30 p.m., Central Time, March 24, 2025. <b>Late responses will not be considered.</b></p> <p>The Cost Proposal must be submitted as a separate attachment from the Technical Proposal. It is important no costs are contained in any portion of a Responder’s Technical Proposal.</p> <p>By submitting a response, responder is making a binding legal offer for the period of time set forth below in Section 6, Conditions of Offer. The technical proposal must be submitted separately from the cost proposal.</p>
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## SECTION 2 – SUMMARY OF SCOPE

### 1. Procurement Overview and Goals.

The Paid Family and Medical Leave (Minnesota Paid Leave) division is a new division within Minnesota's Department of Employment and Economic Development (DEED or State) charged with implementing a paid family and medical leave program to improve the health and well-being of all people and businesses in Minnesota. Minnesota will be the 13<sup>th</sup> state in the United States to implement a Paid Leave program when it launches on January 1, 2026. The program is projected to award upwards of \$1.4 billion in benefit payments each year.

Minnesota Paid Leave is seeking a qualified vendor to work closely with representatives from DEED and the Minnesota Paid Leave Administration and Operations units to provide learning and development services to support the implementation and continued development of the Minnesota Paid Leave Operations unit. The selected vendor will be responsible for designing, developing, and implementing a cohesive curriculum that aligns with Minnesota Paid Leave and DEED organizational goals and objectives. Furthermore, it should support the ongoing development of Minnesota Paid Leave employees.

Responders should be aware that this is a new state agency and that the organizational needs including staffing, processes, and technology will continue to evolve during the implementation effort.

#### 1.1 Minnesota Paid Leave Organizational Structure

Minnesota Paid Leave is comprised of 4 major business units: Administration, Operations, Product, and Strategy.

The Minnesota Paid Leave Learning and Development function sits under the Administration unit and is responsible for empowering employees' growth and developing their knowledge, skills, and capabilities to support organizational goals. The Manager of Learning and Development leads the Minnesota Paid Leave Learning and Development function.

The Operations unit primarily oversees business processes and represents many of the employees for Minnesota Paid Leave. The Operations unit will be comprised of smaller units focused on: (i) claims adjudication (est. 60 employees), (ii) customer contact center (est. 160 employees), (iii) administrative appeals (est. 32 employees), and (iv) program integrity and internal controls and finance (est. 37 employees). The Operations unit will have between 250 and 300 total employees. The majority of these employees will be assigned to the high-volume customer contact center supporting customers experiencing major (and often stressful) life events.

### 2. Sample Tasks and Deliverables.

Minnesota Paid Leave has identified the need for a third-party learning and knowledge management partner (Contractor). The Contractor, in partnership with Minnesota Paid Leave Learning and Development, will be responsible for: (2.1) conducting a training gap analysis, (2.2) curriculum and content development, (2.3) training delivery, (2.4) documentation, operations, and change management and (2.5) post-go-live support.

The main objectives (workstreams) of this project to be performed by the Contractor, in partnership with Minnesota Paid Leave Learning and Development, under the resulting contract includes but is not limited to:

#### 2.1 Workstream 1: Training Gap Analysis (April 2025 – June 2025)

Collaborate with internal and external parties to:

- Identify critical training needs for Minnesota Paid Leave Operations unit employees to support program launch in January 2026.
- Define key strategies and desired skills necessary for Minnesota Paid Leave Operations unit employees to perform their responsibilities effectively, aligning organizational, operational, and training needs.
  - Sample curriculum, Minnesota Paid Leave technology, and tentative training timeline are available as **Attachments E, F, and G**. These are examples of the work product the State would expect to see from the successful contractor. They are provided to assist responders when preparing deliverables and are representative of the potential project scope.
- Identify current level of Minnesota Paid Leave Operations unit employee skills.
- Compare current and desired skills to identify gaps in knowledge and abilities.
- Use findings to create a skills taxonomy/framework for Minnesota Paid Leave, focusing on business-critical roles.
- Develop a training plan to address critical skill gaps through targeted training initiatives and an executable project plan to onboard and upskill up to 300 Minnesota Paid Leave Operations unit employees.
  - Plan should include a proposed structure and cadence for evaluation mechanisms to measure the project’s impact on Minnesota Paid Leave Operations unit employees’ reaction, learning, behavior and results over time.

## 2.2 Workstream 2: Curriculum and Content Development (April 2025 – June 2025)

- Develop clearly defined learning objectives, blending training and development industry best practices for developing engaging learning experiences with existing statewide resources and practices.
- Ensure alignment between learning objectives, assessments, and instructional strategies, progressing from foundational to advanced learning topics.
- Use findings of gap analysis to design and develop materials, presentations, visuals and other resources determined necessary to support Minnesota Paid Leave Operations unit employee training.
  - Materials should accurately capture Minnesota Paid Leave Operations unit’s processes and procedures, as they are defined throughout the execution of the objectives (workstreams) outlined in *SECTION 2 – SUMMARY OF SCOPE* and *Section 2.4 –Workstream 4: Documentation, Operations and Change Management*, and draw upon principles and best practices of adult learning.
  - Produce engaging videos, animations, simulations, or other interactive elements as needed.
  - Provide various modalities designed for different learning styles.
- Design learning experiences that promote active learning (e.g., case studies, role-plays, group discussions).
- Incorporate formative (quizzes, discussions) and summative (tests, projects) assessments aligned with objectives that demonstrate learner proficiency.
- Develop a mechanism to collect learner and facilitator feedback through surveys, interviews, focus groups or other methods.
- Ensure materials can evolve alongside product development efforts associated with the implementation effort.
- Ensure materials are accessible and comply with the State of Minnesota Accessibility Standards effective July 1, 2024, which can be viewed on the Minnesota IT Services website at <https://mn.gov/mnit/about-mnit/accessibility/> to support diverse learners.

### 2.3 Workstream 3: Training Delivery (April 2025 – December 2025)

- Transfer program knowledge to the Minnesota Paid Leave Learning and Development function through a train-the-trainer experience, training facilitators and providing supporting documentation and resources that ensure DEED and Minnesota Paid Leave employees understand the curriculum and can continue to deliver it effectively over time.
- Deliver trainings to Minnesota Paid Leave Operations unit employees using a variety of formats including classroom, synchronous, asynchronous, blended and e-learning.
  - Training delivery must accommodate the hardware, software and classroom facilities available within the State as listed in Attachment F.
  - Training facilities will be available onsite in our offices in Saint Paul. Minnesota Paid Leave has access to dedicated classrooms for up to 10-12 computer workstations and videoconferencing equipped meeting rooms with capacities up to 100 attendees.
  - Minnesota Paid Leave envisions utilizing online trainings where applicable through Microsoft Teams.
- Provide feedback on employee engagement, comprehension and achievement, flagging performance issues for Minnesota Paid Leave Administration unit which includes Executive Leadership, the Manager of Learning and Development and Chief Administrative Officer, when they occur.

### 2.4 Workstream 4: Documentation, Operations and Change Management (April 2025 – December 2025)

- In collaboration with DEED and Minnesota Paid Leave – develop supporting documentation of critical policies, workflows, processes and procedures relevant to training needs.
- Use supporting documentation to perform gap analysis and subsequent development of training curriculum and materials, including, but not limited to, job aides, knowledge base articles, and other materials referenced in Section 2.2, to support Minnesota Paid Leave Operations unit employee learning.
- Develop a version control system and corresponding process documentation for tracking updates and changes to ensure consistency across training curriculum.
- Partner with a Subject Matter Expert, as provided by Minnesota Paid Leave, to develop a Knowledge Base, a self-service library of information readily available to Minnesota Paid Leave employees. The Knowledge Base will be a centralized repository for all Minnesota Paid Leave operational and procedural content, developed in a State-approved system. The Knowledge Base will be well-organized and easily searchable, providing quick access to specific knowledge or information on a particular topic, to be used for problem solving, answering questions or offering guidance.
- Develop governance for addition of new content and maintenance of existing content within Knowledge Base.
- Define a process for:
  - Identifying and approving necessary additions to Knowledge Base.
  - Notifying stakeholders and affected Minnesota Paid Leave employees of new or updated content.
    - Leverage automation whenever possible to minimize opportunities for human error.
- Define a standard review cycle for ongoing content review, maintenance and updates.
- Track dependencies and identify situations outside of the standard review cycle when a change in a policy/procedure necessitates employee upskilling or retraining.
- Execute plans to upskill Minnesota Paid Leave employees, focusing on Operations unit employees through 2025 and expanding to all employees in 2026.

## 2.5 Workstream 5: Post Go-Live Support (est. January 2026 - December 2027)

- Provide ongoing support for training and development needs, including resources and technical support during and after implementation.
- Develop feedback mechanisms to collect insights on training and development from Minnesota Paid Leave employees that can be leveraged to refine and enhance the curriculum.
- Train, retrain and upskill Minnesota Paid Leave employees based on emergent needs of Minnesota Paid Leave.
- Develop career and learning pathways for Minnesota Paid Leave employees based on roles and job families, supporting operational needs as well as employees' ongoing professional development.
- Create or curate learning content supporting learning pathways.

## SECTION 3 – PROPOSAL INSTRUCTIONS AND ADDITIONAL INFORMATION

### 1. Anticipated Contract Term.

The term of this contract is anticipated to be from upon execution to March 2027, with the option to extend up to an additional three (3) years in increments determined by the State.

### 2. Question and Answer Instructions.

All questions should be submitted no later than the date and time listed in Section 1, Instructions to Responders. The State is not obligated to answer questions submitted after the question due date and time.

Only personnel listed above are authorized to discuss this solicitation with responders. Contact regarding this solicitation with any personnel not listed above could result in disqualification. This provision is not intended to prevent responders from seeking guidance from state procurement assistance programs regarding general procurement questions.

If a Responder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in the solicitation, please immediately notify the contact person detailed above in writing of such error and request modification or clarification of the document.

### 3. Additional Tasks or Activities.

Responders are encouraged to propose additional tasks, activities, or goods above and beyond the scope of what is requested in this solicitation if they will substantially improve the results of this procurement. Any costs associated with these additional tasks, activities, or goods should be clearly marked and separated from costs associated with the tasks, activities, or goods specifically requested under this solicitation on *Attachment C: Cost Detail*. See *Section 3 – Proposal Instructions and Additional Information, Subsection 3. Additional Tasks or Activities*. Because cost is a factor in the evaluation of responses to this solicitation, failure to separate costs for additional tasks, activities, or goods may result in those costs being included in a responder's cost proposal and result in a lower cost score for that proposal.



## SECTION 4 – PROPOSAL CONTENT

Please submit the following information:

1. Work Plan. Responder should provide a description of the deliverables to be provided by the Responder along with a detailed work plan that identifies the major tasks to be accomplished as outlined in *Section 2 – Summary of Scope, 2. Sample Tasks and Deliverables* and be used as a scheduling and managing tool, as well as the basis for invoicing. This document should NOT list cost detail. If cost detail is included in this document, the State may disqualify the proposal as non-responsive. Responder should provide a statement of the objectives, goals, and tasks as well as any software Responder would use in accomplishing these objectives. Statement should show or demonstrate the Responder's view and understanding of the nature of the contract, and what makes the Responder uniquely suited for this work. Please note, Minnesota Paid Leave prefers online training sessions utilizing Microsoft Teams, and has a strong preference for avoiding proprietary software, which may be reflected in the Work Plan score.
2. Qualifications and Experience. Responder should provide an outline of background and experience with descriptions of relevant work done by the Responder and a list of personnel who will conduct the project, detailing their training, and work experience, including highlighting *4. Preferred Qualifications* as outlined in *Section 2 – Summary of Scope*. Resumes or other information about project personnel should not, if possible, contain personal telephone numbers, home addresses, or home email addresses. If it is necessary to include personal contact information, please clearly indicate in the response that personal contact information is being provided.
3. Preferred Qualifications. Responders should include a detailed description highlighting the following preferred qualifications, if applicable:
  - Experience working with high volume contact centers, particularly supporting customers experiencing major (and often stressful) life events.
  - Experience in training adjudicatory employees supporting claims administration.
  - Experience working in a start-up environment where training needs evolve alongside changes in technology and business process.
  - Familiarity or prior experience with public sector programs and services.
  - Experience working with Knowledge Management Database and Contact Center and Claims Adjudication productivity tools such as Salesforce or similar product(s).
  - Experience or familiarity using Microsoft Teams or other non-proprietary software system for deliverables.
4. Portfolio - Work Samples. Responder must provide at minimum two (2) and at most three (3) Work Samples. Each of the two (2) required Work Samples and (1) optional Work Sample as outlined below should demonstrate a different learning deliverable and reflect the quality of the deliverables they will provide to the State. Work Samples are ideally very similar to the services being requested in this RFP.

### **Work samples must include:**

1. **One (1) required work sample demonstrating technical or soft skill eLearning or classroom training;**
2. **One (1) required work sample demonstrating a facilitation guide; and**
3. **One (1) optional additional work sample of the Responder's choosing demonstrating one (1) of the following options:**
  - Job aids
  - FAQ documentation
  - Participant workbooks.
  - Knowledge Management databases
  - Process documentation

5. Accessibility of Services or Products. The responder should complete, in an accessible format, a VPAT® 2.5 INT (November 2023) for all software, hardware, and websites (as applicable) as proposed in response to the solicitation. Vendors can use the VPAT form from the [ITIC VPAT site](#). Vendors should complete the Section 508 and WCAG 2.1A and AA sections. The EN 301 549 section can be left blank or deleted. For systems with multiple interfaces (such as an admin and user interface), report on each interface whether in the same or separate VPATs. These documents may be scored according to the solicitation evaluation.

Responders are encouraged to reference the “[Vendor VPAT Guidance](#)” in the “Products” tab on the [Accessible IT Procurement page](#) (<http://mn.gov/mnit/programs/accessibility/it-procurement.jsp>) for information and instructions on completing the VPATs. Respondents should also review the related guidance documents on the same site for solicitation reviewers to understand expectations. The responder is strongly encouraged to provide remarks and explanation that both support compliance and detail any deficiencies, as even if you claim “supports” unless there are remarks and explanations, you may score low.

6. Cost Detail. Complete and submit Attachment C, “Cost Detail,” attached to this solicitation.
7. License Agreements, Maintenance Agreements, or Other Terms and Conditions.

The State may require Responder to provide any license agreements, maintenance agreements or any other terms and conditions relevant to the work under a resulting contract. Review and approval by the State will be required prior to contract execution. In the event Responder fails to comply with a request under this provision, Responder agrees that it will not seek to enforce terms and conditions of any such agreement against the State. Further, failure to provide any of the pertinent documents upon request may result in the State not agreeing to sign any additional documents, rejecting your response, or cancelling the award.

Submit all requested documentation, including, but not limited to, the following documents:

1. Attachment A: Responder Declarations
2. Attachment B: Exceptions to State's Standard Terms and Conditions
3. Attachment C: Cost Proposal
4. Attachment D: Responder Forms
  - a. Veteran-Owned Preference Form
  - b. Workforce and Equal Pay Declaration Page

**DO NOT INCLUDE Non-Public/Trade Secret data (as defined by Minn. Stat. § 13.37).**

## SECTION 5 – EVALUATION PROCEDURE AND CRITERIA

The State will conduct an evaluation of responses to this Solicitation. The evaluations will be conducted in three phases:

Phase 1 - Review responses for responsiveness and pass/fail requirements

Phase 2 - Evaluate responses

Phase 3 - Select finalist(s)

### 1. Phase 1 – Responsiveness and Pass/Fail Requirements

The purpose of this phase is to determine if each response complies with mandatory requirements. The State will first review each proposal for responsiveness to determine if the Responder satisfies all mandatory requirements. The State will evaluate these requirements on a pass/fail basis.

Mandatory Requirements. The following will be considered on a pass/fail basis:

- Responses must be received by the due date and time specified in this RFP.
- Responders must include two (2) required work samples as described in *Section 4.3 – Proposal Content - Work Samples* by the due date and time specified in this RFP.

### 2. Phase 2 - Evaluate Responses

Only those responses found to have met Phase 1 criteria will be considered in Phase 2.

The factors and weighting on which responses will be evaluated are:

- |  |   |
|--|---|
| 1. Work Plan                             | 200 points                                  |
| 2. Qualifications and Experience         | 200 points                                  |
| 3. Work Samples                          | 200 points                                  |
| 4. Accessibility of Services or Products | 100 points                                  |
| 5. Cost Proposal                         | <u>300 points</u><br>1000 points            |
| 6. Preference Points                     | 120 points (in addition to 1,000 available) |

Preference points are described under Solicitation Terms and will be applied to the total score after points have been awarded.

### 3. Phase 3 - Select Finalist(s)

Only those responses that have been evaluated under Phase 2 shall be eligible for Phase 3.

The State will invite the highest-scoring Responders (“Finalists”) to negotiate based on best value as determined by this evaluation process. The State will engage Finalists in individual negotiations to determine which finalist provides the best value to the State.

The State and a Finalist may negotiate any aspect of a Finalist’s proposal. The State reserves the right to pursue negotiations on any exception taken to the State’s standard terms and conditions.-The State may terminate negotiations with a Finalist at any time if in its sole discretion the Finalist’s proposal does not provide best value to the State. At the conclusion of negotiations, the State will document its rationale and make an award to the Finalist whose negotiated proposal represents the best value to the State. The rationale will at a minimum consider cost, technical capabilities/quality, risk, and timeframe. The State reserves the right to award to multiple Finalists if in the best interest of the State.

It is anticipated that the evaluation and selection will be completed by May 2025.

## SECTION 6 – SOLICITATION TERMS

### 1. Competition in Responding

The State desires open and fair competition. Questions from responders regarding any of the requirements of the Solicitation must be submitted in writing to the Solicitation Administrator listed in the Solicitation before the due date and time. If changes are made the State will issue an addendum.

Any evidence of collusion among responders in any form designed to defeat competitive responses will be reported to the Minnesota Attorney General for investigation and appropriate action.

### 2. Addenda to the Solicitation

Changes to the Solicitation will be made by addendum with notification and posted in the same manner as the original Solicitation. Any addenda issued will become part of the Solicitation.

### 3. Joint Ventures

The State allows joint ventures among groups of responders when responding to the solicitation. However, one responder must submit a response on behalf of all the others in the group. The responder that submits the response will be considered legally responsible for the response (and the contract, if awarded).

### 4. Withdrawing Response

A responder may withdraw its response prior to the due date and time of the Solicitation. For solicitations in the SWIFT Supplier Portal, a responder may withdraw its response from the SWIFT Supplier Portal. For solicitations done any other way, a responder may withdraw its response by notifying the Solicitation Administrator in writing of the desire to withdraw.

After the due date and time of this Solicitation, a responder may withdraw a response only upon showing that an obvious error exists in the response. The showing and request for withdrawal must be made in writing to Solicitation Administrator within a reasonable time and prior to the State's detrimental reliance on the response.

### 5. Rights Reserved

The State reserves the right to:

- Reject any and all responses received;
- Waive or modify any informalities, irregularities, or inconsistencies in the responses received;
- Negotiate with the highest scoring Responder[s];
- Terminate negotiations and select the next response providing the best value for the State;
- Consider documented past performance resulting from a State contract may be considered in the evaluation process;
- Short list the highest scoring Responders;
- Require Responders to conduct presentations, demonstrations, or submit samples;
- Ask Responders to collaborate if the State anticipates such proposals would complement one another;
- Interview key personnel or references;
- Request a best and final offer from one or more Responders;
- The State reserves the right to request additional information ; and
- The State reserves the right to use estimated usage or scenarios for the purpose of conducting pricing evaluations. The State reserves the right to modify scenarios, and to request or add additional scenarios for the evaluation.

### 6. Samples and Demonstrations

Upon request, Responders are to provide samples to the State at no charge. Except for those destroyed or mutilated in testing, the State will return samples if requested and at the Responder's expense. All costs to conduct and associated with a demonstration will be the sole responsibility of the Responder.

### 7. Responses are Nonpublic during Evaluation Process

All materials submitted in response to this Solicitation will become property of the State. During the evaluation process, all information concerning the responses submitted will remain private or nonpublic and will not be disclosed to anyone

whose official duties do not require such knowledge. Responses are private or nonpublic data until the completion of the evaluation process as defined by Minn. Stat. § 13.591. The completion of the evaluation process is defined as the State having completed negotiating a contract with the selected responder. The State will notify all responders in writing of the evaluation results.

## **8. Trade Secret Information**

8.1 Responders must not submit as part of their response trade secret material, as defined by Minn. Stat. § 13.37.

8.2 In the event trade secret data are submitted, Responder must defend any action seeking release of data it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments awarded against the State in favor of the party requesting the data, and any and all costs connected with that defense.

8.3 The State does not consider cost or prices to be trade secret material, as defined by Minn. Stat. § 13.37.

8.4 A responder may present and discuss trade secret information during an interview or demonstration with the State, if applicable.

## **9. Conditions of Offer**

Unless otherwise approved in writing by the State, Responder's cost proposal and all terms offered in its response that pertain to the completion of professional and technical services and general services will remain firm for 180 days, until they are accepted or rejected by the State, or they are changed by further negotiations with the State prior to contract execution.

## **10. Award**

Any award that may result from this solicitation will be based upon the total accumulated points as established in the solicitation. The State reserves the right to award this solicitation to a single Responder, or to multiple Responders, whichever is in the best interest of the State, providing each Responder is in compliance with all terms and conditions of the solicitation. The State reserves the right to accept all or part of an offer, to reject all offers, to cancel the solicitation, or to re-issue the solicitation, whichever is in the best interest of the State.

## **11. Requirements Prior to Contract Execution**

Prior to contract execution, a responder receiving a contract award must comply with any submittal requests. A submittal request may include, but is not limited to, a Certificate of Insurance.

## **12. Targeted Group, Economically Disadvantaged Business, Veteran-Owned and Individual Preference**

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, businesses that are eligible and certified by the State as targeted group (TG) businesses, economically disadvantaged (ED) businesses, and veteran-owned businesses will receive points equal to 12% percent of the total points available as preference.

For TG/ED/VO certification and eligibility information visit the Office of Equity in Procurement website at <https://mn.gov/admin/business/vendor-info/oep/> or call the Division's Helpline at 651.296.2600.