

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

Continuing Care Administration

Project Title: Waiver Provider Standards – 245D

Category: Analyst

Business Need

The Minnesota Department of Human Services (DHS) through the Licensing Division seeks a Business Analyst with the necessary skill sets to document/improve the business rules used to bring the State into compliance with federal and state regulations regarding statewide, consistent and equitable provider standards, and streamline activities for the Licensing Division as well as enrolled and licensed providers, and the public we serve.

The development of a statewide approach includes the following:

- Creating a consistent statewide waiver provider licensure process with consistent and equitable provider standards and improved processes to verify standards
- Developing a directory of enrolled providers that will assure provider standards are met at initial enrollment and are verified on an ongoing basis
- Increasing recipient access to and choice of qualified providers

In July 2013, an online application system was launched for service providers to request a DHS license for home-and community-based services (HCBS) under Minnesota Statutes, chapter 245D. The application was used to process and approve over 1,200 applications to provide HCBS licensed services. The system currently allows providers to submit a licensing application for the services supported under the 245D, and has a licensor 'dashboard' that communicates minimal information for licensors who approve 245D applications. Additional functionality is required to track state level oversight to ensure providers are in compliance with standards by capturing the data and storing supporting credentials. The application and dashboard must be enhanced to accommodate additional licensing routine business such as processing license renewals, alerts and triggers, additional license types, and processes via electronic communications between a Licensor and Provider.

In February 2014, licensed providers data began transporting from the data warehouse to the MinnesotaHelp.Info database to make it possible for consumers and county staff to access provider data for provider selection. While the data transport is in place, there are additional data requirements needed to complete the business requirements.

Project Deliverables

- Addition of Adult Mental Health Certification license type
- Add “renew a license” functionality
- Functionality to provide for a request for change of license terms
- Alerts and Triggers for licensors and between licensors and providers
- Improvements to the online application functionality and auditability
- Forms and alerts for Variances

Project Milestones/Deliverables and Schedule

Project Milestones	Target Date
Ability to Modify License State	November 15, 2014
Renew a 245D License functionality	December 1, 2014
Requirements for display of NPI in MnHelp.Info	December 15, 2014
Ability to request and process change of terms	January 1, 2015
Requirements for Adult Mental Health certifications	January 15, 2015
Requirements for Audit Capability	March 1, 2015
Requirements for Variances	March 13, 2015

Project Environment

- The State’s Project Manager is Lisa Lazaretti for MnCHOICES, 444 Lafayette Rd, St Paul, MN 55101 or their successor. The State’s Project Managers will certify acceptance on each invoice submitted for payment.

Other Project staff:

- Policy staff within CCA working on the legislated initiatives and various long term care programs administered by CCA
- Lead Business Architect
- Lead Technical Architect
- Technical developer

Project Requirements

- Implementation will include the training of DHS staff so they can maintain the initiatives after the contract is done
- Business rules must be in compliance with statewide Enterprise Architecture, Project Management Methodology and applicable industry/agency standards
- It is expected that selected vendor will work onsite at DHS Central Office locations. DHS will provide appropriate work space.

Responsibilities Expected of the Selected Vendor

- A. Define and document functional and business requirements
- B. Conduct and document a gap analysis for as is functionality
- C. Develop traceability matrix
- D. Conduct Business Process Modeling
- E. Conduct Business Domain Modeling
- F. Design and build out domain models
- G. Perform data mapping between the new and existing systems
- H. Create and update existing use case specifications
- I. Create wireframes and mock-ups
- J. Design role-based authentication and authorization
- K. Develop and update as-is and to-be process flow diagrams
- L. Create and execute test plans and test scripts for all stages of testing
- M. Lead Joint Application Design(JAD) sessions
- N. Extract, discover, capture and express and manage business rules from JAD sessions
- O. Ensure that the extracted rules reflect the business intent and will result in the desired business behavior
- P. Understand how rules are enforced, how they are going to change, and how rules-related issues such as conflicting rules would be resolved
- Q. Work closely with rules architects and rules developers to help them design the application in a way that ensures that the rules reflect the business intent and that the application will result in the desired business behavior
- R. Validate the rules and develop scenarios for test scripts
- S. Assist in project planning and development of a project schedule
- T. Comply with all State of Minnesota security policies and standards and regulatory requirements

Required Skills (to be scored as pass/fail)

Minimum 5 years' experience as a business analyst or business lead, which must include:

- Approved on the SITE vendor list
- At least one engagement with experience as a Test lead – unit, functional, performance, capacity, stress, smoke, regression and end to end, which included:
 - Conducting and reporting on Root cause analysis
 - Leading defect tracking and reporting
 - Producing a Test plan and Test Strategy
 - Creating test scripts (manual and automated)
 - Facilitating user acceptance testing
- At least one engagement with experience working with various project methodologies including agile and waterfall
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- At least one engagement involving completing gap analysis activities, including documenting both current state and future state business models
- At least one engagement offering experience with SAP Business Objects
- At least one engagement offering experience working with Share Point for document management
- Education in or experience with waived and state planned programs and services

Desired Skills

- Experience implementing technical solutions with .net/SQL platforms
- Prefer individual with strong Business Analyst skill set along with solution architect and testing skills.
- Experience working with Waiver Provider Standards and 245D legislation
- Expert requirement elicitation and documentation skills
- Strong data mining and analysis capabilities applicable to the business acumen

Process Schedule

Deadline for Questions	09/22/2014, 4:00 PM Central Time
Anticipated Posted Response to Questions	09/24/2014, 4:00 PM Central Time
Proposals due	09/29/2014, 4:00 PM Central Time
Anticipated proposal evaluation begins	09/30/2014, 8:00 AM Central Time
Anticipated proposal evaluation & decision	10/03/2014, 4:00 PM Central Time

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: Lisa Lazaretti, Project Manager
 Organization: DHS Project Management Office Division of MN.IT Services @DHS
 Email Address: Lisa.Lazaretti@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

- Experience 60%
- Cost 30%
- Extent to which services will be performed within the U.S. or by a WTO country company within its own borders (10%)**

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 two references 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.
5. Responder must complete Conflict of interest statement in accordance with the requirements set forth below and as it relates to this project
6. Responder must complete and submit the following forms in response to this RFO:
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 - e) Resident Vendor Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

- Response Information:
 - Lisa Lazaretti, Project Manager

- Lisa.Lazaretti@state.mn.us
 - Email Subject Line: 245D Business Analyst - SITE
- Submit via email
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**

General Requirements

Proposal Contents

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

Liability

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.