

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT @ DHS

Project Title: MNsure Project – Cúram Operational Support Team

Category Resources: Cúram Project Manager (1), Cúram Business Analyst (2), Cúram Application Tester (1) and Cúram Developer (4)

NOTE: Vendor must be approved in all 4 categories and be able to provide the full team of resources in order to respond. Vendors who are unable to provide all 8 team members will not be considered.

Business Need

MN.IT @ DHS is issuing this Request for Offers (RFO) to procure the services of a team comprised of:

- One (1) Cúram Project Manager

The Cúram Project Manager promotes Cúram deployment that maximizes out-of-the-box (OOTB) features, minimizes customization, while satisfying business requirements. The Cúram Project Manager has a working knowledge of what can be configured versus what requires customization of the COTS product and negotiates over its configuration/customization for successful utilization of the product. The Cúram Project Manager has a broad knowledge of the Cúram Business Application Suite, Cúram Enterprise Modules, and the Cúram Enterprise Framework and understands how each supports required functionality. The Cúram Project Manager has a Cúram technical background and understands all aspects of Cúram development at a level required to set direction and assign work to the appropriate resource. These Cúram Project Manager skills and knowledge are in addition to those required for a regular project manager which includes creating clear and attainable project objectives, building the project requirements and managing the constraints of cost, time, quality, and scope, and accomplishing the stated project objectives.

- Two (2) Cúram Business Analysts

The Cúram Business Analyst, as an experienced user of Cúram, has a lead role, and works as a liaison among stakeholders to elicit, analyze, communicate and validate requirements in determining which Cúram feature is best able to satisfy a particular requirement. The Cúram Business Analyst has strong knowledge of Cúram software and appropriate procedures for documenting specifically for Cúram, including the ability to use the Cúram administration tool

suite. The Cúram Business Analyst works closely with Cúram Architects and Developers to ensure any proposed customization can be implemented without violating Cúram best practices.

- One (1) Cúram Application Tester

The Cúram Application Tester has a lead role and works as a liaison among stakeholders to validate that the delivered functionality meets requirements for complex business processes, policies and information systems. The Cúram Application Tester understands complex business problems and opportunities in the larger context of the enterprise requirements and tests and validates the delivered solutions designed to help the organization achieve its goals. Using their advanced knowledge of Cúram software, including regression testing in the Cúram environment, the Cúram Application Tester prepares and reviews test plans, develops test scripts/scenarios, and prepares, reviews, and triages test findings in a Cúram deployment. The Cúram Application Tester uses Cúram online help with the core functions including the citizen portal, evidence processing, person functions, case functions, CER, simple rules, work flow management, security functions, financial functions, and the other basic COTS application components.

- Four (4) Cúram Developers

The Cúram Developer creates user information solutions using the Cúram COTS product by configuring, customizing and extending, implementing, and maintaining Cúram Java-based components and interfaces; defines functional objectives by analyzing user requirements; envisions system features and functionality; recommends system solutions by comparing advantages and disadvantages of configuration, customization and custom development and extension alternatives; completes Cúram functional development by coordinating requirements, schedules, and activities; contributes to team meetings; troubleshoots development and production problems; supports users by developing documentation and assistance tools; and works closely with Cúram Architects, Cúram Business Analysts and subject matter experts. In addition to using Java, J2EE knowledge (EJBs, Servlets, JSP, Struts), the Cúram Developer works with SQL, XML, XSLT, Modelling tools (Rational) in an application server environment (WAS, WebLogic or JBOSS) to fulfill business requirements with the COTS product. The Cúram Developer understands the Cúram Enterprise Framework Cúram Express Rules (CER) and is experienced in one or more Cúram Enterprise Modules. The Cúram Developer configures application components, customizes the application in a Cúram compliant manner, as well as builds and deploys the application. The Cúram Developer may participate in data conversion using Cúram Business Process Objects and/or other developer techniques and approaches. The Cúram developer works with the core components of the product, including Case Management, Participant Management, Evidence Management, Intelligence Evidence Gathering (IEG) scripting, Cúram Workflows, and the Persistence Infrastructure (PI). The Cúram Developer may also be a specialist in extracting and reporting on data in the Cúram database using their advanced knowledge of the data elements as well as the related technologies.

This team will provide operational support of the IBM Cúram software. The IBM Cúram software is the eligibility engine for the Minnesota Health Insurance Marketplace (MNSure) system.

The successful candidates will have the experience to assume immediate responsibility for (new and active) large and technically complex projects which impact current processes. The team must develop

flexible and efficient plans and collaborate with matrixed project teams with multiple priorities while simultaneously fostering an environment of team building and coordination.

It is MN.IT's on-going commitment 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 Team Deliverables

The contractor (s) will work with State IT staff to manage the development and enhancement of complex information technology solutions and services delivered by MN.IT@ DHS in its support of MNsure. Some of the technologies include systems to support integrated and distributed server environments in the delivery of the enterprise scale of software for the MNsure application.

Specifically, the team will collaboratively:

Project Management

- Provide alternative solutions to solve production issues, including the design, development, testing and delivery of alternative solutions within challenging, i.e. tight, time frames
- Lead teams toward solution design alternatives and articulating alternatives to ensure that both business and technical teams are provided with optimum solution
- Develop project plans, status reports, issue and risk registers

Deployment Support

- Environment planning and release related design, execution and troubleshooting
- Produce ongoing release deployment files.
- Produce release notes for each IBM Cúram release (including hotfixes, minor and major release)
- Produce deployment instructions for all environments ; DEV SSO,ATEST,STEST, Pseudo Prod, Production (and other environments as they are implemented)
- Support system administration and Production release deployments.
- Support system administration and release deployments into multiple lower environments (DEV SSO,ATEST, STEST, Pseudo Prod and other environments as they are implemented)
- Deploying releases to multiple Development/ Test environments
- Deploying / supporting deployment of OOTB IBM Cúram reference environment

Issue triage and troubleshooting

- Troubleshoot configuration of deployments (IBM Cúram, IBM Websphere, mediation layer, interfaces, etc.)
- Troubleshoot batch processes/processing IBM Cúram, IBM Websphere, mediation layer, interfaces, etc.)
- Perform triage and investigation regarding problems/issues in Production and multiple lower environments. (Defect resolution)
- Conduct root cause analysis and report on root cause, including assignment to the appropriate teams via the JIRA system
- Develop SQL queries to address defects or required fixes.
- Provide insight into OOTB and Custom SQL and working with DBAs to tune performance

Testing & Knowledge Transfer

- Work with the appropriate resources to define and write Functional and Technical Testable Requirements (Waterfall) and/or User Stories and Acceptance Criteria (Agile).
- Work with the QA Supervisor and/or QA Lead to create the Level of Effort (LOE) estimate for all testing activities within the project.
- Work with the QA Supervisor, QA Lead and Business Analyst to create the Test Strategy.
- Work with the QA Supervisor, QA Lead and Business Analyst to create the Test Plan.
- Work with Business Analyst, Developers, and DBA's in defining detailed and reusable Functional, System Integration, and Regression test cases.
- Assist the Performance Engineer in determining business flows to be scripted and utilized in Performance/Load testing.
- Document all defects in the defect tracking tool in an accurate and timely manner.
- Escalate all challenges to the appropriate resource(s) in a timely manner.
- Communicate effectively both verbally and written.
- Attend the Defect Review meetings.

Other Assistance

- Reporting development and deployment assistance
- Assisting in obtaining Federal certification as needed
- Supporting execution of the batch process

Project Milestones and Schedule

- MNsure project already begun
- Projected Transaction Start Date: July 1, 2015
- Projected Transaction End Date: June 30, 2016

Project Environment

IBM Cúram, operational support team will interface with a variety of individuals and other teams that have a vested interest and can offer information pertaining to the MNsure project including:

- Other Systems Analysts
- Database Administrators
- Project Managers
- Business Analysts
- Developers
- Information Technology Group
- System Architects
- All members of the QA and Release Management 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
- Other agency team members

Project Requirements

- All work will be done at offices in St. Paul, MN unless otherwise arranged
- Work must comply with the Statewide Enterprise Architecture
- Work must comply with the State's Enterprise Security Policy and Standards
- Work must comply with Statewide Project Management Methodology
- Work must comply with applicable industry/agency standards
- Resources 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 Consultants

Responsibilities include, but are not limited to:

- Communicate and incorporate business owner's visions, business plans, and key objectives. Establish and communicate clear performance expectations to members of the MN.IT MNSure IT Solution
- 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.

Skills (Required and Desired for each category being requested)

Each category has skills that are required for resource(s) being submitted. These are scored as pass/fail.

Project Manager

Required The following skills are required for resource(s) being submitted. These are scored as pass/fail:

- Either a B.S or B.A degree (4 year) with five years' experience as a Program/Project Manager [or in lieu of a Bachelor's degree have a two-year Associates degree with 7 years of experience as a Program/Project Manager
- Certification as a Project Management Professional (PMP) or as a Master Project Professional (MPM)
- Two or more engagements that in total lasted an amount of time equal to 24 months in a Program/Project Manager role
- 1 year experience in CURAM software product and services (version 6.0 or higher)

Desired Skills: Subject to the Request for Offers evaluation process, points will be scored based on the following criteria as well:

- Computer Science or Information Technology degree
- Proven experience with all aspects of the Software Development Life Cycle (SDLC)
- Any experience with the health insurance programs

- Proven education or experience with IBM Cúram product architecture and data models
- Experience in Java and J2EE that allows the analyzing and designing of solutions at the product level

Cúram Application Tester

Required The following skills are required for resource(s) being submitted. These are scored as pass/fail:

- B.S or B.A degree (4 year) or Associates degree (2 year) and 7 years' work experience
- Five years' experience as a Quality Assurance Analyst
- One or more engagements that in total lasted an amount of time equal to 15 months in a Quality Assurance Analyst role
- 1 year experience in CÚRAM software product and services (version 6.0 or higher)

Desired Skills: Subject to the Request for Offers evaluation process, points will be scored based on the following criteria as well:

- Computer Science or Information Technology degree
- Proven experience creating the following documentation:
 - Test Strategy
 - Test Plan
 - Test Cases
 - Final Test Report
- Proven experience of all aspects of the Software Development Life Cycle (SDLC)
- Experience utilizing JIRA
- Any experience with the health insurance programs
- Any experience training / mentoring on Quality Assurance Best Practice processes
- Experience working in a maturing QA environment
- Experience with both Black Box and Grey Box testing
- Experience writing and executing basic query commands

Cúram Business Analysts

Required The following skills are required for resource(s) being submitted. These are scored as pass/fail:

- Either a B.S or B.A degree (4 year) with five years' experience as a Business Analyst [or in lieu of a Bachelor's degree have a two-year Associates degree with 7 years of experience as a Business Analyst]
- Two or more engagements that in total lasted an amount of time equal to 12 months
- 1 year experience in CÚRAM software product and services (version 6.0 or higher)

Desired Skills: Subject to the Request for Offers evaluation process, points will be scored based on the following criteria as well:

- Computer Science or Information Technology degree
- Proven experience with all aspects of the Software Development Life Cycle (SDLC)
- Any experience with the health insurance programs
- Proven experience implementing and supporting complex billing and invoicing business rules

- Proven experience building and supporting integrations with IBM Cúram,
- Proven experience following agile and TDD methodologies
- Prior education or working experience with IBM Cúram and handling eligibility data
- Prior working experience in building and supporting complex enterprise solutions
- Prior working experience in complex multi-vendor environment

Cúram Developer

Required The following skills are required for resource(s) being submitted. These are scored as pass/fail:

- 3 years experience in software technical consulting
- 1 year experience in CÚRAM software product and services (version 6.0 or higher)
- 1 year experience with IBM WebSphere – including WAS, WESB, MQ
- 1 year experience in J2EE Scalability and Performance
- 2 years applied experience in JAVA development
- Applied experience in Unified modeling language tools (e.g. Rational Software Architect, Rational Software Modeler, Microsoft Visio etc)
- Applied experience with relational databases (DB2, Oracle) and SQL.
- Applied experience in UNIX and NT Operating systems :

Desired Skills: Subject to the Request for Offers evaluation process, points will be scored based on the following criteria as well:

- 2 years experience in CÚRAM software product and services
- 1 year experience in working as a technical consultant or related in a large professional services organization
- 1 year experience in working with ERP or package (COTS) software. ERP or COTS software includes, but is not limited to, products from SAP, Oracle, PeopleSoft, Seibel, Lawson, Harmony, CGI, etc.
- 1 year experience in business processes or understanding of core functionality of human services Medical Assistance/Medicaid.

Process Schedule

Deadline for Questions	6/01/15, 12:00 p.m. (noon) CT
Anticipated Posted Response to Questions	6/04/15, 12:00 p.m. (noon) CT
Proposals/Resumes due	6/10/15, 4:00 p.m. CT
Anticipated proposal/resume evaluation begins	6/11/15
Anticipated proposal/resume evaluation & decision	6/17/15

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: Deb Tibstra, Information Systems Applications Manager
 Organization: MN.IT @ DHS
 Email Address: Deb.Tibstra@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

- Desired Skills and References (70%)
- 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

Vendors may only submit one response to the RFO, response must contain:

Cúram Project Manager: 1 resume

Cúram Application Tester: 1 resume

Cúram Business Analyst: 2 resumes

Cúram Developer: 4 resumes

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

Resources (Consultant's) Names being submitted

2. Overall Experience

- a. For each proposed resource, copy and complete the following matrix. Fill in the blanks with the information requested for each resource.
- b. The page after the completed matrix will include the resource resume.
Resume Requirements:
 - Do not exceed five (5) pages.
 - **All experience described in the matrix must also be on the resume.**
 - Include dates worked, company name and whether the resource was an employee or contractor.
- c. List 3 references who can speak to the resource's 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.

RESPONSE MATRIX FOR EACH CATEGORY		
Cúram Project Manager (1 resume)		
Resource name:		
PM REQUIRED SKILLS		Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
1	Either a B.S or B.A degree (4 year) with five years' experience as a Program/Project Manager [or in lieu of a Bachelor's degree have a two-year Associates degree with 7 years of experience as a Program/Project Manager	
2	Certification as a Project Management Professional (PMP) or as a Master Project Professional (MPM)	
3	Two or more engagements that in total lasted an amount of time equal to 24 months in a Program/Project Manager role	
4	1 year experience in CÚRAM software product and services (version 6.0 or higher)	
PM DESIRED SKILLS:		Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
9	Computer Science or Information Technology degree	
10	Proven experience with all aspects of the Software Development Life Cycle (SDLC)	
11	Any experience with the health insurance programs	
12	Proven education or experience with IBM Cúram product architecture and data models	
13	Experience in Java and J2EE that allows the analyzing and designing of solutions at the product level	
Cúram Application Tester (1 resume)		
Resource name:		
Application Tester REQUIRED SKILLS		Provide Details, Dates and/or Company Name

RESPONSE MATRIX FOR EACH CATEGORY		
		where the resource has demonstrated the skills
1	B.S or B.A degree (4 year) or Associates degree (2 year) and 7 years' work experience	
2	Five years' experience as a Quality Assurance Analyst	
3	One or more engagements that in total lasted an amount of time equal to 15 months in a Quality Assurance Analyst role	
4	1 year experience in CÚRAM software product and services (version 6.0 or higher)	
	Application Tester DESIRED SKILLS:	Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
5	Computer Science or Information Technology degree	
6	Proven experience creating the following documentation: <ul style="list-style-type: none"> ○ Test Strategy ○ Test Plan ○ Test Cases ○ Final Test Report 	
7	Proven experience of all aspects of the Software Development Life Cycle (SDLC)	
8	Experience utilizing JIRA	
9	Any experience with the health insurance programs	
10	Any experience training / mentoring on Quality Assurance Best Practice processes	
11	Experience working in a maturing QA environment	
12	Experience with both Black Box and Grey Box testing	
13	Experience writing and executing basic query commands	
	Cúram Business Analysts (2 resumes)	
	Resource name #1:	
	BA REQUIRED SKILLS	Provide Details, Dates and/or Company Name

RESPONSE MATRIX FOR EACH CATEGORY		
		where the resource has demonstrated the skills
1	Either a B.S or B.A degree (4 year) with five years' experience as a Business Analyst [or in lieu of a Bachelor's degree have a two-year Associates degree with 7 years of experience as a Business Analyst]	
2	Two or more engagements that in total lasted an amount of time equal to 12 months	
3	1 year experience in CÚRAM software product and services (version 6.0 or higher)	
BA DESIRED SKILLS:		Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
4	Computer Science or Information Technology degree	
5	Proven experience with all aspects of the Software Development Life Cycle (SDLC)	
6	Any experience with the health insurance programs	
7	Proven experience implementing and supporting complex billing and invoicing business rules	
8	Proven experience building and supporting integrations with IBM Cúram,	
9	Proven experience following agile and TDD methodologies	
10	Prior education or working experience with IBM Cúram and handling eligibility data	
11	Prior working experience in building and supporting complex enterprise solutions	
12	Prior working experience in complex multi-vendor environment	
Cúram Business Analysts (2 resumes)		
Resource name #2:		
BA REQUIRED SKILLS		Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
1	Either a B.S or B.A degree (4 year) with five	

RESPONSE MATRIX FOR EACH CATEGORY		
	years' experience as a Business Analyst [or in lieu of a Bachelor's degree have a two-year Associates degree with 7 years of experience as a Business Analyst]	
2	Two or more engagements that in total lasted an amount of time equal to 12 months	
3	1 year experience in CÚRAM software product and services (version 6.0 or higher)	
BA DESIRED SKILLS:		Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
4	Computer Science or Information Technology degree	
5	Proven experience with all aspects of the Software Development Life Cycle (SDLC)	
6	Any experience with the health insurance programs	
7	Proven experience implementing and supporting complex billing and invoicing business rules	
8	Proven experience building and supporting integrations with IBM Cúram,	
9	Proven experience following agile and TDD methodologies	
10	Prior education or working experience with IBM Cúram and handling eligibility data	
11	Prior working experience in building and supporting complex enterprise solutions	
12	Prior working experience in complex multi-vendor environment	
Cúram Developer (4 resumes)		
Resource name #1:		
Developer REQUIRED SKILLS		Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
1	3 years experience in software technical consulting	
2	1 year experience in CÚRAM software product and services (version 6.0 or higher)	

RESPONSE MATRIX FOR EACH CATEGORY		
3	1 year experience with IBM WebSphere – including WAS, WESB, MQ	
4	1 year experience in J2EE Scalability and Performance	
5	2 years applied experience in JAVA development	
6	Applied experience in Unified modeling language tools (e.g. Rational Software Architect, Rational Software Modeler, Microsoft Visio etc)	
7	Applied experience with relational databases (DB2, Oracle) and SQL	
8	Applied experience in UNIX and NT Operating systems	
	Developer DESIRED SKILLS:	Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
9	2 years experience in CÚRAM software product and services	
10	1 year experience in working as a technical consultant or related in a large professional services organization	
11	1 year experience in working with ERP or package (COTS) software. ERP or COTS software includes, but is not limited to, products from SAP, Oracle, PeopleSoft, Seibel, Lawson, Harmony, CGI, etc.	
12	1 year experience in business processes or understanding of core functionality of human services Medical Assistance/Medicaid	
	Cúram Developer (4 resumes) Resource name #2:	
	Developer REQUIRED SKILLS	Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
1	3 years experience in software technical consulting	
2	1 year experience in CÚRAM software product and services (version 6.0 or higher)	
3	1 year experience with IBM WebSphere – including WAS, WESB, MQ	
4	1 year experience in J2EE Scalability and Performance	
5	2 years applied experience in JAVA	

RESPONSE MATRIX FOR EACH CATEGORY		
	development	
6	Applied experience in Unified modeling language tools (e.g. Rational Software Architect, Rational Software Modeler, Microsoft Visio etc)	
7	Applied experience with relational databases (DB2, Oracle) and SQL	
8	Applied experience in UNIX and NT Operating systems	
	Developer DESIRED SKILLS:	Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
9	2 years experience in CÚRAM software product and services	
10	1 year experience in working as a technical consultant or related in a large professional services organization	
11	1 year experience in working with ERP or package (COTS) software. ERP or COTS software includes, but is not limited to, products from SAP, Oracle, PeopleSoft, Seibel, Lawson, Harmony, CGI, etc.	
12	1 year experience in business processes or understanding of core functionality of human services Medical Assistance/Medicaid	
	Cúram Developer (4 resumes)	
	Resource name #3:	
	Developer REQUIRED SKILLS	Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
1	3 years experience in software technical consulting	
2	1 year experience in CÚRAM software product and services (version 6.0 or higher)	
3	1 year experience with IBM WebSphere – including WAS, WESB, MQ	
4	1 year experience in J2EE Scalability and Performance	
5	2 years applied experience in JAVA development	
6	Applied experience in Unified modeling language tools (e.g. Rational Software Architect, Rational Software Modeler, Microsoft Visio etc)	

RESPONSE MATRIX FOR EACH CATEGORY		
7	Applied experience with relational databases (DB2, Oracle) and SQL	
8	Applied experience in UNIX and NT Operating systems	
	Developer DESIRED SKILLS:	Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
9	2 years experience in CÚRAM software product and services	
10	1 year experience in working as a technical consultant or related in a large professional services organization	
11	1 year experience in working with ERP or package (COTS) software. ERP or COTS software includes, but is not limited to, products from SAP, Oracle, PeopleSoft, Seibel, Lawson, Harmony, CGI, etc.	
12	1 year experience in business processes or understanding of core functionality of human services Medical Assistance/Medicaid	
	Cúram Developer (4 resumes) Resource name #4:	
	Developer REQUIRED SKILLS	Provide Details, Dates and/or Company Name where the resource has demonstrated the skills
1	3 years experience in software technical consulting	
2	1 year experience in CÚRAM software product and services (version 6.0 or higher)	
3	1 year experience with IBM WebSphere – including WAS, WESB, MQ	
4	1 year experience in J2EE Scalability and Performance	
5	2 years applied experience in JAVA development	
6	Applied experience in Unified modeling language tools (e.g. Rational Software Architect, Rational Software Modeler, Microsoft Visio etc)	
7	Applied experience with relational databases (DB2, Oracle) and SQL	
8	Applied experience in UNIX and NT Operating systems	
	Developer DESIRED SKILLS:	Provide Details, Dates and/or Company Name

RESPONSE MATRIX FOR EACH CATEGORY		
		where the resource has demonstrated the skills
9	2 years experience in CÚRAM software product and services	
10	1 year experience in working as a technical consultant or related in a large professional services organization	
11	1 year experience in working with ERP or package (COTS) software. ERP or COTS software includes, but is not limited to, products from SAP, Oracle, PeopleSoft, Seibel, Lawson, Harmony, CGI, etc.	
12	1 year experience in business processes or understanding of core functionality of human services Medical Assistance/Medicaid	

After the matrix, continue the proposal with the remaining items in the order listed.

3. **Cost Proposal:** Include a separate document labeled “Cost Proposal” which includes the name of each resource being submitted and their corresponding proposed hourly rate
4. **Conflict of interest statement as it relates to this project**
5. **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: The resume and required forms must be transmitted via e-mail to:
 - Deb Tibstra, Information Systems Applications Manager
 - deb.tibstra@state.mn.us
 - Email subject line must read: MMIS/BHP Team Selection Committee
- 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; or
- 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 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/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

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 veterans.**

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.

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.