

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT @ DHS

Project Title: Minnesota Provider Screening and Enrollment Application – QA

Category: Quality Assurance

This posting will be used to contract with two resources

Business Need

The Minnesota Department of Human Services (DHS) is one of the largest payers of health care in Minnesota. DHS provides health care services to approximately 862,000 Minnesotans through a combination of federal and state health care programs, including Minnesota's Medicaid program, Medical Assistance (MA), and MinnesotaCare (a subsidized health care program for people who live in Minnesota and do not have access to health insurance). These combined health care programs are jointly referred to as Minnesota Health Care Programs (MHCP). Federal provider screening regulations require all health care providers who enroll in federal health care programs, including Medicaid, to undergo a "Risk-Based Provider Screening" process. Enrolled providers must be "revalidated" at least once every five years and must also go through the same "Risk-Based Provider Screening" process as new enrollees.

DHS estimates it will need to perform approximately 50,000 provider enrollment screenings annually. Current staff and systems cannot process this high volume of screenings.

To solve this problem and process provider enrollment and renewals in compliance with the federal provider screening regulations, DHS has launched a large IT project to build a system called the Minnesota Provider Screening and Enrollment (MPSE) portal. Several key components have been identified for the overall MPSE project:

1. A front-end Provider Enrollment Processor (PEP),
2. A back-end Provider Validation Service (PVS), and
3. Related Medicaid Management Information System (MMIS) and Associated Database changes (the current DHS system)

The front-end PEP application is a web-based portal responsible for collecting required provider based data. It also has the ability to collect payment of application fees (if applicable) and to send collected data to (a) various external systems, such as DHS' Surveillance Integrity and Review Section (SIRS), which will conduct pre and post-enrollment site visits on providers, and (b) DHS' Licensing Unit for **NetStudy**® background checks. Additionally, it will send and receive data from both the back-end PVS system and the existing MMIS systems.

The PEP system will utilize a dynamic set of business rules (written in Drools) to collect the appropriate information and direct the enrollee to the various areas of the application to be completed based on level of assigned risk for the provider type (limited, moderate, or high) or a variety of other preset parameters such as provider type, license, and practice specialties.

Essentially, the PEP serves as the starting point for all new applicants seeking to enroll and for existing providers to revalidate. It also applies to any provider when a change to their data may trigger additional screening or follow-on actions (e.g., a change of ownership). It serves as both the brains and the gatekeeper for all downstream processing as data collected in this stage determines what has to take place at the various junctures to comply with screening regulations.

Application programming using Java and incorporating the Drools business rules for the provider enrollment and screening process is an important piece of this project. The PEP will navigate a provider through its user interface based on a series of preset parameters and ultimately assign a level of risk to each registrant by application of a configurable suite of dynamic business rules. This implementation of Drools is supplemented by Java programming.

The Quality Assurance Analyst(s) (QA Analyst) will be required to bring this highly visible project to its completion. The QA Analyst will be responsible for performing all testing tasks within the MPSE project.

The successful candidate(s) will have the experience to assume the role of a Quality Assurance Analyst on a large and complex project. The candidate will:

- Create detailed test plans and test cases
- Execute test cases for all phases of the testing process
- Communicate effectively
- Report defects in a timely manner
- Foster an environment of team building

Project Deliverables

For this project, the Quality Assurance Analyst(s) will be working with the project team and will be expected to create or participate in creating:

- Testable Requirements and/or Use Cases and Acceptance Criteria
- Test Strategy
- Test Plan
- Test Cases
- Defect Documentation
- Test Closure Document

For this project, the Quality Assurance Analyst(s) will be expected to:

- Work with appropriate resources in defining Testable Requirements and/or Use Cases and Acceptance Criteria
- Have a complete understanding of all functional and technical requirements and use cases
- Escalate any challenges to the appropriate resources in a timely manner
- Assist in managing the overall scope of the testing effort
- Complete required testing documentation in an accurate and timely manner
- Receive appropriate approval and sign off for all testing documentation
- Execute all test cases according to the Test Plan
- Transfer knowledge to MN.IT @ DHS staff

Project Milestones and Schedule

- Engagement Start Date: October 20, 2015
- Engagement End Date: October 19, 2016
- Key deliverable dates.

- This project is broken out into three significant phases:
 - Front-end Provider Enrollment Processor, to be in Production by December, 2015.
 - Back-end Provider Validation Service, to be in Production by July, 2016.
 - MPSE Workflow processor and related auxiliary functions such as automated re-screens, monthly revalidations, auditing, reporting, etc. This last piece is sought to be in Production by the end of December, 2016.

Project Environment

The MMIS division is responsible for Minnesota Medicaid claims processing and has an infrastructure consisting of SUN Solaris (being phased out), Linux, Oracle, IBM Websphere Application Server, Websphere Process Server and Websphere Enterprise Service Bus, Websphere Transformation extender, and an IBM mainframe COBOL environment. Our developer tools include Rational Application Developer, Websphere Integration Developer, and IBM WTX design Studio.

The QA Analyst(s) will be an important element to the team and will report directly to the technical manager, but have oversight and work deliverables managed by the project manager. The project team consists of the technical manager, the project manager, business analysts, Drools developers (independent contractor and state), Java developers (independent contractor and state), subject matter experts, a systems architect, MMIS programmers, functional designers and an Oracle DBA, as well as a number of support and auxiliary positions to facilitate the success of the project. Responsibility for user interface design and usability will be shared between Java developers and the functional design team.

Project Requirements

The QA Analyst(s) selected will be expected to prepare user cases and other documentation in accordance with the format prescribed by the Project Manager and at a level of detail accepted by the Project Manager. All documentation and communication with the project team and stakeholders is expected to be clear and concise.

Responsibilities Expected of the QA Analyst(s)

- The QA Analyst(s) selected from this RFO process must interview face to face, on site.
- The QA Analyst(s) selected from this RFO process must provide services on site:
Minnesota Department of Human Services
540 Cedar Street
Saint Paul, MN 55101
- The QA Analyst(s) will be assumed to be available for 40 hour work weeks except for State holidays or other exceptions approved by the DHS, and/or identified in the RFO response.
- Approved exceptions will be factored in the payment approval process.
- Services are anticipated to be needed from October 20, 2015 through October 19, 2016; however project needs will determine the resource levels.
- The State reserves the right to terminate the contract immediately for just cause. In the event of lack of funding or project changes the State may terminate the contract through a 7 day written notice.

Required Skills (to be scored as pass/fail)

Required Skills	Years of Experience
B.S or B.A degree with five (5) years of experience as a QA Analyst	5 Years
- o r -	
Associates degree with seven (7) years of experience as a QA Analyst	7 Years
- and the following -	
Four (4) engagements lasting more than six (6) months in a QA Analyst role	

Desired Skills

Desired Skills	Years of Experience
Experience working directly with Project Managers, Business Analysts, Developers, Data Base Analysts in an Information Technology environment.	3 Years
Experience of all aspects of the Software Development Life Cycle (SDLC)	2 Years
Experience utilizing JIRA	1 Year
Experience training / mentoring on Quality Assurance Best Practice processes	2 Years
Experience with both Black Box and Grey Box testing	2 Years
Experience writing and executing basic query commands	2 Years
Experience working independently with minimal direction	2 Years
Experience working in a government environment	1 Years

Process Schedule

Deadline for Questions	09/28/2015, 1600
Anticipated Posted Response to Questions	09/30/2015, 1600
Proposals due	10/02/2015, 1600
Anticipated proposal evaluation begins	10/05/2015, 1600
Anticipated proposal evaluation & decision	10/13/2015, 1600

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: Matthew Olsen
Organization: MN.IT@ Department of Human Services
Email Address: matthew.j.olsen@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

- Required Skills – Pass/Fail
- Desired Skills – 40%
- Interview – 30%
- Cost – 30%

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. 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

2. Overall Experience:

Required skills are scored pass/fail. If the proposal does not demonstrate that the Responder possesses all required skill, the State reserves the right to discontinue further scoring of the proposal. If pass, required skills are also given a score. **Copy this chart and insert into your proposal – use one chart for each resource if more than one is being submitted.**

RESOURCE NAME:		
Required Skills	Years of Experience	Note clearly what experience from résumé meets this requirement
Required Skills	Years of Experience	
B.S or B.A degree with five (5) years of experience as a QA Analyst	5 Years	
- o r -		
Associates degree with seven (7) years of experience as a QA Analyst	7 Years	
- and the following -		
Four (4) engagements lasting more than six (6) months in a QA Analyst role		

Points will also be awarded based on the following desired skills of the resource(s) submitted. Copy this chart and insert into your proposal –

Desired Skills	Years of Experience	Note clearly what experience from résumé meets this requirement
Experience working directly with Project Managers, Business Analysts, Developers, DBAs in an Information Technology environment.	3 Years	
Experience of all aspects of the Software Development Life Cycle (SDLC)	2 Years	
Experience utilizing JIRA	1 Year	
Experience training / mentoring on Quality Assurance Best Practice processes	2 Years	
Experience with both Black Box and Grey Box testing	2 Years	
Experience writing and executing basic query commands	2 Years	
Experience working independently with minimal direction	2 Years	
Experience working in a government environment	1 Years	

At any time during the evaluation phases, the State may contact a vendor for additional or missing information or for clarification of the Response. However, the State does not guarantee that it will request information or clarification outside the submitted written response. To avoid the possibility of failing the evaluation phase or of receiving a low score due to inadequate information, it is important that the vendor submits a complete Response and meets all requirements fully.

1. Attach a one resume for proposed resource in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant.
2. Also include the name of two (2) 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.

3. Cost Proposal

Must be in a separate document and not listed in any other place in your submission.

Include a separate document labeled "Cost Proposal" which includes the name of the 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>

Proposal Submission Instructions

- **Vendor is limited to submission of one (1) résumés/candidates in response to the Request for Offers**
- Response Information: The résumé and required forms must be transmitted via e-mail to:
 - Matthew Olsen, MN.IT @ DHS, Advanced Project Manager
 - matthew.j.olsen@state.mn.us
 - Email subject line must read: MPSE Business Analysts RFO
 - 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 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.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

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

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend, any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to

this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an 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 to 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 Rules, part 5000.3600, "It is hereby agreed between the parties that Minnesota Statutes § 363A.36 and Minnesota Rules, parts 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 Statutes § 363A.36 and Minnesota Rules, part 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.