

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

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT@DHS

**Project Title: Medicaid Management Information System Transformation Project –
Technical Writer**

Category: Analyst (Seeking one resource)

Business Need

The purpose of this position is to create technical documentation for MN.IT@DHS computer systems. The Analyst, acting as a Technical Writer, will be involved with writing documentation through the life cycle of building a computer system and transitioning it to operations. The Technical Writer will lead the effort to develop and create a document storage approach to accommodate very large and complex system projects with files containing over a million rows and over 500 modules. This individual will also be a contributing member of the architecture and technical teams, assisting them with the documentation of outputs. The Technical Writer will also assist with documentation of architecture and standards at both an enterprise and system level. Outputs include a range of documents including architectural diagrams to be read by both technical and non-technical personnel. A person in this position may be responsible for translating and documenting technical error messages (SQL, XML, SOAP, .NET messages) into user-friendly messages.

Project Deliverables

The Technical Writer's role is to develop documentation for MN-ITS/Medicaid Management Information System (MMIS) that aids in the development, use, and support of all related applications. Deliverables include a range of documents to be read by both technical and non-technical personnel across the agencies that use these systems. In addition, the Technical Writer will act as lead in recommending and designing the document repository. The Technical Writer will be responsible for training junior technical writers.

The Technical writer is responsible for the production of the following documents:

- Data Flow Diagram
- System Architecture Diagram
- Online Processing Edits
- Batch Processing Schedules and Data Flows
- Interface Documents (Batch and Real Time)

Estimated Project Milestones and Schedule

- Anticipated start date: September 19, 2016
- Anticipated end date: September 18, 2017
- The State will retain the option to extend the work order for an additional year, in increments determined by the State.

Project Environment

The MMIS program is one of several programs within DHS and the Technical Writer will have to ensure that the MMIS deliverables do not conflict with the enterprise standards. The Technical Writer will work very closely with many stakeholders within the MN.IT Services@DHS organization to create, maintain, and publish computer system documentation including:

- Project Managers
- Developers
- Design Analysts
- Technical and Business Analysts
- Database Administrators
- Data Analyst
- Data Modelers
- Technical and Business Architects
- Trainers
- QA staff
- DHS Health Care Administration business staff
- Continuing Care and Community Supports business staff
- MN.IT Information Technology staff, supervisors, and managers
- Other stakeholders

Project Requirements

- All work will be done at DHS offices in St. Paul, MN, unless otherwise arranged.
- Work must comply with the Statewide Enterprise Architecture.
- Work must comply with applicable industry/agency standards.
- Work must comply with the State Accessibility Standards.
- Resource must be able to work independently, with little or no supervision.

Responsibilities of the Selected Consultant

A Technical Writer is defined as a professional writer who produces technical documentation that helps people understand and use a product or service. This documentation includes online help, manuals, white papers, design specifications, project plans, test plans, business correspondence, etc. Technical Writers explain technologies, processes, and products in many formats, including print, online, and other electronic means.

The Technical Writer has broad and substantive responsibility for understanding the business and technical aspects of the systems in order to successfully develop related documentation. Therefore, the Technical Writer must communicate with, work closely with, and maintain effective working relationships with a large variety of professional, technical and management clientele.

Responsibilities include, but are not limited to:

- Capture and document design decisions made by System Architects.
- Review existing system documentation standards and advise on improvements to meet industry standards.
- Develop and organize system documentation as required by System Development Lifecycle (SDLC) standards.

- Assist in the development of functional/technical design documents.
- Translate technical documentation into user-friendly documents for decision-makers and review committees.
- Develop procedures for maintaining and updating all documentation

Mandatory Qualifications (to be scored as pass/fail)

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

- B.S or B.A degree with three (3) years of experience as an IT Technical Writer
OR
Associates degree with five (5) years of experience as an IT Technical Writer.
("Technical Writer" is defined in the **Responsibilities of the Selected Consultant** section, above.)
- Three (3) years documented experience in large complex server based system environments as a lead Technical Writer.
("Large complex server based system" is defined as a system with files containing over a million rows and over 500 modules.)
- One (1) engagement with documented experience in developing a document storage approach for a large complex project.
("Large complex project" is defined as a project involving a system with files containing over a million rows and over 500 modules.)

Desired Skills

Proposed resources that meet the Mandatory Qualifications will be evaluated on the following Desired Skills. Responder should demonstrate in its proposal the length, depth, and applicability of the proposed resource’s prior experience in the desired skills below.

- English, Communications, or Computer Science degree.
- Plain Language training and experience translating technical language into plain language.
- Excellent English written communication skills and experience in presenting to various sized groups. (Part of the proposal submission is a 1-2 paragraph sample of the resource’s technical writing style. See **Submission Format**, below.)
- Experience in WCAG 2.0 compliance.
- Experience working with diagramming tools (e.g., Visio).
- Experience working in a government environment.
- Experience with health care systems (e.g., Medicare/Medicaid, Private Health Insurer).
- Experience and understanding of general system architecture.
- Recent Experience with Use Cases, Functional Designs and Technical Designs.

Process Schedule

	Date	Time
Deadline for Questions	7/27/2016	3:00 PM CDT
Anticipated Posted Response to Questions	8/1/2016	
Proposals due	8/4/2016	3:00 PM CDT
Anticipated proposal evaluation begins	8/8/2016	
Anticipated proposal evaluation & decision	8/29/2016	

Questions

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

Robin Wegener, Contract Manager
MN.IT Central
robin.wegener@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 invalidly obtained from non-authorized individuals. If it is discovered that a Responder contacted State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

The Responders' proposals will be evaluated on the following components.

Factor	Weight	Total Points
Mandatory Qualifications	Pass/Fail	
Desired Skills	70%	700
Cost	30%	300
Total	100%	1000

Evaluation of Desired Skills

- a. Points have been assigned to the Desired Skills. The total possible points for each Desired Skill are as follows:

Desired Skills Weight

Desired Skill	Weighted Value
English, Communications, or Computer Science degree	30
Plain Language training and experience translating technical language into plain language	125
Excellent English written communication skills and experience in presenting to various sized groups.	125
Experience in WCAG 2.0 compliance	50
Experience working with diagramming tools (e.g. Visio)	35
Experience working in a government environment	35
Experience with health care systems (e.g. Medicare/Medicaid, Private Health Insurer)	85
Experience and understanding of general system architecture	90
Recent Experience with Use Cases, Functional Designs and Technical Designs	125
Total	700

- b. The evaluation team will review the desired skills of each resource that has met the Mandatory Qualifications. After reviewing the desired skills, the members of the evaluation team will rate each desired skill using the following formula:

Component Rating

Excellent	1.0
Very Good	0.8
Good	0.6
Satisfactory	0.4
Poor	0.2
Unacceptable	0.0

Upon determining which of the above Ratings best describes the desired skill being rated, the total possible points available for the component from the Desired Skills Weight table in paragraph (a) above will be multiplied by the corresponding point factor in the Component Rating table in paragraph (b) to determine scores.

EXAMPLE: A "Very Good" rating of (0.8) for "Experience working in a government environment" worth a maximum of 35 points would receive a score of 28 (35 x 0.8 = 28).

The State reserves the right to interview any or all proposed resources. In the event interviews are conducted, Desired Skills scores may be adjusted based on additional information derived during the interview process. The State further reserves the right to remove a resource from consideration if the resource is unavailable for interview as requested by the State.

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

Evaluation of Cost Proposals

- a. Lowest cost will be determined by the Cost Proposal rate submitted by the Responder. The Proposal with the lowest cost will receive 100% of the available points. The other Proposals will receive points using the following formula:

$$\frac{\text{Lowest Proposal Rate}}{\text{Responder's Proposal Rate}} \times \text{Maximum Points} = \text{Points Awarded}$$

EXAMPLE: (Using 300 points as maximum): If Responder A submitted the lowest rate of \$100.00, and Responder B submitted a rate of \$117.00, Responder A would receive 300 points and Responder B would receive 256.41 points (100.00 ÷ 117.00 x 300 = 256.41)

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

Submission Format

The proposal should be assembled as follows:

1. Cover Page

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

2. Overall Experience/Resume:

- A. Mandatory Qualifications (pass/fail).** Responder should establish that the proposed resource meets the mandatory qualifications under this RFO by attaching a resume identifying the companies and contacts where the resource has demonstrated the mandatory qualifications. (Be certain that the resume has dates of work and notes whether the resource was an employee or consultant.) If the proposal and resume do not demonstrate that the resource meets all of the mandatory qualifications, the State will discontinue further scoring of the proposal. ***You must copy the chart below and insert it into your proposal with information filled out to indicate how the proposed resource satisfies each mandatory qualification.***

Mandatory Qualifications	
Resource Name:	
Skills and Experience	Thoroughly describe, from the resume, how the submitted resource meets the mandatory qualifications for each specification. (Yes/No is not sufficient)
B.S or B.A degree with three (3) years of experience as an IT Technical Writer OR Associates degree with five (5) years of experience as an IT Technical Writer	
Three (3) years documented experience in large complex server based system environments as a lead Technical Writer	
One (1) engagement with documented experience in developing a document storage approach for a large complex project	

- B. **Desired Skills.** Responders should demonstrate the length, depth, and applicability of the proposed resource’s prior experience pertaining to the Desired Skills. Responders should attach a resume identifying the desired skills, including companies and contacts where the proposed resource has demonstrated the desired skills described in this RFO. (Be certain that the resume has dates of work and notes whether the resource was an employee or consultant.) Points will be awarded based on the extent to which the proposed resource has the desired skills. **You must copy the chart below and insert it into your proposal with information filled out to indicate the extent to which the proposed resource satisfies each desired skill.**

Desired Skills	
Resource Name:	
Skills and Experience	Thoroughly describe, from the resume, how the submitted resource meets the desired skills and experience for each specification. (Yes/No is not sufficient)
English, Communications, or Computer Science degree	
Plain Language training and experience translating technical language into plain language	
Excellent English written communication skills and experience in presenting to various sized groups.	
Experience in WCAG 2.0 compliance	
Experience working with diagramming tools (e.g., Visio)	
Experience working in a government environment	
Experience with health care systems (e.g. Medicare/Medicaid, Private Health Insurer)	
Experience and understanding of general system architecture	
Recent Experience with Use Cases, Functional Designs and Technical Designs	

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.

- C. **References.** Provide the names 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 the resource completed.
- D. **Writing Sample.** Provide a 1-2 paragraph sample of the resource’s technical writing style.
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 proposed hourly rate.
4. **Conflict of interest statement as it relates to this project.**

5. Additional Statement and Forms.

Responders must complete and submit the following forms, if applicable, in response to this RFO:

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

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

Proposal Submission Instructions

- **Each vendor is limited to the submission of one (1) proposed resource in response to this RFO.**
- Responses must be submitted via e-mail to:
 - Robin Wegener, Contract Manager, MN.IT Central
robin.wegener@state.mn.us
 - Email subject line must read:
[Vendor Name] – RFO0141 MMIS Technical Writer Response
 - Submissions are due according to the Process Schedule previously listed.
- The e-mailed response should contain three (3) attached .pdf files:
 - One (1) containing the cover page, resume, completed Mandatory Qualifications and Desired Skills charts, references, and writing sample, labeled “Response”.
 - One (1) containing only the cost proposal, labeled “Cost Proposal”.
 - One (1) containing all other supporting documentation (i.e., additional forms/statements), labeled “Supporting Documentation”.
- A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.
- You must submit an e-mail with your response – or e-mail 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 Small Business Preference

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

A small business qualifies for the veteran-owned preference when it meets one of the following requirements.

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

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

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.