

IT Professional Technical Services Master Contract Program T#:902TS

Statement of Work (SOW) For Technology Services Issued By

Minnesota Department of Commerce/MN.IT

Project Management for Minnesota Health Insurance Exchange

Service Category: Project Management

Business Need

The Minnesota Department of Commerce/MN.IT (MN.IT@Commerce) is issuing this Statement of Work (SOW) to secure additional project and program management resources with strong experience in large and complex systems development projects. These resources are needed to bring several active, high visibility projects to successful completion by September 30, 2013 to enable the Minnesota Health Insurance Exchange (MNHIX) technical solution to be deployed and operational. These will include several cross-agency projects with key collaborators from the State Departments of Commerce, Health, Management and Budget, and Human Services. Total value of the portfolio of projects being impacted is over \$90 million dollars.

Successful candidates will have the experience to assume the role of senior project manager on large and technically complex projects (new and active projects) which impact current processes, to develop flexible and efficient plans, lead matrixed project teams with multiple priorities while fostering an environment of team building and coordination and act as an interface between MN.IT@Commerce technical teams and clients at other agencies.

The senior project manager(s) will also mentor/train MN.IT@Commerce project managers in system development related project and portfolio management and advise/participate with MN.IT@Commerce leadership on strategies to increase project management effectiveness to reduce / eliminate the need for future project management consulting within the agency.

It is the on-going commitment of MN.IT@Commerce 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 Deliverables

For each project, the senior project manager will expected to create:

- scope definition document
- project plans

- communication documents
- project budget and regular updates to clients
- procurement documents
- risk assessments and risk plans
- resource requirements definitions

For each current, assigned project, the senior project manager will be expected to:

- review all current project artifacts and bring to light deficiencies which may impact project deliverables/schedules
- actively monitor and manage risk mitigation plans and activities
- recommend strategies to move projects forward to completion

For all projects the senior project manager will be expected to manage current and new vendor contracts and budgets, creating and managing procurement documents as required.

Project Milestones and Schedule

This work effort is expected to run from October 1, 2012 to January 1, 2014 with an option for up to six month extension based on project/agency needs.

Project Environment (State Resources)

Senior Project Managers will need to interface with a variety of MN.IT@Commerce and agency business leadership and team resources including:

- Infrastructure and Data Center leadership
- Application Development leadership
- Project Managers
- Business Analysts
- Support staff
- External vendors
- Office of Enterprise Technology (MN.IT Central) leadership & team members
- Other agency team members

Agency Project Requirements

- All work will be done at MNHIX offices in St. Paul, MN unless otherwise arranged
- If applicable, work must comply with the Statewide Enterprise Architecture
- Work must comply with Statewide Project Management Methodology
- Work must comply with applicable industry/agency standards
- Resource 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 Expected of the Selected Vendor

Responsibilities to include, but not limited to:

- Provide project and program management and leadership for projects with MNHIX technical solution impacts including technical, resource, schedule, communication and financial plans.
- Assist senior management team with management of the MNHIX project portfolio.

- Provide oversight and guidance to technical managers and systems architects for projects within their areas
- Create procurement documents according to State standards, including Statements of Work, Request for Proposals, scoring documents, etc.
- Create work plans in a format based on management preferences
- Provide updates as required for MN.IT@Commerce leadership and other stakeholders
- Provide project management and vendor management mentoring to State and other vendor staff as required

Required Skills

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

- Vendor must be in Master Contract resource type(s)/ categories for Project Management
- Resource must have at least 10 years of project management experience with 5 being at a senior level
- Resource must have at least 4 years of experience managing complex system development projects where new technologies were being introduced
- Resource must have at least 3 years of experience direct management of vendor contracts / budgets.
- Resource must have managed project teams of 25 or more team members, including outside vendors.

Desired Skills

Subject to the Statement Of Work evaluation process, points will be scored based on the following criteria as well:

- Bachelor's degree
- PMP certification
- At least 3 years of experience in State of MN creating procurement documents for hardware/software and professional/technical services
- Any project management experience working with Disaster Recovery projects
- Any project management experience at Minnesota State agencies
- Any experience with the health insurance programs
- Any experience creating and delivering new processes to streamline or define activities/processes
- 3 or more years of experience managing projects involving system development including commercial and custom software, hardware and integration
- Any experience training / mentoring on project management processes
- Any experience facilitating process reviews and/or change management efforts

Process Schedule

SOW Posted	Friday, September 14, 2012
Deadline for Questions	Wednesday, September 19, 3:00pm Central
Anticipated Posted Response to Questions	Friday, September 21, Noon Central
Proposals due	Thursday, September 27, 2012, 3:00 pm Central
Anticipated decision	Friday, September 28, 2012

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by date in the Process Schedule to:

Greg Fetter
greg.fetter@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website.
(http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

Proposal Submission Instructions

Email your proposal by the date and time specified in the Process Schedule section above to:

Greg Fetter
greg.fetter@state.mn.us
SUBJECT LINE: *Program Management for MNHIX SOW*

Responses are due on **Thursday, September 27, 2012, 3:00 pm Central, and must be received by the time and date set forth above.**

Please note: proposals arriving past the deadline will not be considered. The State is not responsible for proposals that do not arrive on time due to technical difficulties of the State or another party.

SOW Evaluation Process

1. Clarity/Proposal Organization - 5%
2. Required & Desired Skills – 45%
3. Project Approach & Interview – 20%
4. Cost – 30%

Statement of Work 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 Agency reserves the right to reject any and all proposals.

Response Requirements

Proposals should be organized according to the sections below, contain only the noted information. Failure to adhere to page limit, where noted, or format may cause your proposal to be removed from further consideration. Do not include marketing information or other non-required pages such as cover sheets, tables of contents, introductory letters, etc... as these will lower your score for Clarity of Proposal.

❖ *Clarity/organization of the proposal document is worth 5% of the proposal's total score.*

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
Contact's email
Resource Name(s) being submitted

2 - Required & Desired Skills:

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

RESOURCE NAME:	
Required Skill	Note clearly what experience from resume meets this requirement
Proposed resource must have at least 10 years of project management experience with 5 being at a senior level	
Proposed resource must have at least 4 years of experience managing complex system development projects where new technologies were being introduced	
Proposed resource must have managed project teams of 25 or more team members, including outside vendors.	

Points will also be awarded based on the following **desired skills** of the resource(s) submitted. Use one chart per resource, if submitting more than one.

RESOURCE NAME:	
Desired Skill	Note clearly what experience from resume meets this requirement
Bachelor's degree	
PMP certification	
At least 3 years of experience in State of MN creating procurement documents for hardware/software and professional/technical services	
Any project management experience working with Disaster Recovery projects	
Any project management experience at Minnesota State agencies	
Any experience with the Health Insurance Programs	
Any experience creating and delivering new processes to streamline or define activities/processes	
At least 3 years of experience managing projects involving system development including commercial and custom software, hardware and integration	
Experience training / mentoring on Project Management Processes	
Experience facilitating process reviews and/or change management efforts	

1. Attach resume for each resource being proposed, including dates for all work.
2. Provide 2 references for the resource(s). Include for each reference:
 - name, title

- company, address, city, state
- reference direct phone number
- reference direct email address

❖ *Required Skills and Desired Skills are worth 45% of the proposal's total score.*

3 – Project Approach & Interview

In three (3) paragraphs, not to exceed 3 pages total, single spaced, have the resource(s) answer the following questions. There only needs to be one project approach, no matter how many resources will be proposed in the project approach/plan. You should, however, detail how each resource will be utilized.

1. Describe project approach used to achieve the deliverables of the SOW. Note any constraints or assumptions you may be taking into account, and how the proposed resources will be utilized. Responders are encouraged to propose additional tasks or activities if they will substantially improve the results of the project.
2. Based on the details from this SOW as well as your experience in this area, what do you feel will be the biggest challenge in completing this assignment?
3. How do you plan on addressing this challenge?

Note: The State reserves the right to interview final candidates based on responses and scores. The vendor will be contacted to arrange a mutually agreed upon interview time, should this be necessary.

❖ *Project Approach and Interview is worth 20% of the proposal's score.*

4 - Cost

Based on the project approach described in Section #3 above, show in a simple chart the resource(s) cost per hour and how the hours will be budgeted. This contract will be time and materials and will not include travel and expenses.

❖ *Cost is worth 30% of the proposal's total score.*

Extra points will be awarded for Veteran-Owned/Service Disabled Veteran-Owned Businesses. Include a statement in the Cost section if you qualify for these extra points and include the documentation in the State Forms section.

- 5 -Required forms to be returned or additional provisions that must be included in proposal
 - 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
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

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 a 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 SOW 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 SOW 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 RFP, 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

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

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 shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of 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/Service Disabled Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States

Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and sign the Veteran-Owned Preference Form in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.