

**IT Professional Technical Services  
Master Contract Program - 902TS  
Statement of Work (SOW) For Technology Services  
Issued By  
MN.IT Services on behalf of  
Minnesota Department of Human Services (DHS)  
And  
Minnesota Insurance Marketplace (MNsure)**

**RESPONSES TO QUESTIONS SUBMITTED by 4:00 pm Friday, May 17, 2013**

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1. The SOW states, "It is envisioned that a short 'inventory' or interview completed by the user would trigger specific modules to meet appropriate training needs and requirements." Do you envision having the screen display a specific list of required modules after taking this inventory? What else can you say about this requirement?

**Response: As a result of the "interview," it may be that having the specific modules appear so the user knows what areas are required. Our preference is that this be a seamless experience for the user, but we also recognize that many users with multiple required modules may not complete the training in one session, and therefore knowing which modules are required may make re-entry easier. Likely, the state will be moving to require these modules of training prior to receiving access to state information systems. As such, it will be important that these learning experiences be very concise and not expansive in content.**

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2. Please confirm whether you believe that the bulleted list reflects approximately 12 modules: 1 for each bullet, plus an additional 3 noted in the 4<sup>th</sup> bullet. Or, if some of the bullets cross over one another, please explain. Also, you state that the first 3 modules must be a total of 90 or fewer minutes of seat time. What is the anticipated seat time for each of the remaining modules? Even a total estimated number of minutes for all of them together would be helpful.

**Response: Correct; the state is seeking 12 modules at this time. The state is not wed to the foreseen lengths, even with the first three modules (envisioned to be 90 minutes) and will welcome the responder's suggestions to effectively convey essential information in a user-engaging experience.**

**The first three modules would be the core of state data practices and security training. The others could be as short as 5 minutes in length. The "interview" entry point would determine which modules would be required based on the kind of work the user performs. For example, almost all staff will complete data practices and security training. Volunteers who do not have access to state facilities may not need security training, but will need data practices training. Few state or county workers handle FTI, fewer still are supervisors.**

<b>Module</b>	<b>Focus</b>	<b>Foreseen Length</b>
<b>Interview</b>	<b>Log in, set of questions to determine which modules would be required based on role</b>	<b>5 minutes or less</b>
<b>Data Practices</b>	<b>Overview of data practices rules and</b>	<b>40 minutes</b>

	<b>practices within MN</b>	
<b>Information/Physical Security</b>	<b>Security policies and best practices to protect data, staff, and clients in MN</b>	<b>40 minutes</b>
<b>Protected Health Information (PHI)</b>	<b>Recognition of and restrictions on use of PHI and consequences for misuse.</b>	<b>5 minutes</b>
<b>Federal Tax Information (FTI)</b>	<b>Recognition of and restrictions on use of FTI and consequences for misuse.</b>	<b>5 minutes</b>
<b>Personally Identifiable Information (PII)</b>	<b>Recognition of and restrictions on use of PII and consequences for misuse.</b>	<b>5 minutes</b>
<b>Social Security Administration data (SSA)</b>	<b>Recognition of and restrictions on use of SSA data and consequences for misuse.</b>	<b>5 minutes</b>
<b>Supervisors</b>	<b>Requirements to assure that data practices and security regulations are met by their staff.</b>	<b>10 minutes</b>
<b>System Administrators</b>	<b>Requirements and best practices to assure systems are secure.</b>	<b>10 minutes</b>
<b>Developers</b>	<b>Requirements and best practices to assure that development of new technology conforms to state security requirements.</b>	<b>15 minutes</b>
<b>Volunteers</b>	<b>Awareness and applicability of data practices</b>	<b>5 minutes</b>
<b>County Staff and “assistors”</b>	<b>Application of data practices rules specifically for MNsure.</b>	<b>5 minutes</b>

3. Having the date of July 18 for a prototype of the suite of courses is very aggressive. Is there flexibility on delivery date? Also, describe how you define “prototype.”

**Response: The time frame is aggressive and the dates selected for the content and prototype within the process are arbitrary.**

**The state is open to a different time line for content and prototype delivery and this should be articulated within the proposal. The proposal should propose adequate review of the content and proposed functionality to assure that the final product is satisfactory and on time. The state must provide the required training before access to the MNsure systems can be credentialed.**

**The state is making resources available to serve as subject matter experts for content to assure timely deliverables.**

**The “prototype” requested is a demonstration of the basic functionality, how content is presented, and how the “interview” will determine the path of required modules.**

4. How do you plan to test for accessibility?

**Response: The state has current employees with impairments who use a variety of compensational tools to access various programs. These staff persons will use those tools, such as screen reading tools, to assure accessibility.**

5. Regarding Item e.: What skills around course updating/maintenance do the state staff members have now? Can they code HTML/Flash? Do they use rapid development tools (e.g. Storyline)?

**Response: Since the preferred platforms are non-proprietary/open technologies, the vendor can assume that the state has the basic skills to manage these technologies, such as SQL and HTML. Flash does present issues for accessibility and would not be favored.**

6. Regarding Item g.: You ask for an August 15 final delivery of all modules. Again, this is quite aggressive. Is there any flexibility?

**Response: The state faces a strict deadline for having training ready to credential MNsure and county staff at the end of August. HOWEVER, this deadline should not discourage vendors from submitting proposed solutions. The state is more interested in an engaging user experience that effectively trains its staff and users in these areas than simply meeting the federal deadline. Vendors can indicate a later deliverable and this proposed change of date will be considered in the evaluation.**

7. Regarding Item h.: The term "knowledge transfer" is pretty broad. Can you please define how you're using it here?

**Response: The resulting suite of courses must be able to be managed by existing state staff upon delivery. The vendor is responsible to provide instructions and demonstrations on the management of the course as part of the delivery. Since the preferred platforms are non-proprietary/open technologies, the vendor can assume that the state has the basic skills to manage these technologies, such as SQL or HTML.**

8. Regarding Item k.: You state that you want per-page costs for updating the courses. Are you asking for this, along with requiring Item e. – coaching your staff on how to update the courses – because you haven't yet decided about who will be responsible for this task? Elaborate with any additional information.

**Response: That is correct. The intended and initial focus for this training is to meet the federal requirement for MNsure and revamp the aging existing courses that serve DHS and most MN counties. Both the aggressive timeframe for this development and the possibility that this core suite of courses may serve other state agencies potentially create additional work that may be required beyond the basic course maintenance and updates.**

#### General:

9. Who tests and approves the modules' accessibility?

**Response: As in Question 4, the state will test the accessibility. The "prototype" deliverable will be vital in assuring that the project will ultimately meet the statewide accessibility standards. The state will be eager to make this process of testing an iterative process to assure that work is done most efficiently.**

10. How much (if any) of the existing courses will be used? Or would you like to start "from scratch" in creating this new suite?

**Response: Almost all the content of the existing courses is up-to-date and can be used as a basis from which to work. The state has had findings for not including specific references to FTI and SSA data in its training. In the ten years since these courses were created, the culture of awareness for data practices and security has advanced and therefore it is envisioned that**

**the current course material can be tightened and less basic. While the content of the current courses is viable, it will need to be presented in new and engaging formats to capture the attention of state users who have taken the current courses multiple times.**