

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

## **Statement of Work (SOW) For Technology Services Issued By**

**Minnesota Department of Human Services**

**Project Title: Staff Augmentation for RSMI 3160**

**Service Category: Analyst - Business**

### **Business Need**

The Rate Setting Methodologies Initiative (RSMI) will establish statewide rate-setting methodologies that meet federal waiver requirements for home and community-based waiver services for individuals with disabilities. The rate-setting methodologies must abide by the principles of transparency and equitability across the state. The methodologies must involve a uniform process of structuring rates for each service and must promote quality and participant choice.

This initiative will

- Bring DHS into federal compliance for the renewal of federal financial participation in the disability waiver programs
- Identify components of each waiver service
- Determine standard price for each service component
- Identify methodologies to create rates based on service components and individual needs
- Integrate with the support planning component of MnCHOICES

In the fall of 2013, the first phase of MnCHOICES, a long term needs analysis and assessment tool, will be released to production according to a graduated implementation plan. Shortly thereafter, two additional releases will be deployed, completing the MnCHOICES tool.

Release 1: Security, Workflow, Assessment and Assessment Summary, accessibility compliance (implementing in late 2013)

Release 2: Enhanced functionality to Release 1, performance and compliance reporting, audit trails, enhancements (Implementing by June 2014)

Release 3: Generating the support plan (CSP/CSSP), integrating with MnCHOICES assessment, RSMI, MnHelp.info and iLOG eligibility rule (by June 2014)

Staff provided by the selected Responder will support Continuing Care Administration (CCA) and Social Services Information System (SSIS) staff, and other contracted business and Web Application Specialists to develop and implement the RSMI.

Staff provided by the selected Responder will support CCA staff in building upon the business processes and information architecture identified in work that CCA has been engaged in through other contractors. These business processes and information architecture were developed specifically to assist in the implementation of the legislated initiatives. Business Rules Analysts will define and refine business rules which will drive the development and implementation of the above initiatives.

## **Project Deliverables**

- RSMI for business process and policy in a centralized business rules management and rules engine
- RSMI business requirements
- RSMI software requirements including business needs and features in a form that comprises the requirements of the system to be built
- Test plans with strategies and approaches to verify and validate the quality of the business rules and the technology solution

## **Project Milestones and Schedule**

- Project Start Date: Project initially began in 2009, and the work in this Statement of Work will begin in June 2013
- Key deliverable dates: **see below**
- End Date: Initial Implementation of RSMI must be by January 1, 2014, work in this agreement will continue until June 2014.
- Complete Rate Frameworks in utility for DD, CAC, BI and CADI Waivers:( Fall 2013)
  - Residential
  - Hourly
  - Daily
  - Unit
- Functionality to support banding rates and versioning data (Fall 2013)
- Functionality to support CSSP integration, select providers, and gather data from providers (Spring 2014)
- Reports(Fall 2013)
  - Day services
  - Customized living
  - Online rate comparison
- Customized Living/ADA frameworks (Spring 2014)

## **Project Environment (State Resources)**

The State's Project Manager is William Howell for RSMI, 444 Lafayette Rd, St Paul, MN 55101 or his successor. The State's Project Managers will certify acceptance on each invoice submitted for payment.

Other Project staff:

Policy staff within CCA working on the legislated initiatives and various long term care programs administered by CCA

Lead Training Analyst

Lead Business Architect

Lead Technical Architect

## **Agency Requirements**

- Implementation will include the training of DHS staff so they can maintain the initiatives after the contract is done
- Business rules must be in compliance with statewide Enterprise Architecture, Project Management Methodology and applicable industry/agency standards
- RSML including the rules engine work that will be completed with this SOW must interface with MMIS, SMI and other major systems
- It is expected that selected vendor will work onsite at DHS Central Office locations. DHS will provide appropriate work space.

## **Responsibilities Expected of the Selected Vendor**

- Provide a Business Analysts who will be:
  - Responsible for the identification, analysis, design and development of business rules (business rules metaphors)
  - Responsible for the system requirements specification, including rules documentation and Unified Modeling Language (UML) modeling
- Provide electronic copies of all business rules use case modeling and documentation, UML, class diagrams, and activity diagrams.
- Provide training and knowledge transfer to CCA staff to enable them to perform ongoing maintenance of rules architecture and MnChoices application.
- Provide DHS Project Manager with progress reports on a weekly basis.
- Inform DHS Project Manager in a timely manner of risks to the milestone completion dates.

## **Required Skills**

- Minimum 10 years experience as a business analyst, which must include knowledge and practical:
- Expert requirement elicitation and documentation skills
- Ability to communicate effectively with all levels of the organization
- Strong facilitation and organizational skills
- Business rules analysis
- Experience interpreting and enhancing existing data models
- Previous experience leading the sizing and prioritizing efforts surrounding technical decisions as they pertain to the end solution
- Experience integrating new systems with existing infrastructure
- Experience working with business rules logic
- Test lead experience – unit and end to end
- Root cause analysis
- Defect tracking and reporting

- Test planning
- Test script creation
- User acceptance testing facilitation
- Experience working with various project methodologies including agile and waterfall
- Strong data mining and analysis capabilities applicable to the business acumen
- Ability to complete gap analysis activities, including documenting both current state and future state business models
- Experience working with Share Point for document management
- Experience designing and implementing rate rules engines, working with pricing models and actuarial/statistical calculations
- Knowledge of waived and state planned programs and services
- Experience in the health care IT industry

## Desired Skills

- Experience implementing technical solutions with .net/SQL platforms
- Experience working with MnCHOICES and the Rate setting initiative within the Continuing Care Administration

## Process Schedule

- |  |                         |
|--|-------------------------|
| • Deadline for Questions                     | 06/24/2013, 4:00 PM CDT |
| • Anticipated Posted Response to Questions   | 06/25/2013, 4:00 PM CDT |
| • Proposals due                              | 07/03/2013, 4:00 PM CDT |
| • Anticipated proposal evaluation begins     | 07/05/2013              |
| • Anticipated proposal evaluation & decision | 07/08/2013, 4:00 PM CDT |

## Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 06/24/2013, 4:00 PM CDT:

Name: Pam Erkel

Department: MN.IT @DHS

Email Address: [Pam.Erkel@state.mn.us](mailto:Pam.Erkel@state.mn.us)

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 06/25/2013, 4:00 PM CDT ([http://mn.gov/buyit/statements/mcp902ts\\_active.html](http://mn.gov/buyit/statements/mcp902ts_active.html)).

## SOW Evaluation Process

- Project Overview – Business Need and Project Deliverables (10%)
- Business Analyst Experience (50%)
- Three References (5%)
- Cost (30%)
- Extent to which services will be performed within the U.S. or by a WTO country company within its own borders (5%)

**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

- Introduction
- Project Overview
- Detailed response to “Business Need”
  - a) Description of the vendor’s understanding of the need and explanation of their proposed solution.
  - b) Explain how the project will meet the requirements. For each “response,” vendor would need to explain if their solution already includes the business/project requirements or would the solution have to be modified.
  - c) Include description of software/hardware configuration.
- Detailed response to “Project Deliverables”
- Detailed response to staff augmentation
  - a) Resume
  - b) Cost
- References: Provide three clients using the solution
- Conflict of interest statement as it relates to this project
- 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>

## Proposal Submission Instructions

- Response Information:
  - a) To whom to address the response: Pam Erkel
  - b) Where to respond: [Pam.Erkel@state.mn.us](mailto:Pam.Erkel@state.mn.us)
  - c) How to label the response : Response to IT Professional Technical Services Master Contract Program T#:902TS #3160
- How to submit: email preferred
- Key dates:
  - a) Response due date: 07/03/2013, 4:00 PM CDT
  - b) Expiration date for the vendor’s price/terms guarantee: 08/02/2013
  - c) Constraints or rules on respondents (e.g. are there any restrictions as to whom the vendor is allowed to contact). All correspondence regarding this Statement of Work must be directed to Pam Erkel. Other staff are not authorized to provide information or answer questions.
  - d) Vendors must submit candidate resumes directly to Pam Erkel by 4:00 PM CDT on or before 07/03/2013. This may be done via an attachment e-mail by the required time and due date.

# 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.

## 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 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 solicitation, 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](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 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](mailto: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**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

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.

### **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.