

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT @ DHS

Project Title: MNSure Project – 834/820 Team (4 members)

**Team Categories: Program/Project Management (1); Systems Analyst (1); and
Developers/Programmers (2)**

Vendor must be approved in all 3 categories and be able to provide the full team of resources in order to respond. Vendors who are unable to provide all 4 team members will not be considered.

Business Need

MN.IT @ DHS is issuing this Request for Offers (RFO) to procure the services of a team comprised of the following: one (1) Program/Project Manager, one (1) Systems Analyst, and two (2) Developers/Programmers. Each team member must have strong experience in large and complex systems development projects.

The 834/820 team will provide consultation, design and development, and project management expertise to the MNSure IT project managed by MN.IT @ DHS. The team will develop/modify and enhance electronic 834 and 820 processing to support MNSure's automated enrollment processing to multiple insurance carriers. These include changes required due to modifications or newly introduced code from adjoining systems such as IBM/Cúram, Connecture, EngagePoint product suite and ESOR (Enrollment System of Record), etc. The team must be able to provide "diagnostic analysis" of the MNSure system as issues are reported. This team will work with the MN.IT @ DHS team supporting the 834/82 process long term and provide knowledge transfer to those staff.

Specifically, the team will:

- Ensure the MNSure 834 system meets the needs of the state, carriers, and federal government agencies as well as other tangential project stakeholders.
- Provide cross functional work that combines Business Analyst, System Analyst, Architect functionality for backend processes with little or no front-end components.
- Design and execute test plans that anticipate the expected interactions with systems that are being developed along parallel timelines.
- Produce design documentation which outlines the general structure of the 834 processing flow as well as the detailed interactions between the various components. This includes specific interchange structures and requirements.
- Ensure that the design of the 834 system fully integrates with the overall MNSure program. Ensure that the design is compatible with the architectural and security decisions that have been made for the system as a whole. Ensure that the designs allow for reuse and future compatibility where possible.

It is the on-going commitment of MN.IT 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

The 834/820 Team, in collaboration with MN.IT @ DHS staff and other stakeholders, will:

- Debug identified issues
- Conduct root cause analysis and report on root cause for problems with the production of the 834 transactions
- Deliverables are defined by the overall priorities set by the MNSure Project Management Team and MNSure IT Executive Committee and will include, but are not limited to, completion of the Federal 834 file, 834 Effectuation process and the ability to provide carriers changes in circumstance (life events) through the 834s and production of the 820 files,
- Assist in resolving issues once root cause is determined
- Provide alternative solutions to solve production issues, including the design, development, testing and delivery of alternative solutions within challenging, i.e. tight, time frames
- Lead teams toward solution design alternatives and articulating alternatives to ensure that both business and technical teams are provided with optimum solution

Project Milestones and Schedule

- MNSure project already begun
- Projected Transaction Start Date: March 30, 2015
- Projected Transaction End Date: December 31, 2015

Project Environment

The 834/820 Team will need to interface with a variety of individuals both on other project teams and individuals outside project teams that may have a vested interest and can offer information pertaining to the project including:

- Architects
- Project Managers
- Business Analysts
- Systems Analysts
- Program/Project Managers
- Database Administrators
- Information Technology Group
- All members of the QA staff (Managers, Supervisors, Leads, other QA Analyst)
- MNSure Business staff
- DHS Business staff
- MN.IT employees
- External vendors
- Stakeholder community including the counties and health care provider organizations
- Other agency team members

Project Requirements

- All work will be done at offices in St. Paul, MN unless otherwise arranged
- Work must comply with the Statewide Enterprise Architecture
- Work must comply with the State's Enterprise Security Policy and Standards
- Work must comply with Statewide Project Management Methodology
- Work must comply with applicable industry/agency standards

- Resources must be able to work independently, with little or no supervision
- Resources must be able to drive to resolution in situations with high ambiguity and confusion

Responsibilities of the Selected Team Members

Responsibilities include, but are not limited to:

- Perform data analysis as required for any related deliverables for the MNsure IT system
- Provide analysis of data within the system for both current and prospective applications
- Maintain data flow design to assure integrity of the MNsure system
- Assist in development of and directing strategies, approaches, and procedures for the MNsure IT Solution
- Communicate and incorporate business owner's visions, business plans, and key objectives.
- Provide updates as required for MN.IT, MNsure and DHS leadership
- Foster a culture that supports and drives staff engagement and collaboration in support of State objectives
- Establish, manage, and leverage business and technology relationships both internal and external to the MN.IT MNsure IT Solution
- Transfer knowledge to MN.IT @ DHS staff.

Required Skills (to be scored as pass/fail)

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

Program/Project Manager (1 resource)

- Either a B.S or B.A degree (4 year) with five years' experience as a Program/Project Manager [**or** in lieu of a Bachelor's degree have a two-year Associates degree with 7 years experience as a Program/Project Manager]
- Eight engagements lasting more than three months in a Program/Project Manager role

Systems Analyst (1 resource)

- Either a B.S or B.A degree (4 year) with five years experience as a Systems Analyst [or in lieu of a Bachelor's degree have a two-year Associates degree with 7 years experience as a Systems Analyst]
- Four engagements lasting more than six months in a Systems Analyst role

Developer/Programmer (2 resources)

- Either a B.S or B.A degree (4 year) [**or** in lieu of a Bachelor's degree have a two-year Associates degree with 5 years' experience in Programming/Development]
- Six engagements lasting more than three months in a Programming/Development role
- 2+ years' experience in Java development

Desired Skills

Subject to the Request for Offers evaluation process, points will be scored based on the following criteria as well:

Program/Project Manager (1 resource)

- Certification as a Project Management Professional (PMP) or as a Master Project Professional (MPM)
- Proven experience with all aspects of the Software Development Life Cycle (SDLC)
- Any experience with the health insurance programs
- Proven experience working independently with minimal direction
- Proven experience showing the ability to communicate effectively both verbally and in writing

Systems Analyst (1 resource)

- Computer Science or Information Technology degree
- Proven experience with all aspects of the Software Development Life Cycle (SDLC)
- Any experience with the health insurance programs
- Minimum of three (3) years' experience with Affordable Care Act, IRS Pub 1075, and HIPAA requirements
- Proven experience working independently with minimal direction
- Proven experience showing the ability to communicate effectively both verbally and in writing
- Proven experience with outbound and inbound 834 design
- SQL education or experience with IDS and ESOR database schema
- UNIX experience including text manipulation
- Experience reading the 834 EDI file format
- Experience with 834 5010 TR3 requirements
- Education or experience with SOA architecture
- Experience with federal 834 requirements
- Experience with 834 companion guide requirements
- Experience reading and creating XSD schema

Developer/Programmer (2 resources)

- Computer Science or Information Technology degree
- Proven experience with all aspects of the Software Development Life Cycle (SDLC)
- Any experience with the health insurance programs
- Proven experience working independently with minimal direction
- Proven experience showing the ability to communicate effectively both verbally and in writing
- Three (3) years' experience with secure coding principals such as: OWASP Top 10, SANS Top 25
- WebSphere developer who has at least 2 years' experience developing and providing analysis of the following:
 - Core Java
 - J2EE
 - Spring Core
 - Spring JDBC
 - AXIS2, XML
 - XSD
 - SOAP
 - MAVEN
 - Active VOS
 - Java EE,
 - Apache open source Libraries, WebSphere, Oracle
 - Drools
 - TOAD
 - IID
 - CMIS Workbench
 - BIRT
 - Putty
 - WinSCP
 - WTX
- In-depth experience or education of EngagePoint Content, Audit, Notify and Finance
- Experience with Eclipse, SQL Developer, Soap UI

Process Schedule

Deadline for Questions	3/11/2015, 12:00 p.m. (noon) CT
Anticipated Posted Response to Questions	3/13/2015, 12:00 p.m. (noon) CT
Proposals/Resumes due	3/18/2015, 4:00 p.m. CT
Anticipated proposal/resume evaluation begins	3/19/2015, 8:00 a.m. CT
Anticipated proposal/resume evaluation & decision	3/25/2015, 12:00 p.m. (noon) CT

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: Deb Tibstra, Information Systems Applications Manager
Organization: MN.IT @ DHS
Email Address: Deb.Tibstra@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

- Desired Skills (70%)
- 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

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
Resources (Consultant's) Names being submitted

2. Overall Experience

1. Responses should include only one resume for each of the positions being sought (1 resume for project manager, 1 resume for systems analyst and 2 resumes for developers/programmers)
2. Resume identifying the Required Skills, i.e. minimum pass/fail requirements, including companies and contacts where the resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.
3. Resume identifying any Desired Skills.

4. Also include the name of three references who can speak to the resources 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**
 - a. Include a separate document labeled "Cost Proposal" which includes the name of each 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>
 5. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
 6. Resident Vendor Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

- **Vendor is limited to submission of 1 proposal (must contain all 4 team members) in response to this Request for Offers**
- Response Information: The resume and required forms must be transmitted via e-mail to:
 - Deb Tibstra, Information Systems Applications Manager
 - Deb. Tibstra@state.mn.us
 - Email subject line must read: 834/820 Team Selection Committee
- 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 with your response or 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.

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 organizational 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/oet/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 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.