

# IT Professional Technical Services

## SITE Program

T#:14ATM

**Request for Offers (RFO)**

**For Technology Services**

**Issued By**

**Minnesota Information Technology (MN.IT) Services on behalf of Department of Human Services (DHS) and MNSure**

**Project Title: MNSure IT System Program Manager**

**Category: Program/Project Management**

### **Business Need**

Minnesota Information Technology (MN.IT) Services is issuing this Request for Offer (RFO) to secure up to three (3) Program Manager(s) capable of immediately managing the MNSure IT portfolio of projects. The successful candidate(s) will possess strong experience in large and complex systems development projects as well as experience as a Program Manager working with a Health Insurance Marketplace. The Program Manager(s) will be responsible for bringing several active, high visibility projects to successful completion that will enable critical enhancements of the MNSure IT System. These will include several cross-agency projects with key collaborators from MNSure, MN.IT and the DHS.

The successful candidate(s) will have the experience to assume the role of Program 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 teams, other agencies, and contractors.

The Program Manager(s) will also mentor MN.IT project managers in system development related project and portfolio management and advise/participate with MN.IT leadership on strategies to increase project management effectiveness.

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 while simultaneously decreasing on-going support expenses.

### **Project Deliverables**

Program Manager(s), working with project managers, will be expected to fulfill the following functions:

- Deliver scheduled project releases on-time
- Manage the entire MNSure IT project portfolio
- Manage the IT project budget including regular updates to clients

- Continually perform, monitor and manage risk assessments, risk mitigation plans and activities
- Manage and direct 15-25 project and resource managers
- Responsible for IT communications
- Responsible for managing the scope of the MNSure IT Program of Projects
- Responsible for mentoring junior project managers and ensuring knowledge transfer occurs as needed
- In collaboration with the lead vendor for all projects, manage current and new vendor contracts and budgets, and create and manage procurement documents as required
- Review all current project artifacts and bring to light deficiencies which may impact project deliverables/schedules
- Recommend strategies to move projects forward to completion

### **Project Milestones and Schedule**

This work effort is expected to run from current through July, 2016.

### **Project Environment**

The Program Manager will interface with a variety of MN.IT and agency business leadership and team resources including, but not limited to, the following:

- MNSure Board of Directors
- MNSure IT System governance teams
- Media Representatives
- 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
- Centers for Medicare and Medicaid Services (CMS) and other Federal Agencies

### **Work Schedule**

Though much of the work is conducted Monday through Friday during normal business hours, the responsibilities of the Program Manager position will require the incumbent to be fully available seven days a week.

### **Project Requirements**

- All work will be done at offices in St. Paul, MN unless otherwise arranged
- All work must comply with the Statewide Enterprise Architecture Standards
- All work must comply with Statewide Project Management methodology
- All 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
- Program Manager will report to the Department of Human Services MN.IT CIO but will work closely with MNSure and Department of Human Services senior management

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

- Provide program management and leadership for projects with MNSure technical solution impacts including technical, resource, schedule, communication and financial plans
- Management of the MNSure project portfolio.
- Develop a multi release project plan and roadmap for the MN.IT MNSure IT Solution
- Provide guidance and direction to technology vendors. Responsible for developing and directing strategies, approaches, and procedures for the MN.IT MNSure IT Solution
- Communicate and incorporate business owner's visions, business plans, and key objectives. Establish and communicate clear performance expectations to members of the MN.IT MNSure IT Solution
- Lead the updates and discussion of all technology aspects of the program for executive level discussions with state leaders and stakeholders.
- Create procurement documents according to State standards, including Statements of Work, Requests for Proposals, Requests for Offers, scoring documents, etc.
- Provide updates as required for MN.IT, MNSure and DHS leadership
- Direct the information technology operational processes to ensure business unit decisions are in alignment with operating, security, and reliability policies and objectives
- Provide project management and vendor management mentoring to state and other vendor staff as required
- 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

### **Required Skills (to be scored as pass/fail)**

The following skills are required for resource(s) being submitted. These are scored as 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 passed, required skills are also given a score.

- Vendor must be approved in SITE Master Contract category Program/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 50 or more team members, including outside vendors

- Resource must have at least 1 year of experience working with the technology products delivered by Curam, Connecture, EngagePoint Financials, Oracle IAM solution, Java code
- Resources must have at least 6 months experience with a Health Insurance Marketplace as a Program Manager developing and deploying health insurance exchange (HIX) systems

### Desired Skills

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

- Bachelor's degree
- Program Management certification (PgMP) and/or Portfolio Management certification (PfMP)
- Experience in managing IT projects at State or local government agencies
- Experience in creating procurement documents for hardware/software and professional/technical services
- Program management experience creating and delivering new processes to streamline or define activities/processes
- Experience training / mentoring on project management processes

### Process Schedule

Deadline for Questions	06/22/2015, 12 noon, C.T.
Anticipated Posted Response to Questions	06/24/2015, 4:00 PM C.T.
Proposals due	06/29/2015, 4:00 PM C.T.
Anticipated proposal evaluation begins	06/30/2015
Anticipated proposal evaluation & decision	07/07/2015

### 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: Greg Poehling  
 Organization: MN.IT Services  
 Email Address: [gregory.poehling@state.mn.us](mailto:gregory.poehling@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

- Clarity/Proposal Organization - 5%
- Required Skills, Desired Skills and References – 35%
- Project Approach & (Optional) Interview – 30%
- 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:
  - Vendor Name
  - Vendor Address
  - Vendor City, State, Zip
  - Contact Name for Vendor
  - Contact's direct phone/cell phone (if applicable)
  - Contact's email
  - Resource Name being submitted

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

### 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 passed, required skills are also given a score. Copy this chart and insert into your proposal – use one chart for each resource if more than one being submitted. Note, the “Resource Name” is a required field.

<b>Resource Name (required field):</b>	
<b>Required Skill</b>	<b>Note clearly what experience from resume meets this requirement</b>
Vendor must be approved in SITE Master Contract category Program/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 50 or more team members, including outside vendors	
Resource must have at least 1 year of experience working with the technology products delivered by Curam, Connecture, EngagePoint Financials, Oracle IAM solution, Java code	
Resources must have at least 6 months experience with a Health Insurance Marketplace as a Program Manager developing and deploying health insurance exchange (HIX) systems	
<b>Desired Skill</b>	<b>Note clearly what experience from resume meets this requirement</b>
Bachelor's degree	
Program Management certification (PgMP) and/or Portfolio Management certification (PfMP)	
Experience in managing IT projects at State or local government agencies	
Experience in creating procurement documents for hardware/software and professional/technical services	
Program management experience creating and delivering new processes to streamline or define activities/processes	
Experience training / mentoring on project management processes	

A. Attach resume for resource being proposed, including dates for all work.

B. Provide two (2) references for the resource. Include for each reference:

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

**Required, Desired Skills and References are worth 35% of the total score.**

### 3. Project Approach & Interview

Not to exceed three (3) pages total, single spaced, have the resource answer the following questions.

A. Describe project approach used to achieve the deliverables of the project description. Note any constraints or assumptions you may be taking into account. Responders are encouraged to propose additional tasks or activities if they will substantially improve the results of the project.

B. Based on the details from this RFO as well as your experience in this area, what do you feel will be the biggest challenge in completing this assignment?

C. 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 (Optional) Interview are worth 30% of the total score.**

#### **4. Cost Proposal**

Based on the project approach described in Section #3 above, show in a simple chart the resource 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 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. Conflict of interest statement as it relates to this project**

#### **6. 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**

Response Information:

- **Vendor is limited to submission of 1 resume/candidate in response to this Request for Offers.**
- Submissions are due no later than **4:00 p.m. CT on June 29, 2015.**
- E-mail your Offer/Proposal by the deadline to:  
Gregory Poehling  
Gregory.poehling@state.mn.us  
EMAIL SUBJECT LINE: Program Manager for MN.IT (MNSure)
- **A copy of the response must also be sent to [MNIT.SITE@state.mn.us](mailto: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](mailto: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.**

The following **WILL NOT** be accepted and/or considered:

- Late Offers; or
- Offers submitted by fax; or

- Offers submitted in hard copy and mailed, expressed or personally delivered to MNsure.

Please note the State is not responsible for proposals that do not arrive on time due to technical difficulties of the State or another party.

All costs incurred in responding to this RFO are the responsibility of the Responder.

## 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 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 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](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 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.

### **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.

### **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](mailto:compliance.MDHR@state.mn.us).