

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)
For Technology Services
Issued By

Department of Human Services – Community Supports Administration

Project Title: MnCHOICES

Category: Analyst

Background and Business Need

The Minnesota Department of Human Services (DHS) through the Community Supports Administration (formerly Continuing Care Administration), seeks two analysts with the necessary skill set to document/improve the business requirements used to develop the MnCHOICES Support Planning Application.

From 2005 through 2007, the Community Supports Administration worked to develop a comprehensive assessment tool and protocol to be used to assess people who may have long term care needs. This tool, known as MnCHOICES, was designed to replace existing eligibility and assessment tools used for programs administered by Community Supports Administration, and the Continuing Care for Older Adults Administration within DHS. MnCHOICES affects all participants in these programs, county social service agencies, and health plans providing continuing care services. Additionally, it changed a number of administrative and operational practices within DHS. MnCHOICES has been implemented statewide for assessments and eligibility since July 2014, and continues to be upgraded with necessary functionality and enhancements.

The 2009 legislature approved and funded other initiatives that were intended to reform the long term care system to assure sustainability into the future. These included new provider enrollment and provider standards, a new rate setting methodology as well as a Customized Living rate tool.

The Rates Management System (RMS) established statewide rate-setting methodologies and was launched statewide in December 2013. It established federal waiver requirements for home and community-based waiver services for individuals with disabilities. The rate-setting methodologies abide by the principles of transparency and equitability across the state. The methodologies involve a uniform process of structuring rates for each service and must promote quality and participant choice, and:

- 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; and
- Identify methodologies to create rates based on service components and individual needs.

Currently, MnCHOICES and RMS exist as separate applications and are used by Lead Agencies (counties and tribes) statewide. Lead Agencies currently use a paper system to create support plans: the Consumer Support Plan (CSP) and a Coordinated Services and Support Plan (CSSP). The CSP and CSSP contain and identify the person's needs for services as well as the person's preferences for services that may be met by an array of persons and community services after the MnCHOICES assessment.

The business needs a single streamlined and consolidated process of assessing an individual, identifying their needs and determining what strengths and long-term services and supports can meet those needs. In addition, they need to produce a plan that identifies the person's options and choices for long-term services and supports. This information needs to be printed and shared across several channels as well as sharing it with the individual for signature and sending applicable information to providers for use in service delivery planning and 245D Addendum completions.

The application needs to have integrated workflow and a two-way data exchange with legacy applications. The workflow needs to be flexible to support the nuances of each lead agency while delivering consistent data to DHS for auditing and reporting. It will capture all inputs for rate agreements and pass that information into the application to display fields in the support plan.

In addition, the support planning application will resolve the communication deficiencies and inconsistent use of procedures and forms found in the current paper system.

The lead agencies need to deliver a support plan that contains the following:

- a) Identification of the person's needs for services that will be or are met by the person's relatives, friends, and others, as well as community services used by the general public. This should also include the use of volunteers, religious organizations, social clubs, and civic and service organizations to support the individual in the community.
- b) Identification of health and safety risks and how those risks will be addressed, including personal risk management strategies to ensure the health and safety of the individual. If enrollee refused recommended care or service, then refusal is noted. A personal risk management plan is completed as evidence of a discussion between care planner and enrollee about how to deal with situations when support has been refused
- c) Documentation of any referrals that have or should be made.
- d) Documentation that information about the person's right to appeal the assessor's decision regarding eligibility for all services and programs as defined in subdivision 1a, paragraphs (a), clause (7), and (b), and incorporating the decision regarding the need for institutional level of care or the lead agency's final decisions regarding public programs eligibility according to section 256.045, subdivision 3.
- e) The eligibility determination for programs, services, home care ratings, level of care determinations, and case mix determination.
- f) Identification of the person's preferences for services as stated by the person or the person's legal guardian or conservator.
- g) The individual's options and choices to meet identified needs, including all available options for case management services and providers.
- h) Identifies specific services and supports being utilized to meet the identified needs including, the amount, frequency, duration, and cost of the services to be provided to the person based on assessed needs, preferences, and available resources.
- i) List of authorized services including annual and estimated monthly amounts for the services.

- j) Information required to be shared with the provider as part of 245D requirements.
- k) Pass information to downstream applications such as MMIS.
- l) Documentation that the most cost-effective alternatives available were offered to the individual.
- m) Documentation that the lead agency supplied support planning materials and forms containing the following information to the individual:
 - a. The need for and purpose of preadmission screening conducted by long-term care options counselors according to section 256.975, subdivisions 7a to 7c, if the person selects nursing facility placement;
 - b. The role of long-term care consultation assessment and support planning in eligibility determination for waiver and alternative care programs, and state plan home care, case management, and other services;
 - c. Information about Minnesota health care programs; and
 - d. The person's right to confidentiality under the Minnesota Government Data Practices Act, chapter 13.

Two Analysts are needed to define and refine business rules which will drive the development and implementation of the support plan and integration of the rate setting functionality, as well as sun setting the RMS tool.

The MnCHOICES project expects to conclude in the fall of 2018 with the completion of the support planning component of the application. Planned future features include full reporting, data sharing with other Continuing Care priority projects, onboarding of Managed Care Organizations, workflow enhancements, and alerts and triggers.

Project Deliverables and Schedule:

To be completed by May 2016:

1. All functional testing of development for the first release of the MnCHOICES Support Plan.
2. Plan, execute and document User Acceptance Testing for the MnCHOICES Support Plan.
3. Document requirements for Navigation throughout the support plan and from the support plan to SSIS and the rates plan and back.

To be completed by October 2016:

4. Document requirements for copying data throughout the support plan through reassessment.
5. Document requirements for security model for role based access to the support plan and rates application.
6. Document requirements for searching for providers.
7. Document requirements for ability to transfer support plans from lead agency to lead agency and to and from Managed Care Organizations.
8. Document requirements for statuses through dashboards.
9. Document requirements for support plan assignments.
10. Document requirements for routing both manually and electronically.
11. Document requirements for legislative changes to banding, Component Value Changes, COLA and frameworks.
12. Document requirements for ability to print rates agreement.

13. Document requirements for business need to maintain, monitor and sunset RMS post MnCHOICES Support Plan implementation.

To be completed by December 2016

14. Document requirements for Rates reporting.
15. Document requirements for ability to calculate rate not tied to a support plan (retire excel frameworks).
16. Document requirements for role based security for MnCHOICES Support Plan.

To be completed as directed:

17. Conduct and contribute to training demos, training content, and knowledge transfer activities
18. Assist with planning of future releases

Project Environment. The project is staffed with:

- Seven MN.IT @ DHS development staff, and contractors
- Four MN.IT@DHS business analysts and contractors
- Four MN.IT@DHS Quality Assurance Testers and contractors

The project receives its technical direction from the Microsoft Applications Division, part of MN.IT@DHS. The support planning development will occur in a .net environment coded in C#.

Project Requirements

- Business rules must be in compliance with statewide Enterprise Architecture, Project Management Methodology and applicable industry/agency standards
- It is expected that the selected vendor will work onsite at DHS Central Office locations. DHS will provide appropriate work space.
- Project completion includes knowledge transfer to DHS staff so they can continue with the initiative after the contract is done.

Responsibilities Expected of the Selected Vendor

1. Define and document functional and business requirements
2. Develop traceability matrix
3. Conduct Business Process Modeling
4. Conduct Business Domain Modeling
5. Design and build out domain models
6. Perform data mapping between the new and existing systems
7. Create and update existing use case specifications
8. Create wireframes and mock-ups
9. Design role-based authentication and authorization
10. Develop and update as-is and to-be process flow diagrams
11. Create and execute test plans and test scripts for all stages of testing
12. Lead Joint Application Design (JAD) sessions
13. Extract, discover, capture and express and manage business rules from JAD sessions
14. Ensure that the extracted rules reflect the business intent and will result in the desired business behavior

15. Understand how rules are enforced, how they are going to change, and how rules-related issues such as conflicting rules would be resolved
16. Work closely with rules architects and rules developers to help them design the application in a way that ensures that the rules reflect the business intent and that the application will result in the desired business behavior
17. Validate the rules and develop scenarios for test scripts
18. Assist in project planning and development of a project schedule

Required Skills (to be scored as pass/fail). Required minimum qualifications:

- A minimum of 7 years of experience as a Business Analyst
- At least 2 engagements demonstrating experience with data mining and analysis
- At least 3 engagements using Agile/Waterfall/RUP methodologies
- At least 2 engagements conducting root cause analysis on application defects
- At least two engagements that candidate delivered test plans, test strategies and conducted functional testing

Desired Skills

- At least one engagement writing SQL in Oracle SQL and SQL Server
- At least one engagement where an IBM Service Bus was utilized as the data abstraction layer between two systems
- At least one engagement working with State Waiver Programs
- At least one engagement responsible for Solution Design
- At least one engagement creating application workflow models using IBM middleware technology
- At least two engagements where candidate had experience in post-production validation and roll-back methodology

Process Schedule

Deadline for Questions	12/8/2015, 12:00 p.m.
Anticipated Posted Response to Questions	12/10/2015, 4:00 p.m.
Proposals due	12/11/2015, 12:00 p.m.
Anticipated proposal evaluation begins	12/14/2015, 8:00 a.m.
Anticipated proposal evaluation & decision	12/18/2015, 4:00 p.m.

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: Lisa Lazaretti
 Organization: MN.IT@DHS
 Email Address: Lisa.Lazaretti@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

- Experience 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

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

2. Overall Experience:

1. Provide a listing of "required skills" met from the list above, including companies and contacts where your resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State will discontinue further scoring of the proposal.
2. Points will also be awarded based on the desired skills noted above. Provide a list of "desired skills" met which highlight the resource's desired skills noted above.
3. Attach a resume(s) for proposed resource(s) in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant.
4. Also include the name of one reference 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: Include the resource hourly rate under separate cover.

4. Conflict of Interest Statement. Responder must complete the conflict of interest statement as it relates to this project in accordance with the requirements set forth below.

5. Required Forms. Responder must complete and submit the following forms in response to this RFO:

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>

Proposal Submission Instructions

- **Vendor is limited to 2 (two) resume/candidate submissions in response to the Request for Offers**
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- Response Information:
 - Lisa Lazaretti and Camille Hauer
 - Lisa.Lazaretti@state.mn.us
 - In the subject line state the RFO number and Resource(s) name
- Emailed responses only
- 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.

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. State may, in its discretion, elect not to award a contract to Responder if State determines Responder has an organization conflict of interest or potential organizational conflict of interest.

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. 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.