

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to an RFO. Vendor is responsible for reading all addenda associated with the RFO.

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT @ DHS

Project Title: System Modernization (ISDS/MMIS)

Category: Quality Assurance

(Seeking 6 individual resources. The six selected resources will not be from the same vendor, as each vendor will be limited to the submission of one candidate in response to this RFO.)

ISDS System Modernization

Business Need

The Minnesota Department of Human Services (DHS) has been charged by the state legislature with simplifying policy and modernizing human services delivery systems to better meet the needs of clients and servicing agencies and to increase accountability to all Minnesotans. To do this, it is necessary to align automated systems development efforts to a business service delivery model. Implementing Integrated Service Delivery Model (ISDS) will meet this requirement and improve outcomes through efficiencies for users.

The nature and scope of the ISDS project deliverables and schedules are for State Medical Review Team (SMRT), Appeals, MnCHOICES, and Identity Access Management (IAM).

Project Definition

A. Data Management

The full scope of the ISDS project includes the modernization of the DHS major legacy system infrastructure and transforming how DHS does business with its external partners. The enterprise-wide Data Management Project will align and

integrate multiple major system transformation, data capture and management, and business intelligence-focused initiatives.

B. Infrastructure/Environments and Integration (IEI)

The purpose of this project is to develop the necessary system functionality to support the needs of the many projects/program areas that are to be developed as part of ISDS. The IEI project will include planning and development of system infrastructure enhancements, system environments for development, testing, and production, as well as the identification, architecture, and development of integration components required to ensure efficient and effective functionality between systems.

C. Licensing

DHS, in partnership with counties, licenses approximately 22,000 service providers and monitors and investigates their compliance with Minnesota laws and rules. The DHS' Licensing Division (Division), located within the Office of the Inspector General, is responsible for enforcement of licensing standards that are designed to protect the health, safety, rights, and well-being of children and vulnerable adults who receive services from programs governed by the Human Services Licensing Act, Minnesota Statutes, chapter 245A. Licensed programs serve thousands of people in adolescent group homes, adult day service centers, day training and habilitation programs, child care centers, and residential and outpatient programs for people with chemical dependency, mental illness or developmental disabilities.

The purpose of the licensing component of ISDS is to replace the legacy licensing support system(s) with a modern system which offers online services to the citizens of Minnesota and improves cumbersome work processes for licensing staff. Of the three major licensing areas, the system will support all aspects of the licensing functionality and the maltreatment functionality and will address the integration of background studies, which will be completed using the current system. The Provider Management and the Provider Portal components of the Cúram COTS product will support: Provider Application and Access, gathering of Provider details, a Provider Service Registry, Collection of fees and fines (including an interface to Statewide Integrated Financial Tools (SWIFT)), License Management, Incidents Reporting and Investigations, Provider communications, workflows for a variety of processes, and a variety of interfaces to other systems that are leveraged to support other activities outside of the ISDS project such as Provider Challenge.

D. Triage and Referral

Triage and Referral functionality offers an opportunity to deploy a first point of contact for the citizens of Minnesota. It will serve as a broad gateway to services and is a foundational element of the person-centered, integrated service delivery model that the system needs to support.

The purpose of Triage and Referral is to assess client high-level needs and develop the best response possible, using guidance from the automated system. Where

appropriate and possible, the automated system will create appropriate referrals, taking into account needs, available resources, location of citizen in need and sources of assistance, and client preference. Based on defined rules, the automated system will be able to create tasks and track workflows.

Medicaid Management Information System (MMIS) System Modernization

Business Need

- The creation of a centralized database to maintain and track program recipient, program provider and licensee appeals to avoid delays in issuing decisions, which may lead to the extension of benefits that the client may not be entitled to receive.
- Coordinate and track communication around cases throughout DHS and our business partners that participate in the appeals process. Coordination and tracking has proven to be difficult.
- The utilization of one solution eliminates the need to support and maintain the diverse tools used by the various business partners.
- A centralized database solution will replace the current Access database utilized by DHS' Appeals Business Unit. The database is unreliable and outdated.
- Increase data quality.
- Eliminate unnecessary steps due to the manual processes that are currently being performed for the appeals process.
- The new system will handle every type of DHS appeal and incorporate laws applicable to each program and appeal type.

Project Definition

- Create a single case management system that maintains all appeals information and facilitates the appeals process at a DHS and Exchange enterprise level. In addition to DHS Appeals staff, the database will be available to DHS program staff, appellants, and appellants' representatives.

Project Deliverables

For these projects, the Quality Assurance Analyst(s) will be working with the project team and will be expected to create or participate in creating:

- Testable Requirements and/or Use Cases and Acceptance Criteria
- Test Strategy
- Test Plan
- Test Cases
- Defect Documentation
- Test Closure Document

For these projects, the Quality Assurance Analyst(s) will be expected to:

- Have a complete understanding of MNIT@DHS QA processes and methodologies and work within the boundaries of these processes and methodologies.

- Educate and enforce the use of the QA processes and methodologies within the project teams.
- Work with appropriate resources in defining Testable Requirements and/or Use Cases and Acceptance Criteria.
- Have a complete understanding of all functional and technical requirements and use cases.
- Escalate any challenges to the appropriate resources in a timely manner.
- Assist in managing the overall scope of the testing effort.
- Complete required testing documentation in an accurate and timely manner.
- Receive appropriate approval and sign-off for all testing documentation.
- Execute all test cases according to the Test Plan.
- Transfer knowledge to MN.IT @ DHS staff.

Estimated Project Milestones and Schedule

- Anticipated Work Order Start Date: 8/22/2016
- Anticipated Initial Work Order End Date: 8/21/2017
- The State will retain the option to extend the work order in increments determined by the State, through the expiration date of the SITE Master Contract Program (4/15/2019)
- Work in excess of 40 hours/week may be expected during project high volume times

Project Environment

The Quality Assurance Analyst(s) will need to interface with a variety of individuals both on the project team and individuals outside the project team that may have a vested interest and can offer information pertaining to the project including:

- Program Director
- Project Manager
- Business Analyst
- Developers
- Database Administrators
- Information Technology Group
- System Architects
- All members of the QA staff (Managers, Supervisors, Leads, other QA Analysts)
- 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.
- 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.
- Quality Assurance Analyst will report to the Quality Assurance Lead/Supervisor.

Responsibilities Expected of the Selected Resource

Responsibilities include, but are not limited to:

- Work with the appropriate resources to define and write Functional and Technical Testable Requirements (Waterfall) and/or User Stories and Acceptance Criteria (Agile).
- Work with the QA Supervisor and/or QA Lead to create the Level of Effort (LOE) estimate for all testing activities within the project.
- Work with the QA Supervisor and/or QA Lead to create the Test Strategy.
- Work with the QA Supervisor and/or QA Lead to create the Test Plan.
- Work with Business Analyst, Developers, and DBA's in defining detailed and reusable Functional, System Integration, and Regression test cases.
- Write detailed and reusable Functional, System Integration, and Regression Test Cases.
- Assist the Performance Engineer in determining business flows to be scripted and utilized in Performance/Load testing.
- Document all defects in the defect tracking tool in an accurate and timely manner.
- Escalate all challenges to the appropriate resource(s) in a timely manner.
- Communicate effectively both verbally and in writing.
- Attend the Defect Review meetings.
- Transfer knowledge to MN.IT @ DHS staff.

Mandatory Qualifications (to be scored as pass/fail)

At a minimum, a proposed resource must meet the following mandatory qualifications. Resource submissions that do not clearly demonstrate that these mandatory qualifications are met will not be considered under this RFO.

B.S. or B.A. degree (4 year) or Associates degree (2 year) with five (5) years' experience as a Quality Assurance Analyst

OR

Seven (7) years' experience as a Quality Assurance Analyst.

Five (5) engagements lasting a minimum of three (3) months each in a Quality Assurance Analyst role.

Desired Skills

Proposed resources that meet the Mandatory Qualifications will be evaluated on the following Desired Skills. Responder should demonstrate in its proposal the length, depth, and applicability of the proposed resource's prior experience in the desired skills below.

- Computer Science or Information Technology degree
- Proven experience creating the following documentation:
 - o Test Strategy
 - o Test Plan
 - o Test Cases
 - o Final Test Report
- Proven experience in all aspects of the Software Development Life Cycle (SDLC)
- Experience utilizing Rational Team Concert (RTC)
- Ten (10) years' experience as a QA Lead
- Experience with both Black Box and Grey Box testing
- Experience writing and executing basic query commands

Process Schedule

Deadline for Questions	6/22/2016, 3:30 p.m. CDT
Anticipated Posted Response to Questions	6/29/2016
Proposals due	7/7/2016, 3:30 p.m. CDT
Anticipated proposal evaluation begins	7/11/2016
Anticipated proposal evaluation & decision	8/5/2016

Questions

Any questions regarding this Request for Offers must be submitted via e-mail according to the date and time listed in the Process Schedule to:

Robin Wegener, Contract Manager
MN.IT Central
robin.wegener@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 State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

The proposed resources will be evaluated on the following components.

Factor	Weight	Total Points
Mandatory Qualifications	Pass/Fail	
Desired Skills	70%	70
Cost	30%	30
Total	100%	100

A. Evaluation of Desired Skills. Points have been assigned to the Desired Skills. The total possible points for each Desired Skill are as follows:

Desired Skills Weight

Desired Skills	Weighted Value
Computer Science or Information Technology degree	5
Proven experience creating the following documentation: Test Strategy - Test Plan - Test Cases - Final Test Report	5
Proven experience in all aspects of the Software Development Life Cycle (SDLC)	5
Experience utilizing Rational Team Concert (RTC)	5
Ten (10) years' experience as a QA Lead	20
Experience with both Black Box and Grey Box testing	15
Experience writing and executing basic query commands	15
Total	70

The evaluation team will review the desired skills of each resource that has met the Mandatory Qualifications. After reviewing the desired skills, the members of the evaluation team will rate each desired skill using the following formula:

Component Rating	Point Factor
Excellent	1.0
Very Good	0.8
Good	0.6
Satisfactory	0.4
Poor	0.2
Unacceptable	0.0

Upon determining which of the above ratings best describes the desired skill being rated, the total possible points available for the component from the Desired Skills Weight table (above) will be multiplied by the corresponding point factor.

EXAMPLE: A "Very Good" rating of (0.8) for "Experience with both Black Box and Grey Box testing" worth a maximum of 15 points would receive a score of 12 (15 x 0.8 = 12).

The State reserves the right to interview any or all proposed resources. In the event interviews are conducted, Desired Skills scores may be adjusted based on additional information derived during the interview process. The State further reserves the right to remove a resource from consideration if the resource is unavailable for interview as requested by the State.

The State also reserves the right to contact proposed resources' references and to adjust Desired Skills scores based on additional information derived from the reference checks.

B. Evaluation of Cost Proposals

Lowest cost will be determined by the Cost Proposal rate submitted by the Responder. The Proposal with the lowest cost will receive 100% of the available points. The other Proposals will receive points using the following formula:

$$\frac{\text{Lowest Proposal Rate}}{\text{Responder's Proposal Rate}} \times \text{Maximum Points} = \text{Points Awarded}$$

EXAMPLE: (Using 30 points as maximum): If Responder A submitted the lowest rate of \$100.00, and Responder B submitted a rate of \$117.00, Responder A would receive 30 points and Responder B would receive 25.64 points (100.00 ÷ 117.00 x 30 = 25.64)

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 State 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
Resource Name being submitted

2. Overall Experience:

- A. Mandatory Qualifications (pass/fail).** Responder should establish that the proposed resource meets the mandatory qualifications under this RFO by attaching a resume identifying the companies and contacts where the resource has demonstrated the mandatory qualifications. (Be certain that the resume has dates of work and notes whether the resource was an employee or consultant.) If the proposal and resume do not demonstrate that the resource meets all of the mandatory qualifications, the State will discontinue further scoring of the proposal. ***You must copy the chart below and insert it into your proposal with information filled out to indicate how the proposed resource satisfies each mandatory qualification.***

Mandatory Qualifications	
Resource Name:	
Skills and Experience	Thoroughly describe, from the resume, how the submitted resource meets the Mandatory Qualifications. (Yes/No is not sufficient)
B.S. or B.A. degree (4 year) or Associates degree (2 year) with five (5) years' experience as a Quality Assurance Analyst OR Seven (7) years' experience as a Quality Assurance Analyst.	
Five (5) engagements lasting a minimum of three (3) months each in a Quality Assurance Analyst role.	

B. Desired Skills. Responders should demonstrate the length, depth, and applicability of the proposed resource’s prior experience pertaining to the Desired Skills. Responders should attach a resume identifying the desired skills, including companies and contacts where the proposed resource has demonstrated the desired skills described in this RFO. (Be certain that the resume has dates of work and notes whether the resource was an employee or consultant.) Points will be awarded based on the extent to which the proposed resource has the desired skills. ***You must copy the chart below and insert it into your proposal with information filled out to indicate the extent to which the proposed resource satisfies each desired skill.***

Desired Skills	
Resource Name:	
Skills and Experience	Thoroughly describe, from the resume, how the submitted resource meets the Desired Skills. (Yes/No is not sufficient)
Computer Science or Information Technology Degree	
Proven experience creating the following documentation: o Test Strategy o Test Plan o Test Cases o Final Test Report	
Proven experience in all aspects of the Software Development Life Cycle (SDLC)	
Experience utilizing Rational Team Concert (RTC)	
Ten (10) years’ experience as a QA Lead	
Experience with both Black Box and Grey Box testing	
Experience writing and executing basic query commands	

C. References. Provide the names of three (3) references who can speak to the resource’s 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 the resource completed. The State reserves the right to contact proposed resources’ references and to adjust Desired Skills scores based on additional information derived from the reference checks.

3. Cost Proposal

Must be in a SEPARATE DOCUMENT and not listed in any other place in your submission. Include a separate document labeled “Cost Proposal” which includes the name of the resource being submitted and their proposed hourly rate.

4. Conflict of interest statement as it relates to this project

5. Additional Statement and forms:

Responders must complete and submit the following forms, if applicable, 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>

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.

Proposal Submission Instructions

- Each vendor is limited to the submission of one (1) proposed resource in response to this Request for Offers.
- Responses must be submitted via e-mail to:
 - Robin Wegener, Contract Manager, MN.IT Central
robin.wegener@state.mn.us
 - Email subject line must read:
[Vendor Name] – RFO0130 QA System Modernization Tester RFO Response
 - Submissions are due according to the Process Schedule previously listed.
- The e-mailed response should contain three (3) attached .pdf files
 - One (1) containing the cover page, resume, experience charts, and references, labeled “Response”
 - One (1) containing the cost proposal only, labeled “Cost Proposal”
 - One (1) containing all other supporting documentation, labeled “Additional Statement and Forms”
- 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

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 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 Small Business Preference

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Materials Management Division as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded 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.