



Q & A: Request for Proposal (RFP) for Lead Vendor for Phase 2 of the MNsure Project

The following questions were submitted in reference to this RFP:

- 1. Q. Section 2, Part 1: MNsure indicates a page limit of no more than one page. In other instances where a page limit is identified, MNsure specifies “double spaced” in addition to the page limit. Is Section 2, Part 1 also required to be “double spaced”?**

A. Double space is recommended, but single space will be accepted since this was not clearly stated.
- 2. Q. Section 3, Part 3: Are the two references per resource or two overall company references?**

A. Two references should be supplied for all key resources to indicate they have led projects as a lead vendor in projects similar to this RFP. Key resources are defined as those resources on your team at the highest leadership levels.
- 3. Q. Under Assignment Deliverables, Bullet 4, “Timekeeping and invoices in adherence to the practices of MNsure”: Can MNsure please describe in more detail the description for and its expectations for this deliverable?**

A. Please disregard the mention of timekeeping since this is a fixed bid contract. Please see Section 4 of the Professional Technical contract for Payment practices for the State.
- 4. Q. Would a vendor be considered in a conflict of interest if they are currently an existing sub-contractor to the MNsure project?**

A. Existing sub-contractors working for MNsure are not prohibited from submitting a proposal. The fact a vendor is a sub-contractor will be an element taken into consideration during scoring as to whether you could provide an un-biased representation of your own companies work progress or issues.
- 5. Q. Would MNsure consider a one week extension on the due date of the RFP?**

A. No, MNsure will not consider extending the proposal due date.
- 6. Q. What budget has MNsure allocated and received approval for the Lead Vendor role specified in this RFP?**

A. A budget has not yet been established for Phase II of the MNsure project.

7. **Q. For the purpose of response clarity would the MNSure please consider providing page numbers to the document?**
- A. Given the brevity of the RFP, MNSure does not believe numbering the pages is warranted. The key to providing response clarity is properly identifying the seven sections identified in the RFP.
8. **Q. Is the Lead Vendor required to provide expert resources in the areas of Quality Assurance, Financial Management, Legal, System Administration, Business Analysis and Solution Architecture or is it anticipated that the MNSure/State will provide some level of these resources? Please provide MNSure's expectations so that resources can be adequately determined.**
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
9. **Q. What existing roles that MNSure/State and or vendors, currently provide are expected to be replaced by the Lead Vendor?**
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
10. **Q. *The 2nd Sentence [of Project Overview] states - "The lead vendor will interact with various vendors..."* For the purposes of responding to the intent of this RFP please provide clarification on the State's meaning of "interact" as referenced above. For example does this mean active management by the lead vendor of the various vendor teams under the direction of the State?**
- A. As identified in the RFP, the lead vendor will assume primary project management and vendor leadership responsibility for the second phase of the [MNSure] project, and for purposes of this RFP, the word "interact" should be considered to include all of the activities included the list of **Responsibilities of the Lead Vendor** that require any communication with other vendors.
11. **Q. *Page 15, Optum Insight Deck - There is a table at the bottom that references a 3 person resource count for "Advisory Services".* Is the state basing the RFP for an advisory team to support the state PMO or will "Lead Vendor" be the PMO and have all responsibilities that go with that role?**
- A. The OptumInsight MNSure Assessment Summary is included in the RFP for reference purposes only. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
12. **Q. As recent as the Board of Director's meeting on February 12, 2014 reference was made regarding the selection of a Prime Contractor to lead the completion of the Phase I and Phase II of the MNSure project. Prime Contractor and Lead Vendor imply significantly different levels of project responsibility. Can the MNSure please address if the reference of providing a Prime Contractor is a separate procurement or does MNSure anticipate fulfilling this role ("lead vendor" is defined as a vendor team, under direction of the State) for the purposes of responding to this RFP?**

- A. The phrases “prime contractor” and “lead vendor” have been used interchangeably in describing this procurement, and should not be understood to refer to anything other than the definition of “lead vendor” included in the RFP in the “note” of the **Responsibilities of the Lead Vendor** section.
13. **Q. Will the MNSure or the State provide a PMO that will complement the Lead Vendor or will the Lead Vendor be responsible for building and staffing a full PMO?**
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
14. **Q. Will the current Technical Prime agreement continue with the current vendor or is it anticipated that the Lead Vendor will assume all the responsibilities and staff requirements associated with the Technical Prime responsibilities?**
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
15. **Q. Does the provision of the mature methodology referenced above anticipate that the Lead Vendor or MNSure will provide the staffing to execute the methodology?**
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
16. **Q. *Create required documentation to meet expectations of the stakeholders, MNSure Board of Directors, MNSure Executive Team, and Agency and Federal partners. After the documentation is created and approved will the Lead Vendor be required to maintain it for the duration of the project or will MNSure provide the resources to operationally maintain all documentation moving forward?***
- A. The lead vendor will maintain documentation for duration of Phase II.
17. **Q. *Assist State teams in review of existing systems and determination of appropriate paths forward, assuring the near-, mid-, and long-term viability of the commercial off-the-shelf solution sets (COTs). Through fact-based analysis, provide recommendations should one or more of the COTs products present a credible risk to the accomplishment of overall project objectives. This bullet indicates that the Lead Vendor will provide analysis and recommendations. Will MNSure be responsible for the execution of the analysis and recommendations outside of this RFP? If not who will be responsible for the execution and delivery?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.

18. **Q. *Negotiate and communicate contracts with all subcontractor vendors for the purpose of reconciliation of the original agreement. Will resources be provided by MNSure from procurement and contract management to work through these contracts or will the subcontractors be signing contracts with the Lead Vendor and all resource responsibility falls on the Lead Vendor?***
- A. This bullet was included in error and should be disregarded. Instead, the following bullet beginning “Assist the state in identifying any work, including maintenance and operations work . . .” accurately describes the assistance being sought regarding reconciliation of existing/future contracts related to the MNSure project.
19. **Q. *Assist the State in identifying any work, including maintenance and operations work, necessary to accomplish the overall goals of the MNSure project that is not within the scope of any current agreements related to this project and assist the State in establishing or amending appropriate agreements to ensure this work is accomplished or these functions occur for at least an additional two years. Will the state be providing resources from procurement and contract management to work with the change control and agreement changes or will this be the responsibility of the Lead Vendor?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
20. **Q. *Will MNSure bear the responsibility for all financial implications resulting from the revision of current agreements and future agreements that are necessary to accomplish the goals of Phase II?***
- A. As a part of this RFP, MNSure is not requiring the lead vendor to execute any agreements with any other vendors.
21. **Q. *Work with MNSure Executive Team to understand the MNSure vision and drive the project focus to that vision with realistic expectations. This will include determining estimates for level of effort, cost, viability, and risk to assist Executive Team in planning releases through the next two years. After the vision is created and approved by the Executive team, is the Lead Vendor responsible for the execution of the plan to include all staffing requirements or will execution and staffing be provided by MNSure or be contracted outside of this RFP award?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
22. **Q. *Ensure the business requirements are mapped back to and consistent with the deliverables in any relevant agreements related to this project, and tracked and presented to project leadership on a timely basis. Is this a onetime exercise or will the Lead Vendor need to constantly map these requirements for all change controls and contract amendments? Are all resources expected to be provided by the Lead Vendor or will this be MNSure’s responsibility to maintain this process beyond the initial development?***

- A. While it is expected that the lead vendor will provide these services for the duration of Phase II of the MNSure project, MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
23. **Q. *Provide management of the current change control process or implement and manage an enhanced change control process. Will any PM resources be provided by MNSure or will the Lead Vendor be responsible for full staffing of this function?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
24. **Q. *Assist the State in managing vendor billing and deliverables related to this project. Assure that any change requests made to the MNSure Executive Team include the appropriate level of detail to allow for decision-making and be directly responsible for assuring deliverable requests are met. Will the state provide the contract, procurement and finance resources needed for this work or will the Lead Vendor be required to provide the necessary resources?***
- A. This paragraph is intended to describe assistance related to organizing decision-making process related to deliverables and billing, rather than assistance in carrying out the actual financial transactions in State systems. The actual financial transactions shall continue to be carried out by the appropriate State resources. However, MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
25. **Q. *Provide risk management through risk identification and risk mitigation strategies and report regularly to the MNSure Executive Team. Will the state provide a risk manager or will the Lead Vendor be required to staff for this requirement?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
26. **Q. *Assure the performance of the combined solution set meets the performance load and quality requirements as directed by the MNSure Executive Team. Is this stipulating that the Lead Vendor will assume responsibility for all elements of load and performance testing or is it assumed that the Lead Vendor will oversee work being done by existing State contracted resources?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
27. **Q. *Are there other metrics that the Lead Vendor is expected to monitor related to performance?***

- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
28. **Q. Is it anticipated that the State/MNSure will be providing all tools and training necessary to adequately monitor performance of the combined solution set or is it expected that the Lead Vendor will provide the necessary tools and resources required to implement as part of this RFP?**
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
29. **Q. *Ensure appropriate user acceptance testing (UAT) occurs, either through direct provision of UAT services, through management and oversight of UAT services carried out by other vendors, or some combination of these approaches, such that the MNSure application meets or exceeds a level of user satisfaction as defined by the MNSure Executive Team. Will MNSure and State resources be responsible for performing the UAT?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP. .
30. **Q. *Assist the State in ensuring application quality meets or exceeds the expectations of the MNSure Executive Team by monitoring and tracking of the number of defects, impact of defects, resolution of defects, and overall quality levels of the ongoing production implementations and by providing regular updates to the MNSure Executive Team on this tracking. Are the current tools that are in place for this Purpose at MN.IT and MNSure adequate to support the above need? If not, who will have the responsibility for selecting and acquiring the tools necessary to achieve MNSure's desired result?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
31. **Q. *Provide oversight or direct management of releases and deployments. Does this include ATST and Prod Deployments that the state currently manages?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.
32. **Q. *Does the state have an expectation that the Lead Vendor will replace existing roles and responsibilities currently held by state and/or existing vendors?***
- A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist

the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.

33. Q. *Ensure required documentation meets the communicated expectations of MNSure as well as the communicated expectations of federal and state agency partners, and is explicitly linked through relevant agreements and the breadth of the software delivery life cycle. Please provide samples of the required documentation that meets the communicated expectations of MNSure as well as the communicated expectations of Federal and State agency partners so that the resource skill that will be required can be determined as well as the required staffing levels to support this activity?*

A. The required documentation will be created by MNSure and the lead vendor after the contract is executed, but MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.

34. Q. *Provide, or oversee the provision of, knowledge transfer to State employees during transition of project management duties. Is it the expectation that the Lead Vendor will need to provide technical writers and trainers for this work or will MNSure provide these resources?*

A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.

35. Q. *Will the Lead Vendor have any responsibilities for or over the provision of Maintenance and Operation?*

A. MNSure expects responders to include in their proposal a description of the resources, responsibilities, organizational structure, and methodology they believe is best suited to assist the State in achieving successful completion of Phase II of the MNSure project as described in the RFP.

36. Q. *Will the Lead Vendor be required to provide systems for tracking financial (contract, procurement and billing) information or is it anticipated that MNSure or the State will provide all required systems/tools, staff and training as will be required?*

A. As described in question 24 above, financial transactions will continue to be carried out by the appropriate State staff on appropriate State systems.

37. Q. *Is the list of Assignment Deliverables provided in this RFP all inclusive?*

A. The RFP identifies the primary deliverables. In addition, Section 4 of the RFP requests responders "Identify any deliverables or work efforts not included in the RFP solicitation that should be included to assure success as a lead vendor. MNSure wants to contract with a subject matter expert that has recommendations to assure MNSure's goals and objectives are met or exceeded."

38. Q. *RFP Attachment 6 - PT Contract Template, Section 4.1(b). Does the fact that the amount (Zero Dollars) is stated, rather than leaving a blank space as in Section 4.1(c), mean that no travel and subsistence expenses will be reimbursed?*

A. See **Special Notices #2 and #3** of the RFP **General Requirements**.

39. Q. Section 8. Is Contractor's indemnification obligation limited to third-party claims brought against the State?

A. If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in the **Sample MNsure Contract (Attachment 6)** section of the RFP **General Requirements**.

40. Q. Section 10.2. Would the State be amenable to refining this section of the contract to make specific reference to, and preclude the State from acquiring ownership of, "Pre-Existing Intellectual Property," which could be defined to mean any program, utility, or tool (a) owned by Contractor; (b) that is in existence prior to the date of the Contract; and (c) is identified in a Schedule to the Contract? The State should also be precluded from acquiring an ownership interest in Third Party Intellectual Property, which could be defined to include Pre-Existing Intellectual Property and COTS software, other than software licensed to the State (or licensed to Contractor and assigned to the State) through a separate software licensing agreement.

A. If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in the **Sample MNsure Contract (Attachment 6)** section of the RFP **General Requirements**.