



## Consumer and Small Business Shopping, System of Record, and Enrollment Decision Support Tools for MNsure: Responses to Responder Questions- Round 2

July 14, 2017

Question	MNsurance Response
<p>If a vendor submits a proposal for Solution #3 only, can that vendor assume that technical integration services will be provided by vendors who are the respective winners of Solution #1 and Solution #2? Not knowing the nature of the winning solution complicates the task of estimating effort required for technical integration.</p>	<p>If submitting a proposal for Solution 3 only, the Responder can assume that technical integration services will be provided by Solution 1 and Solution 2 Responders.</p>
<p>Please clarify: For each Proposal, create one (1) Cost Proposal, and that Cost Proposal may present up to four (4) costing options depending on the total number of proposals submitted?</p>	<p>In the event a Responder responds to more than one Solution, the cost proposal for a particular Solution may include additional cost options. For example, if submitting a response to Solution 1 and Solution 2, the cost proposal for Solution 1 may include:</p> <p>cost option 1 for Solution 1 alone</p> <p>cost option 2 for Solution 1 in the event MNsure purchases Solution 1 and Solution 2</p>
<p>How should we present Cost Proposals in terms of format? Will MNsure consider providing a Cost Worksheet (a spreadsheet to be completed by the vendors)?</p>	<p>Responders should present their best financial proposal in the Responder's preferred format. MNsure does not have a preferred format.</p>

Question	MNsire Response
<p>According to the RFP, “Each copy of the proposal must be signed in ink by an authorized member of the firm.” Does this instruction apply exclusively to the Cover Letter (Section 1), or does it also apply to the signed documents in Section 7: Required Documents? For reference, if all required signatures must be wet signatures on all pages and for all copies, then up to approximately 180 signatures will be required.</p>	<p>MNsire will accept copies of original signatures on those documents requiring signature by the Responder.</p>
<p>We would like to propose that for each proposal, rather than submit wet signatures on all copies, we submit one MASTER copy with wet signatures on all pages. We would then submit copies of signatures on all pages in the remaining, non-MASTER Copies.</p>	<p>MNsire agrees with this approach. MNsire will accept copies of original signatures on those documents requiring signature by the Responder.</p>
<p>General: Is it MNsire’s intent to also procure an IV&amp;V vendor for this project?</p>	<p>MNsire does not have plans to procure an IV&amp;V vendor specifically for this project at this time.</p>
<p>General: Since the expectation is the program manager will be on-site at least 50% of the time, will all members of the oversight team be provided a place to sit with the MNsire team?</p>	<p>MNsire does not have a space plan for the oversight team at this time.</p>

Question	MNsire Response
<p>Solution 3: Program Oversight and Integration, Page 1: “Assemble a team with flexible time allocation to accommodate the needs of the program.”</p> <ul style="list-style-type: none"> <li>• Please clarify what is meant by “flexible time allocation,” e.g., are the number of required program management hours expected to vary significantly on a weekly/monthly basis?</li> <li>• Does MNsire have an estimate of the number of FTE’s or hours per year will be required to provide the program management services being requested?</li> <li>• Per page 6 of the “Responses to Responder Questions – RFP Process and General Requirements,” responders should include costs for a five-year engagement. Does MNsire anticipate that program management needs – and the associated FTE’s - will decrease in years 2-5 after initial go-live in November 2018?</li> </ul>	<p>MNsire’s business activities follow an annual cycle focused around a successful open enrollment for our consumers. Flexibility may be needed in the months preceding open enrollment, or around periodic code releases, and as the needs of the program dictate.</p> <p>MNsire does not have an estimate of the number of FTEs required for Solution 3.</p> <p>MNsire does not anticipate whether program management needs will increase or decrease after November 2018.</p>
<p>RFP Page 6: How would MNsire like responders to provide costs for Solution 3: Program Oversight and Integration, e.g., hourly rates for each proposed team member, or a fixed annual fee based on a fixed set of assumptions?</p>	<p>Responders should present their best financial proposal in the Responder’s preferred format. MNsire does not have a preferred format.</p>

Question	MNsure Response
<p>Solution 3: Program Oversight and Integration, Page 2, Deliverable 1: Planning and Coordination –“E. Develop and maintain a master schedule of all projects under the RFP.”</p> <ul style="list-style-type: none"> <li>• Please confirm the projects the program manager will be responsible for overseeing include Solution 1: Consumer Shopping, Enrollment System of Record and Decision Support Tools and Solution 2: SHOP. That is, please confirm there are no other projects within scope of the program manager’s oversight, although the program manager is expected to coordinate with other in-house and METS programs/projects.</li> <li>• Is the expectation that the project managers of the successful responders to Solutions 1 and 2 be responsible for developing the schedule for their solutions, in collaboration with MNsure and the program manager, and the program manager will then integrate those schedules into a master schedule with other required components of a successful system implementation, such as training? Alternatively, is the program manager responsible for creating the schedule for all program and project activities, inclusive of design, develop, and implementation of Solutions 1 and 2?</li> </ul>	<p>Responsibilities for program oversight in Solution 3 are limited to those projects needed for the successful completion of Solutions 1 and 2.</p> <p>Program management responsibilities do not include scheduling individual project activities except at MNsure’s request, and subject to terms agreed upon by MNsure and the Responder.</p>

Question	MNsure Response
<p>Solution 3: Program Oversight and Integration, Page 2, Deliverable 1: Planning and Coordination: Will the program manager be required to develop a Program/Project Management Plan and establish associated program/project management processes -such as a risk, issue, and change management- or has the MNsure and/or MNIT PMO already developed this plan and processes?</p>	<p>MNsure and MN.IT Services have existing processes for risk, issue and change management.</p> <p>The program manager will be required to develop a program management plan.</p>
<p>Solution 3: Program Oversight and Integration, Page 2, Deliverable 1: Planning and Coordination: “I. ...submit weekly program and project status reports...” Is the expectation that the program manager will develop status reports for the two projects (Solutions 1 and 2) and a status report for the program (i.e., three reports), or will the project managers for Solutions 1 and 2 develop weekly status reports for their respective projects and the program manager will submit a single, comprehensive program status report that incorporates components of the two project status reports and other information as needed?</p>	<p>The project managers for Solutions 1 and 2 will develop weekly status reports for their respective projects and the program manager will submit a comprehensive program status report inclusive of all Solution 1 and 2 projects and other information as needed.</p>

Question	MNsire Response
<p>Solution 3: Program Oversight and Integration, Page 3, Deliverable 2: Reviews: Please confirm the expectation is that the program manager will facilitate review of specifications, plans, reports, e.g., by coordinating and organizing efforts, however the program manager will not be responsible for performing the actual review and providing feedback to MNsure, MNIT, and/or the vendors for Solutions 1 and 2.</p>	<p>The program manager will facilitate the reviews, which includes ensuring feedback is provided to MNsure, MN.IT and Respondents for Solutions 1 and 2. Facilitation does not include developing the content of the feedback.</p>
<p>Solution 3: Program Oversight and Integration, Page 3, Deliverable 3: Services for Project Management: Please clarify the intended services related to this deliverable. For example, is the language intended to suggest that the program manager may need to provide project management assistance to the project managers of the successful responders to Solutions 1 and 2?</p>	<p>The Responder is expected to provide program oversight to project managers to ensure program quality and timeliness. Examples of assistance include providing processes and templates, requesting corrective action, or enforcing established procedures. Responsibilities do not extend to individual project management duties except at MNsure's request, and subject to terms agreed upon by MNsure and the Responder.</p>
<p>Solution 3: Program Oversight and Integration, Page 3, Deliverable 4: Participation with In-House Projects: Other than the METS program/projects, can MNsure share the number and/or names of other projects that the program manager will need to coordinate with?</p>	<p>This information is not needed to respond to the RFP.</p>

Question	MNsure Response
<p>Solution 3: Program Oversight and Integration, Page 4, Technical Requirements: Please clarify how responders should demonstrate the ability to meet the Data Security requirements outlined in the contract template, e.g., should responders describe how their company policies and procedures meet the requirements?</p>	<p>The Responder is instructed to describe how the organization will comply with the requirements. This may include describing how company policies and procedures ensure compliance.</p>
<p>Insurance Requirements (p. 13) and including network security and privacy liability insurance: We have professional liability coverage, as well as technical errors and omissions coverage. The professional liability policy in the amount of \$10M with a deductible of \$300,000 and our technical errors and omissions insurance has a limit of \$1,000,000, and our cyber coverage is in the amount of \$10M. Is this acceptable coverage?</p>	<p>All exception requests are reviewed on a case-by-case basis pursuant to the terms described within the RFP. If you take exception to any of the terms, conditions or language in the contract, you must indicate those exceptions on the required form, "Exceptions to Terms and Conditions Form (Attachment 7)", in your response to the RFP; certain exceptions may result in your proposal being disqualified from further review and evaluation. Only those exceptions indicated in your response to the RFP will be available for discussion or negotiation.</p>
<p>Affirmative Action Certification (p. 18), Box C: Is it acceptable that we are currently in the process of implementing an Affirmative Action plan and are working to make sure that we are compliant with these federal requirements? If being in process is acceptable, should we still sign Box C or should we make a note there in lieu of signing?</p>	<p>For assistance with this form, contact:</p> <p>Minnesota Department of Human Rights, Compliance &amp; Community Relations            Mail: The Freeman Building, 625 Robert Street North, Saint Paul, MN 55155            TC Metro: (651) 296-5663 Toll Free: 800-657-3704            Fax: (651) 296-9042 TTY: (651) 296-1283            Web: <a href="http://www.humanrights.state.mn.us">www.humanrights.state.mn.us</a>            Email: <a href="mailto:compliance.mdhr@state.mn.us">compliance.mdhr@state.mn.us</a></p>

Question	MNsure Response
<p>Contract, Indemnification Clause, Section 8 (p. 25): We would like to ask to remove this clause and insert this as alternative language:</p> <p style="padding-left: 40px;">Contractor warrants that they are the holder of a Professional Liability insurance policy in the amount of \$10,000,000 per claim and \$10,000,000 aggregate for damages or claims by reason of an act or omission of Contractor in the performance of professional services by Contractor or any Subcontractor for whom Contractor may be liable. Contractor warrants that the services to be performed under this contract meet the definition of “professional services” as required by the insurance policy.</p> <p>Is this acceptable?</p>	<p>All exception requests are reviewed on a case-by-case basis pursuant to the terms described within the RFP. If you take exception to any of the terms, conditions or language in the contract, you must indicate those exceptions on the required form, “Exceptions to Terms and Conditions Form (Attachment 7)”, in your response to the RFP; certain exceptions may result in your proposal being disqualified from further review and evaluation. Only those exceptions indicated in your response to the RFP will be available for discussion or negotiation.</p>
<p>Contract, Termination Section 18 (p. 27): We take exception to the termination clause of the sample contract and ask for a notice and cure provision in the case of the contract potentially being terminated due to performance. Is this acceptable?</p>	<p>All exception requests are reviewed on a case-by-case basis pursuant to the terms described within the RFP. If you take exception to any of the terms, conditions or language in the contract, you must indicate those exceptions on the required form, “Exceptions to Terms and Conditions Form (Attachment 7)”, in your response to the RFP; certain exceptions may result in your proposal being disqualified from further review and evaluation. Only those exceptions indicated in your response to the RFP will be available for discussion or negotiation.</p>
<p>Please provide a current Architecture Diagram or a list which includes identification of systems that are not being replaced.</p>	<p>A current architecture diagram and a list that includes the identification of systems that are not being replaced are not needed to respond to the RFP.</p>



Question	MNsure Response
<p>Is reconciliation of carrier system enrollment data to occur against the Enrollment System of Record or against METS?</p>	<p>It will be reconciled against the system of record for the particular data element. For example, METS is the eligibility system of record and the trusted data source for data elements including, but limited to First Name, Last Name, DOB, relationship status, residential and mailing addresses and thus reconciliation would be against METS for those data elements. Data such as applied APTC amount and QHP effective date would be reconciled against ESOR as it is the trusted data source for those data elements.</p>
<p>Please clarify or define the expected type of access to original migrated data to be provided by the selected vendor.</p>	<p>The back-up record of existing data prior to migration will be used by State staff to validate the accuracy and authenticity of migrated data. State staff must have the ability to search and sample the back-up record to complete an appropriate level of post-migration testing. State staff must also have the ability to research the back-up record in support of other business needs.</p>
<p>In order to properly complete all RFP documents, would you clarify whether each of the ten copies must be originally executed and notarized, please?</p>	<p>MNsure will accept copies of original signatures on those documents requiring signature by the Responder or Notary.</p>