



## Solution 3: Program Oversight and Integration

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### Background

Projects and programs at MNsure are run via MNsure's Business Project Management Office (PMO). The PMO is part of MNsure's Operations team and works on a combination of business and technology projects. MNIT Services (MNIT) also has an Information Technology (IT) PMO that includes a program for managing the IT services and technology that support MNsure. The IT system that determines Minnesotans' eligibility for public and private health insurance plans is called the Minnesota Eligibility Technology System (METS). An interagency governance structure oversees the METS portfolio and Respondents will work with all of these bodies to manage the successful performance of the Respondent or Respondents who are selected by the RFP.

The Vendor program manager will report to the MNsure IT Director and will work with both the MNsure PMO and the METS program manager to provide the appropriate level of transparency and reporting. Dependencies and coordination between the Responder Solution implementation with other projects and programs, and integration of the Responder Solution with METS will also be managed via these PMO structures and governance.

### Vendor Tasks and Responsibilities – Project Approach and Technical Requirements

MNsure seeks a Vendor to provide program management for the implementation of Responder Solutions that are selected. MNsure expects the Responder team will:

- Have experience in competitive bid process and provide a full spectrum of program management expertise;
- Be knowledgeable of laws and regulations related to Health Insurance Exchanges including the ACA, Minnesota and Federal health insurance and exchange regulations, HIPPA, and MARS-E2;
- Be knowledgeable in industry standard project and program management processes including the PMBOK, software development life cycle, Agile, Scrum and Waterfall processes;
- Assemble a team with flexible time allocation to accommodate the needs of the program.

The program manager will report to the MNsure IT Director and should become familiar with MNsure's procedures and be able to operate as an extension of the MNsure team. For this reason, it is essential that the Oversight and Integration Vendor team share common values

with the MNSure staff to successfully integrate and work proactively and productively with MNSure staff. MNSure expects the Responder will operate in an advisory capacity on matters requiring decisions and be able to implement the RFP with minimal assistance from MNSure staff.

The Responder's proposal must include details about how it will address each of the deliverables outlined in the sections below.

**Note:** MNSure may tailor the Program Oversight and Integration services required in this section based on the solutions that are selected and oversight and integration services that may be provided by solution vendors.

## Basic Services

### Deliverable One: Planning and Coordination

**Develop a schedule for the review, design and development for a phased implementation of the RFP, and plan and coordinate the activities of the various phases/projects to maintain conformance with the RFP budget and schedule.**

- A. Determine phasing of work, critical paths and milestones across RFP projects.
- B. Work with MNIT to integrate with existing METS architecture, integration layer, software release schedule, testing and IT governance.
- C. Work with MNIT to set deadlines for approval, design, development, testing, and release management for the program.
- D. Use program management tools that fit the specific needs of the RFP, including tools for schedule management, scope management, resource management and overall health reporting. Tools and templates shall be provided or approved by MNIT and MNSure.
- E. Develop and maintain a master schedule of all the projects under the RFP, perform program health analysis and reporting weekly and additionally as requested by MNIT and MNSure.
- F. Monitor schedule and scope of the projects under the RFP.
- G. Identify a vendor program manager as a lead person to oversee the program who will act as the primary contact for MNSure.
- H. Identify issues and risks related to timely and successful completion of deliverables, ensure critical or high risks and issues are mitigated or managed as they are identified, communicate critical or high risks and issues to MNSure IT Director in a timely manner.
- I. Meet weekly with MNSure IT Director, submit weekly program and project status reports, submit weekly issue and risk logs, and provide written minutes for all program and project meetings, and respond to inquiries and calls from MNIT and MNSure promptly.
- J. Meet with the METS program manager as necessary to identify and manage impacts across the METS and RFP programs/projects.
- K. Follow industry-standard program management methodologies, establishing and meeting deadline dates mutually agreed to by the Responder and MNSure.
- L. Adjust program management processes and procedures upon written request by MNSure.

### **Deliverable Two: Reviews**

**Facilitate review of specifications, plans and reports prepared by vendors for projects under the RFP with MNIT and MNSure.**

- A. Work with MNSure IT director to engage MNSure and MNIT staff with projects to ensure proper review of planning and design.
- B. Work with MNSure IT director to engage MNSure and MNIT staff to provide reviews for regulatory compliance and reporting.

### **Deliverable Three: Services for Project Management**

**Assist MNSure ensure proper management of projects under the RFP.**

- A. Provide or assist staff with individual project management services for projects under the RFP. (At MNSure's request, and subject to terms agreed upon by MNSure and the Responder. Responder will perform project management services as enumerated under the amended annual contract.)

### **Deliverable Four: Participation with In-house Projects**

**Coordinate with MNSure and MNIT Project Management Offices on activities of in-house projects.**

- A. Avoid or resolve conflicts with schedules or work relating to in-house projects and projects related to the implementing the RFP.
- B. Coordinate with MNSure staff on an ongoing, continuous basis.

### **Deliverable Five: Partner Agency and Governance Participation**

**Participate in developing and presenting informational materials to partner agencies and governing bodies.**

- A. Prepare informational material and assist MNSure with the presentation of materials and updates for the MNSure Board, Department of Human Services, METS Executive Steering Committee, METS Project Management Team, the Governor's office, the State of MN Legislature, Centers for Medicaid Services (CMS) The Center for Consumer Information and Insurance Oversight (CCIIO), and other partner entities and agencies.

### **Deliverable Six: General Contract Responsibilities**

- A. Key Responder staff must be readily accessible by telephone and email to consult with MNSure staff as needed and/or requested by MNSure.
- B. Before conclusion of the contract and in the event that the contract is terminated and/or the contract is awarded to another contractor, Responder must develop a transition plan, if applicable, for continued operations that shall assist MNSure in accomplishing the tasks described in this RFP.
- C. At the conclusion of the contract, Responder must turn over to MNSure all materials, studies, reports and technical documentation developed for this MNSure project.

Materials, studies, reports and technical documentation developed for this project are presumed to be the property of MNsure.

## **Technical Requirements**

### **Technical Requirement One:**

Responder must demonstrate the ability to meet the Data Security requirements outlined in the attached contract template. Further, any of Responder's staff accessing MNsure data must complete the required security and privacy training.