

**Request for Resume (RFR)
CATS II Master Contract**

All Master Contract Provisions Apply

Section 1 –General Information			
RFR Number: (Reference BPO Number)	MOOB1400511		
Functional Area (Enter One Only)	10 – IT Management and Consulting Services		
Labor Category/s			
1. Business Analyst – Health Care Reform Exchange			
Anticipated start date	May 1, 2011		
Duration of assignment	6 months		
Designated Small Business Reserve?(SBR): (Enter "Yes" or "No")	No		
MBE goal, if applicable	0%		
Issue Date: mm/dd/yyyy	4/11/11	Due Date: mm/dd/yyyy	4/19/11
		Time (EST): 00:00 am/pm	5:00 PM
Place of Performance:	MD Department of Health and Mental Hygiene 201 W. Preston St., Baltimore, MD 21201		
Special Instructions: (e.g. interview information, attachments, etc.)	Interviews will be conducted by a panel of 4-5 persons using a standardized set of interview questions.		
Security Requirements (if applicable):	Selected individual must pass background checks and obtain State ID badges		
Invoicing Instructions:	Invoices will be submitted with every fourth time sheet for the duration of the task order. Invoices shall comply with all requirements in Section 2.8 of the CATS II Master Contract RFP.		
Section 2 – Agency Point of Contact (POC) Information			
Agency / Division Name:	Maryland Department of Health and Mental Hygiene, Department of Information Technology		
Agency POC Name:	Saleem Sayani	Agency POC Phone Number:	410-767-2234
Agency POC Email Address:	ssayani@dhmh.state.md.us	Agency POC Fax:	
Agency POC Mailing Address:	201 W. Preston St., Room 415, Baltimore, MD 21201		
Section 3 – Scope of Work			

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Background	
<p>The Patient Protection and Affordable Care Act of 2010 (ACA) – the national health care reform law – provides Maryland with the opportunity to dramatically improve health care for MD across a number of areas: insurance & coverage, health care delivery, quality and control, and information systems. One major area of focus both under ACA and for DHMH, is to avail the reform opportunity around Maryland’s Medicaid program. To this end, policy, operations and key information systems are a top focus. There are three immediate priorities in implementing key information systems to support ACA implementation around Medicaid for MD: developing an eligibility and enrollment interface, migrating an existing health system of record (case management), and establishing the marketplace for individuals and small businesses to select care options. As a recipient of a federal innovator grant, Maryland will provide updates on its progress in defining and implementing key information systems strategies across these three areas to the US Department of Health and Human Services as well as other states on an ongoing basis. Maryland expects to be a leader in implementing health care reform and the Business Analyst will play a critical role in ensuring MD’s success.</p>	
Job Description/s	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
1. Business Analyst	<p>The Business Analyst role provides a unique opportunity for the selected candidate to define the business processes supported by the Health Care Reform Exchange. The role involves documenting business requirements for MD, across the lifecycle. The individual will also be responsible for ensuring proper interaction between various systems in a large, complex, multi-technology collaborative service oriented environment to deliver the required business processes. This position promises to be an exciting and rewarding opportunity by being at the forefront of activities related to Health Care Reform in the United States.</p> <p>It is expected that the individual has experience in defining business processes for large scale enterprise systems implementation.</p> <p>Define DHMH’s Solution Requirements</p> <ul style="list-style-type: none"> • Gather inputs from all internal DHMH team to clearly understand the solutions to be provided by the Health Care Exchange.

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	<ul style="list-style-type: none">• Compare and contrast MD's requirements with those of other states.• Be the Lead in defining and documenting the business processes for which the modern eligibility and enrollment systems is being designed for. Ensure all business processes for MD's envisioned eligibility and enrollment solution are fully documented and reflect current expectations moving forward.• BA would be responsible for delivering key deliverables: Market Requirements Document (MRD), the Business Requirements document (BRD), a High Level Functional Requirements Document (FRD).• Working with the DHMH team, BA will help evaluate existing COTS solutions.• The BA will help establish a functional fit and drive a gap analysis between COTS offering, MD's requirements and what needs to be custom developed. These custom requirements will be further defined and documented by the BA• Ultimately, BA will help ensure that the deployed solution will meet the business requirements designed by the Business analyst and analyst would be responsible to ensure that the business requirements are supported fully by the deployed solution.• Analyst would work with Project Manager, internal and vendor development teams as well as the deployment team to ensure that solutions being selected, implemented and deployed meet the required business processes.• Review test plans and test scripts.• Participate in all aspects of solution development, including gathering of requirements and communicating design via Use Cases and UML diagrams.• Flexibility and willingness to take other responsibilities and assignments as required.• Work as a member of a virtual development team where members of the team may be physically located in different parts of the country.
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	<p>Other Responsibilities</p> <ul style="list-style-type: none"> • Initiate review of various systems to identify the business processes, services and functions that may be leveraged for the Health Care Exchange • Ensure a smooth handoff of artifacts/deliverables and knowledge transfer to as part of project close-out. • Identify changes in policies and/or the business processes themselves that may affect deployment activities • Identify Business benefits per cost associated with as-is current state, as well as the benefits expected to be realized in the future state i.e. enhanced eligibility and enrollment system under Healthy Maryland Plus.
<p align="center">Minimum Qualifications</p> <p>For minimum qualifications, see the labor category description in the CATS II RFP for the subject RFR labor category. In addition, qualified candidates <u>must</u> meet the minimum qualifications specified below.</p>	
<p align="center">Labor Category/s (From Section 1 Above)</p>	<p align="center">Minimum Experience/Knowledge/Skill</p>
<p>1. Business Analyst</p>	<ul style="list-style-type: none"> • Education: Bachelor’s Degree Required. Computer Sciences / Information Technology related Management / Science / Engineering major preferred • Work Experience: 8+ years experience in requirements analysis, design, deployment and systems testing of scalable, distributed, fault-tolerant applications in Windows / Linux / UNIX environments. • 8+ years of hands-on web solution deployment • 5+ years of hands-on experience in high volume, high transaction web based enterprise or consumer applications. • Must have excellent understanding of delivering solutions utilizing service oriented architectures • Working knowledge of iterative software development processes • Must be comfortable in a virtual team environment

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	<ul style="list-style-type: none"> • A “can do” resilient attitude, high energy, and creativity are required along with an ability to work unsupervised while handling multiple priorities • Must have demonstrated commitment to task and tolerance of ambiguity. • Experience implementing major enterprise software solution (ERP, EDMS, CRM, MES) or consumer solutions (eCommerce, marketplaces, social networks) • Familiarity with regulatory requirements for deploying systems in state government departments preferred but not required. • Successful candidates should have excellent communication skills, excellent writing skills, as well as problem-solving and brainstorming skills. • Strong decision-making skills. • Candidates should exhibit persistence, creativity, and strong attention to detail • Enjoys working in an entrepreneurial environment for a newly emerging service – “can do” attitude, a do-er, hands-on • Quick learner and able to apply new concepts, skills, and domain expertise • Require little direction to get the results needed
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Section 4 - Required Submissions	
NOTE:	
<ul style="list-style-type: none"> - Master Contractors may propose only one candidate for each position requested. - Master Contractors electing <u>not</u> to propose in response to the RFR must submit a “Master Contractor Feedback Form” via the “Master Contractor Login” on the CATS II web site. - Master Contractors proposing in response to the RFR <u>must</u> submit the following documents: <ul style="list-style-type: none"> o Resume for each labor category described in the RFR (Attachment 1) o Price Proposal (Attachment 2 <u>or</u> 2A) – This must be a separate file!! o MBE Forms D1 and D2 if applicable (Attachment D in the CATS II RFP) o Conflict of Interest Affidavit (Attachment G in the CATS II RFP) o Living Wage Affidavit (Attachment I in the CATS II RFP) o Any documents listed below as required by the hiring agency 	

1. Evidence of required training or education.
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Section 5 – Evaluation Criteria – (Provide a list of evaluation criteria in descending order of importance)
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1. Work experience

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2. Training and education
3. Price
Basis for Award Recommendation
RFRs will be awarded in accordance with the competitive Sealed Proposals process under COMAR 21.05.03. The agency POC will recommend award to the Master Contractor whose proposal is determined to be the most advantageous to the State, considering price and the evaluation factors set forth in the RFR. The agency POC will initiate and deliver a RFR Agreement to the selected Master Contractor. Master Contractors should be aware that if selected, State law regarding conflict of interest may prevent future participation in procurements related to the RFR Scope of Work, depending upon specific circumstances.

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ATTACHMENT 1 – RFR RESUME FORM

RFR # M00B1400511

Instructions: Insert resume information in the fields below; do not submit other resume formats. Submit only one resume per Labor Category described in Section 1 of the RFR. If the RFR requests multiple Labor Categories, use a separate resume form for each proposed candidate.

Candidate Name:	Labor Category (from Section 1 of the RFR):
Master Contractor:	

A. Education / Training

Institution Name / City / State	Degree / Certification	Year Completed	Field Of Study
<add lines as needed>			

B. Relevant Work Experience

Describe work experience relevant to the Duties / Responsibilities and Minimum Experience / Knowledge / Skill described in Section 3 of the RFR. Start with the most recent experience first; do not include non-relevant experience.

[Organization]	<i>Description of Work...</i>
[Title / Role]	
[Period of Employment / Work]	
[Location]	
[Contact Person (Optional if current employer)]	
[Organization]	<i>Description of Work...</i>
[Title / Role]	
[Period of Employment / Work]	
[Location]	
[Contact Person]	

<add lines as needed>

C. Employment History

List employment history, starting with the most recent employment first

Start and End Dates	Job Title or Position	Organization Name	Reason for Leaving
<add lines as needed>			

D. References

List persons the State may contact as employment references

Reference Name	Job Title or Position	Organization Name	Telephone / Email
<add lines as needed>			

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ATTACHMENT 2A

RFR PRICE PROPOSAL - SUPPORT STAFF

RFR # M00B1400511

(This form is to be filled out by Master Contractors)

Proposed Labor Category	Hourly Labor Rate	Total Hours (up to 6 months)	Labor Category Price (Labor Rate x Hours)
1.	\$	1,000 hr.	\$
2.	\$		\$
3.	\$		\$
4.	\$		\$
5.	\$		\$
Total RFR Price (Sum of Labor Category Prices):			\$

Authorized Individual Name

Company Name

Title

Company Tax ID #

Proposed labor categories must be from those described in the CATS II Master Contract and must correspond to the resume/s provided. Support staff are limited to engagements of up to six months. The "Hourly Labor Rate" is the actual fully-loaded rate that the State will pay for services recorded in dollars and cents. Hourly rates must be equal to or less than the rates proposed by the Master Contractor for the CATS II Master Contract.