

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

All Master Contract Provisions Apply

| Section 1 –General Information | | | |
|---|--|-----------------------------------|--------------|
| RFR Number: (Reference BPO Number) | MOOB1400512 | | |
| Functional Area (Enter One Only) | 10 – IT Management and Consulting Services | | |
| Labor Category/s | | | |
| A single support staff or support groups of up to five members may be engaged for up to six months without renewal options. A single award for a Major IT Development Project Manager may have tenure of one base year with up to two optional years, or through the end of the project within the Master Contract term. An RFR is limited to only labor categories defined in the CATS II RFP. | | | |
| 1. Project Manager – Health Care Reform Exchange | | | |
| Anticipated start date | May 1, 2011 | | |
| Duration of assignment | 30 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 | | |

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| 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 Project Manager will play a critical role in ensuring MD’s success.</p> | |
| Job Description/s | |
| Labor Category/s (From Section 1 Above) | Duties / Responsibilities |
| 1. Project Manager | <p>The Project Manager (PM) role provides a unique opportunity for the selected candidate to provide critical oversight and leadership in managing the overall software design and deployment activities supporting DHMH’s Health Care Reform Exchange efforts. The PM will focus on ensuring <i>the development of a requirements management framework as well as the overall business and functional requirements themselves</i>. The role requires great communication skills, analytical and entrepreneurial skills that would be standard to a good Project Manager; as well as, the rigor, strong attention to detail, well honed PMO skill set and personal results ownership characteristic of an excellent project manager. This position promises to be an exciting and rewarding opportunity by being at the forefront of activities related to implementing Health Care Reform on the national level.</p> <p>It is expected that the individual has experience in managing large scale enterprise systems design,</p> |

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| | <p>selection, gap analysis, implementation, deployment and change management. He / She must understand the key technical aspects of the software development lifecycle and have strong attention to detail to produce and oversee clear documentation.</p> <ul style="list-style-type: none">• Experience in managing large System Integrators (SI's) as well as Commercial Off the Shelf (COTS) solutions is a plus, particularly in the CRM, PLM, ERP, Financials, Supply Chain categories.• The PM position will understand the business process knowledge of health care eligibility and enrollment processes used in the State of MD today, as well as, a view on how these processes intersect with the overall CARES system (MMIS and Case work management system).• PM will interface closely with business analyst and systems analyst and manage their efforts. <p>Requirement Elicitation and Management</p> <ul style="list-style-type: none">• The PM will manage all aspects of the requirements lifecycle, beginning with elicitation of all key business requirements .from all major stakeholders.• PM will facilitate JAD sessions, documentation review, interviews and systems analysis.• PM will lead the requirements effort based on industry best practices to define the foundational business and systems requirements for HCRE.• PM will elicit, analyze, document and manage requirements for both new systems and maintenance of existing systems that form the underlying strategy for HCRE.• PM will define and implement the requirements management process and procedures for DHMH in line with DOIT.• PM will lead the process of mapping existing business processes to the new requirements of ACA, identify gaps and consolidate into a new business model for HCRE. <p>Manage DHMH's solution deployments</p> <ul style="list-style-type: none">• Learn the principles, methods, business approaches associated with Health Care Reform |
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| | <p>Exchange</p> <ul style="list-style-type: none">• Help identify and train staff for the deployment/implementation and on-going maintenance of the services• Responsible for applying PMO processes and procedures as outlined by DHMH• Ensures project completion is within budget, on schedule and has met or exceeded expectations by all customers (i.e. DHMH leadership goals, end users, internal customers and stakeholders).• Build detailed project and work plans for deployment and validation efforts for internal and external uses<ul style="list-style-type: none">○ Utilize tools such as MS Project to build interactive project plans which can be used to manage the activities and communicate to internal stakeholders and team.• Drive project reviews internally, with partners, and with vendors and manage the vendor to deliver agreed on deliverables on time, within budget and scope that meet the end user requirements in a manner that will be accepted by project team stakeholders at DHMH• Represent DHMH project interests to Vendor during the deployment process and ensuring that key needs are met by Vendor• Responsible for preparing and presenting monthly status reports including % complete of tasks, outstanding issues/actions and actual vs. budget reporting and analysis• Responsible for leading daily calls with Vendor PM and internal DHMH project team on issue id and resolution• Responsible for providing visibility of the project status and communicating status with all key DHMH project leadership and stakeholders on a regular basis – i.e. weekly <p>Other Responsibilities</p> <ul style="list-style-type: none">• Participate actively in the preparation of contracts, RFP's, future grants and updates on the existing Innovator Team grant ensure interests of DHMH are considered and advanced.• Ensure a smooth handoff of artifacts/deliverables |
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| | <p>and knowledge transfer to all relevant parties as part of project close-out.</p> <ul style="list-style-type: none"> • Identify changes in policies that may affect deployment activities • Identify changes in technologies that may affect successful deployment of the solution |
| <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. Project Manager</p> | <ul style="list-style-type: none"> • Education: Bachelor’s Degree Required. IT/IS related Management / Science / Engineering major or health care background preferred Masters degree is a plus. • Work Experience: 10+ years of related experience in consulting/deployment with a leading business or system consulting firm (in a project management position) or an IT management/consulting role in a commercial enterprise software company or a Public Sector Agency. Additional public sector requirements elicitation and management are a plus. • Strong familiarity with project management disciplines and tools, especially as they relate to IT development/deployment for Enterprise software – MS Project expertise is preferred • Experience implementing major enterprise software solution (CRM, PLM ERP, EDMS, MES, Financial and other payment systems) 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. • Effectively leads project teams to successful completion of project, encouraging collaboration, |

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| | <p>promoting the flow of information among all participants, and providing clear direction on how to meet project goals.</p> <ul style="list-style-type: none"> • Organizes time effectively and determines the right resources needed to effectively perform job assignments. • 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, not a delegator, hands-on, “fire in the belly” • Quick learner and able to apply new concepts, skills, and domain expertise • Requires little direction to get the results needed • Able to manage expectations and relationships of DHMH team as well as vendors • Strong Documentation skills and technical writing experience is a plus. • Familiarity with requirements management tools such as DOORS, Caliber (Borland), Mercury Quality Center, Rational ClearQuest, STAT, VISIO and other tools is a must. |
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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. Copy of PMI Certificate, or equivalent 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) | |
| 1. Work experience | |
| 2. Training and education | |
| 3. Price | |

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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 # M00B1400512

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 2

RFR PRICE PROPOSAL - PROJECT MANAGER

RFR # M00B1400512

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

| Year 1 | | |
|---|---------------------|--|
| Hourly Labor Rate | Annual Hours | Year 1 Price (Labor Rate x Hours) |
| \$ | 1,000 | \$ |
| Year 2 | | |
| Hourly Labor Rate | Annual Hours | Year 2 Price (Labor Rate x Hours) |
| \$ | 1,000 | \$ |
| Year 3 | | |
| Hourly Labor Rate | Annual Hours | Year 3 Price (Labor Rate x Hours) |
| \$ | 1,000 | \$ |
| Year 4 | | |
| Hourly Labor Rate | Annual Hours | Year 4 Price (Labor Rate x Hours) |
| \$ | 1,000 | \$ |
| Year 5 | | |
| Hourly Labor Rate | Annual Hours | Year 5 Price (Labor Rate x Hours) |
| \$ | 1,000 | \$ |
| Total RFR Price (Sum of Years 1-5 Prices): | | \$ |

Authorized Individual Name

Company Name

Title

Company Tax ID #

This price proposal must accompany the Project Manager resume provided. 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.