

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

All Master Contract Provisions Apply

Section 1 –General Information			
RFR Number: (Reference BPO Number)	MOOB1400513		
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. Sr. Subject Matter Expert – 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		

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Section 3 – Scope of Work	
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 Senior Subject Matter Expert will play a critical role in ensuring MD’s success.</p>	
Job Description/s	
Labor Category/s (From Section 1 Above)	Duties / Responsibilities
<p>1. Senior Subject Matter Expert</p>	<p>The Senior Subject Matter Expert role provides a unique opportunity for the selected candidate to provide critical advice, leadership and guidance to both the Agency CIO and Medicaid Team in managing the overall design of MD’s Health Care Reform Exchange systems including but not limited to: Eligibility and Enrollment, The role requires an innovative thinker with demonstrated strategic ability coupled with great communication skills, analytical and entrepreneurial skills. The Sr. Subject Matter Expert will be viewed as an Advisor to the entire DHMH Health Care Reform Exchange team. He/She must be facile between both the Enterprise Software space and all steps across the SDLC along with understanding critical Medicaid policy and operations issues, on a daily basis. 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 designing large scale enterprise systems and deep</p>

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	<p>experience in product strategy as well as, significant experience / training in the health policy space.</p> <ul style="list-style-type: none">• Experience in managing large System Integrators (SI's) as well as Commercial Off the Shelf (COTS) solutions, particularly in the CRM, PLM, ERP, Financials, Supply Chain categories.• The Sr. Subject Matter Expert position will quickly grasp 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) and the gaps that exist today to meet ACA requirements.• Senior Subject Matter Expert will interface closely with the Agency CIO, the Agency Secretary, the Deputy Secretaries as well as the Medicaid Policy and Operations teams, the Project Manager for Health Care Reform, Senior Advisors / Architects, the business analyst and systems analyst for Health Reform, as well as External third parties.• The Senior Subject Matter Expert must be able to help guide the entire DHMH team to a successful outcome in the Requirements and Design Phase. He/She will have additional responsibilities to present best/worst practices as well as key learning's and observations of the MD DHMH Requirements and Design phase process with HHS (OCCIO), other states and non-profit associations/ foundations focused on HCRE. <p>Manage the Requirements Design Team</p> <ul style="list-style-type: none">• Learn the principles, methods, business approaches associated with Health Care Reform Exchange and oversee that a full requirements lifecycle is rigorously adopted• Help ensure that all major requirements for MD are captured by the team and facilitate prioritization and agreement among the key stakeholders.• Ensure that the Requirements Design team for HCRE is on track and delivering to schedule• Responsible for ensuring that DOIT's approach to Requirements and baselining DHMH occur in
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	<p>timely, robust and rigorous manner.</p> <ul style="list-style-type: none"> • Help DHMH ensure that they are meeting the obligations of the innovator grant (OCCIIO’s SDLC) and DOIT’s SDLC. <ul style="list-style-type: none"> ○ Help DHMH team prepare for OCCIO Meetings and updates. • 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 weekly and presenting monthly status reports. • Responsible for leading daily calls Agency CIO and Design Team. • Responsible for providing visibility of the project status and communicating status with all key DHMH project leadership and stake holders on a regular basis – i.e. weekly leadership meetings. • Must be able to bridge the IT, Policy and Operations needs to drive a unified team through the requirements process. <p>Other Responsibilities</p> <ul style="list-style-type: none"> • Participate actively in the preparation of contracts, RFP’s, future grants etc to ensure interests of DHMH are considered and advanced. • Ensure a smooth handoff of artifacts/deliverables and knowledge transfer to all relevant parties as part of project close-out. • Identify changes in policies that may affect design and deployment activities • Identify changes in technologies that may affect successful deployment of the solution
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Minimum Qualifications

For minimum qualifications, see the labor category description in the CATS II RFP for the subject RFR labor category. In addition, qualified candidates must meet the minimum qualifications specified below.

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Labor Category/s (From Section 1 Above)	Minimum Experience/Knowledge/Skill
1. Senior Subject Matter Expert	<ul style="list-style-type: none"> • Education: Bachelor's Degree Required. Masters in Public Policy / Healthy Policy Required. Additional work or Training around Medicaid Programs a plus. Additional education in IT/IS related Management / Science / Engineering or hands on experience in software systems development required.. • Work Experience: 10+ years of related experience in large scale enterprise software systems design, development and implementation. Emphasis on requirements management and / or product strategy function. • Strong familiarity with project management disciplines and tools, especially as they relate to IT development/deployment for Enterprise software and ability to manage Project Managers, internally as well as externally. • Experience implementing major enterprise software solution (CRM, ERP, PLM, EDMS, MES, Financial and other payment systems) or consumer solutions (eCommerce, marketplaces, social networks). • Experience in gathering requirements for large enterprise software projects and designing large enterprise software systems that meet business requirements. Working knowledge of all major requirements phases from Market Requirements to Business Requirements to Functional Requirements. • Experience in developing business case, as-is, to be future state. • 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

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	<p>completion of project, encouraging collaboration, 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. • Ability to advise senior leadership on a regular basis. 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
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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

Section 5 – Evaluation Criteria – (Provide a list of evaluation criteria in descending order of importance)
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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 # M00B1400513

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

<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 # M00B1400513

(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	\$
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.