Core Training Curriculum
Responses to Vendor Questions

General

Q: Please provide more information about the funding of this project. Specifically, please speak to budget amount, MNsure business owner, and whether or not funding has been approved/allocated.

A: The budget for this project depends upon the proposal and the resources required to complete the recommended solution. The project business owner is MNsure Consumer Assistance. Funding for the project has been allocated.

Q: Please describe the review cycle.

A: A standard review cycle will be followed. A broad team of subject matter experts and compliance/policy experts will be engaged to review the initial content/storyboard(s). After content is stable and vetted, the review team will be narrowed to a specific set of individuals who are accountable for reviewing Alpha, Beta, and Final versions of the deliverables. If it is determined that a point person would facilitate more efficient elicitation of feedback even among this smaller group, one will be assigned.

Q: To what extent will Subject Matter Experts (SMEs) be available for requirement definition and to support content development?

A: To whatever extent they are needed.

Q: Will the Department of Human Services serve as a primary business owner in this project?

A: No. The primary business owner will be MNsure.

Audience

Q: Please provide a more thorough description of the audience(s), including numbers, roles and geographic distribution.

A: The primary audiences for the core curriculum are our customer-facing staff and partners. These include Navigators, Brokers, Contact Center Representatives, etc. Consumers depend on all of these individuals for support, so it is critical that these audiences receive consistent, meaningful training to enable them to provide our end-users (Minnesota consumers) with efficient service and a positive customer experience.

Up to 4000 people are included in our audiences. Some (but not all) of the audiences are:

- Navigators: 1000+
- Certified Application Counselors: 500+
- Brokers: 2000+
- State staff: 500+

Many people included in these audiences are located in the Twin Cities/Metropolitan area. However, there are individuals in our audiences located throughout the state.

Accessibility

Q: Will the vendor selected for development of the training be accountable for ensuring materials meet WCAG 2.0 AA requirements?

A: Yes, level AA is required; however, level AAA is encouraged. Vendors must adhere to Minnesota State standards, which include WCAG 2.0 and Section 508 of the Rehabilitation Act. Minnesota State standards for accessibility are found here: http://mn.gov/mnit/programs/policies/accessibility/index.jsp#

Q: Will the courses be translated into languages other than English now or in the future?

A: Not at this time. While there is no formal plan to do a wholesale translation of the curriculum in the future, it's possible that we may decide to at some point in time.

Status of Policies, Procedures, and Technology (upon which training will be based)

Q: Please provide more information around the completion status of the system, policies and procedures for which training will be developed.

A: The MNsure health insurance exchange/system (account setup, application/eligibility determination, and plan shopping) is functioning as designed. Policies and procedures, while always being added to/elaborated upon, are established and documented. There is ***not*** a training environment/sandbox, to allow for research/discovery as it relates to functionality (either for the purposes of documenting processes or training activities, or actually assigning training activities to end users).

Existing Training

Q: Please describe the existing training (technical and non-technical), its strengths and weaknesses, how long it takes learners to complete the training, any learning activities employed, and whether or not it can be repurposed.

A: Two key audiences (Brokers and Navigators) were required to complete computer based training for 2014 plan year certification. These modules were developed in the spring/summer of 2013. There were many gaps in policy, processes and technology at the time of development. For this reason, the modules are fairly high level and were not able to provide enough detail to constitute a solid "foundation" to individuals who needed an in-depth understanding of complicated concepts related to the ACA.

New Navigator Certification: The original CBT modules continue to be used for new navigator certification. In addition to these modules, new navigators take Data Privacy and Security

Training (owned by DHS/MN.IT). Navigator Certification training can take up to 20 hours to complete (including the Data Privacy and Security Training).

Renewing Navigator Certification: Navigators who were previously certified and wish to maintain certification through MNsure are required to take Data Privacy and Security Training. This training takes approximately 2-4 hours to complete.

Broker Certification: For the 2015 plan year, both newly certifying and recertifying brokers took Continuing Education credits through 3rd Party CE Providers. These courses ranged from 2-4 Continuing Education credits, and were delivered in a variety of formats, including Instructor Led and CBT. The content upon which CE Providers built their courses was written in-house (at MNsure).

Contact Center Representatives: Newly hired contact center representatives go through extensive instructor-led training. Typically, a week of classroom training (delivered by Contact Center Supervisors or other experts), is followed by up to a week of call shadowing. Classroom training includes background on the Affordable Care Act and many of its supporting rules and stipulations (premium tax credits, cost sharing reductions, eligibility determination, household composition determination, program eligibility, and so on). Since there is no technical training environment, technology is demonstrated in class and then experienced “live” during call shadowing.

There is a great deal of valuable information in the existing training, but the intent of this project is ***not*** to repurpose existing training.

Q: Please provide a topic outline of existing training.

A: We anticipate providing this information to the selected vendor.

Research and Development Resources

Q: Please provide a description of existing resources available to training designers/developers (for use in researching content, etc.)

A: Valuable resources for the purpose of research and development include: existing training materials, existing policies and procedures, process flow charts, job aids, and vast amounts of high-quality information on the internet from sources such as healthcare.gov, the IRS, and so on.

Training Environment, Development Tools, and Management Tools

Q: Please describe tools used for development, curriculum management, reporting, learner tracking.

A: The tool most currently used for Computer Based Training Development at MNsure is Captivate. The LMS is Pathlore (6.9). MNsure is not committed to development using any one particular tool (Captivate or other). MNsure is not committed to using Pathlore for learning management.

RFP Verbiage/Content Clarifications

Q: On page 2 of the RFP under Responsibilities of the Vendor – General, the following is stated: "Create required documentation to meet expectations of the stakeholders, MNsure Board of Directors, MNsure Executive Team, and Agency and Federal partners. This will include, but is not limited to, project status, project financial management, functional delivery (scope), and implementation quality." What is meant by "implementation quality" and how is that measured?

A: This suggests a clear implementation plan should be articulated and documented, to ensure the appropriate measures are taken to set up a successful program implementation. Activities such as bandwidth testing, LMS requirement determination (if applicable), communication/change management requirements (even if not executed by development vendor) etc. are standard considerations.

Q: On page 2 of the RFP under Responsibilities of the Vendor – General, the following is stated: "Determine estimates for level of effort, cost, viability, and risk." On what information is "determination of risk" based?

A: Given the vendor's understanding of the RFP, and the requirements of the proposal being submitted, vendors should feel free to fully articulate concerns and contingencies, whether they are regarding scope, the use of development tools, the absence of a training environment, or whatever else they feel, in their professional judgment, belongs there.

Project Deliverables

Q: Is there a preferred delivery format/method?

A: It is expected that the delivery method will depend on the recommended solution(s). Delivery should be suitable to content and audience, but keeping scalability and cost in mind are appreciated.

Q: Will learners have access to computers?

A: Yes.

Q: Are training labs/facilities available for instructor led training?

A: Training facilities can be made available if required.

Q: Have performance outcomes been identified?

A: Audiences should be set up to succeed in their roles, with limited additional role-specific training required.

Q: Is there flexibility in terms of tools used to develop the training?

A: Yes.

Q: Please clarify the distinction between "Phase I/Phase II" and describe the deliverables for each (in terms of nature/scope).

A: Phase I is aimed at procuring a vendor to provide management, analysis, design, development and implementation of the core curriculum. Phase II refers to “audience-specific” training that may developed as a subsequent project or projects.

Q: Are there estimates related to seat time or the number of courses to be developed?

A: No. These will depend upon the proposal, analysis and design.

Q: Is the vendor expected to develop change management and communication plans related to training implementation?

A: No (but these should be considered and will be discussed as part of a successful training implementation).

Q: Who will be accountable for post-implementation maintenance of deliverables?

A: MNsure.