

**MEDICAID MANAGEMENT INFORMATION
SYSTEMS
2020 PLATFORM PROJECT
INFORMATION TECHNOLOGY CONSULTING
AND QUALITY ASSURANCE SERVICES**

Request for Proposals (RFP) #13-17

Pre-proposal Conference

May 31, 2018

Agenda



pennsylvania
DEPARTMENT OF HUMAN SERVICES

- Introductions
- Ground Rules
- Critical Points
- Project Background and Goals
- Project Overview
- Timeline
- Small Diverse Business/Small Business Overview
- Break / Question Submittal
- Questions
- Adjourn

Introductions



- Michelle Smith – Bureau of Financial Operations, Project Officer
- Dory McGuire – Office of Medical Assistance Programs/Bureau of Data and Claims Management
- Tina Dorsey – Office of Medical Assistance Programs/Bureau of Data and Claims Management
- Dan Sorge – Office of Medical Assistance Programs/Bureau of Data and Claims Management
- Sam Moore – Office of Medical Assistance Programs/Bureau of Data and Claims Management
- Audrey Smith - DGS Bureau of Diversity, Inclusion and Small Business Opportunities

- Attendees please state your name and the company you are representing

Ground Rules



- Sign in sheets
- Questions may be submitted in writing on the forms provided by the end of this conference.
- The Commonwealth team will determine which questions may be preliminarily answered.
- Any answers provided are not final until formally issued in writing.
- Any changes to the RFP will be issued as a formal written amendment.
- Any communication shall be made through the RFP Project Officer.

Critical Points



- To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and submit a complete proposal, including signature. Follow the proposal format as detailed in Part I of the RFP. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.
- An oral presentation with each Offeror may be requested by the Department.
- Each proposal must have three separately sealed submittals; Technical, Cost, and Small Diverse Business/Small Business. (Please pay close attention to the number of hardcopy and electronic submittals required.)

Critical Points (cont.)



- Do not include any cost data in the technical portion of your proposal.
- Proposals must be received by 2:00 PM on July 2, 2018.
- The resulting contract will be for a term of four (4) years with three (3) additional one (1) year renewal options.

Critical Points (cont.)



- Offeror's technical submittal must achieve a score of greater than or equal to 75% of the available raw technical points to be considered for further evaluation.
- For those proposals achieving the required technical score, the RFP will be evaluated based on the following criteria:
 - Technical – 50%
 - Cost – 30%
 - Small Diverse Business/Small Business Participation – 20%
- The technical evaluation will be based upon the following criteria:
 - Soundness of Approach;
 - Offeror Qualifications;
 - Personnel Qualifications;
 - Understanding the Problem.

Project Background and Goals



- As detailed in the RFP # 13-17 the Commonwealth is procuring a new Medicaid Management Information System or MMIS to replace its aging Provider Reimbursement and Operations Management Information System (“PROMISe™”). The new MMIS, known as the MMIS 2020 Platform, will provide a modular enterprise-wide system providing automated support for the Department’s programs in both the fee-for-service (“FFS”) and managed care organization (“MCO”) delivery systems, the Children’s Health Insurance Program (“CHIP”), various waiver programs, the Low Income Home Energy Assistance Program (“LIHEAP”), and the Medical Assistance Provider Incentive Repository (“MAPIR”). The MMIS 2020 Platform will support almost three (3) million individuals who are enrolled in the Department’s programs.

Project Background and Goals



- Except for three (3) modules already in place, the Department will use a phased-in strategy to implement modules of the MMIS 2020 Platform, aligned to Pennsylvania’s Medical Assistance (“MA”) program business operations structure. Selected Offeror(s) will provide modules capable of interfacing with the new MMIS as well as the legacy system (PROMISe™) during the transition period from the legacy system to the modular solution. A systems integrator, referred to as the System Integrator(“SI”)/Data Hub (“DH”) contractor, will be responsible for system interoperability; each module contractor will cooperate with DHS’s Quality Assurance (“QA”) Program; and the entire MMIS 2020 Platform Project is subject to independent verification and validation (“IV&V”) oversight.

- To achieve its vision, the Department will issue multiple RFPs to procure the new modules. The new functional modules when coupled with existing functionality will comprise the new MMIS. Through this RFP, the Department is seeking a qualified Offeror to provide Information Technology Consulting and Quality Assurance (“ITC/QA”) services for the entire MMIS 2020 Platform Project. The Department will award a single contract responsible for both the ITC and QA services.

Project Background and Goals



Pennsylvania's MMIS 2020 Platform is designed around Pennsylvania's Medical Assistance (MA) business model, integrated around a data hub enabling modularity and incremental implementation.

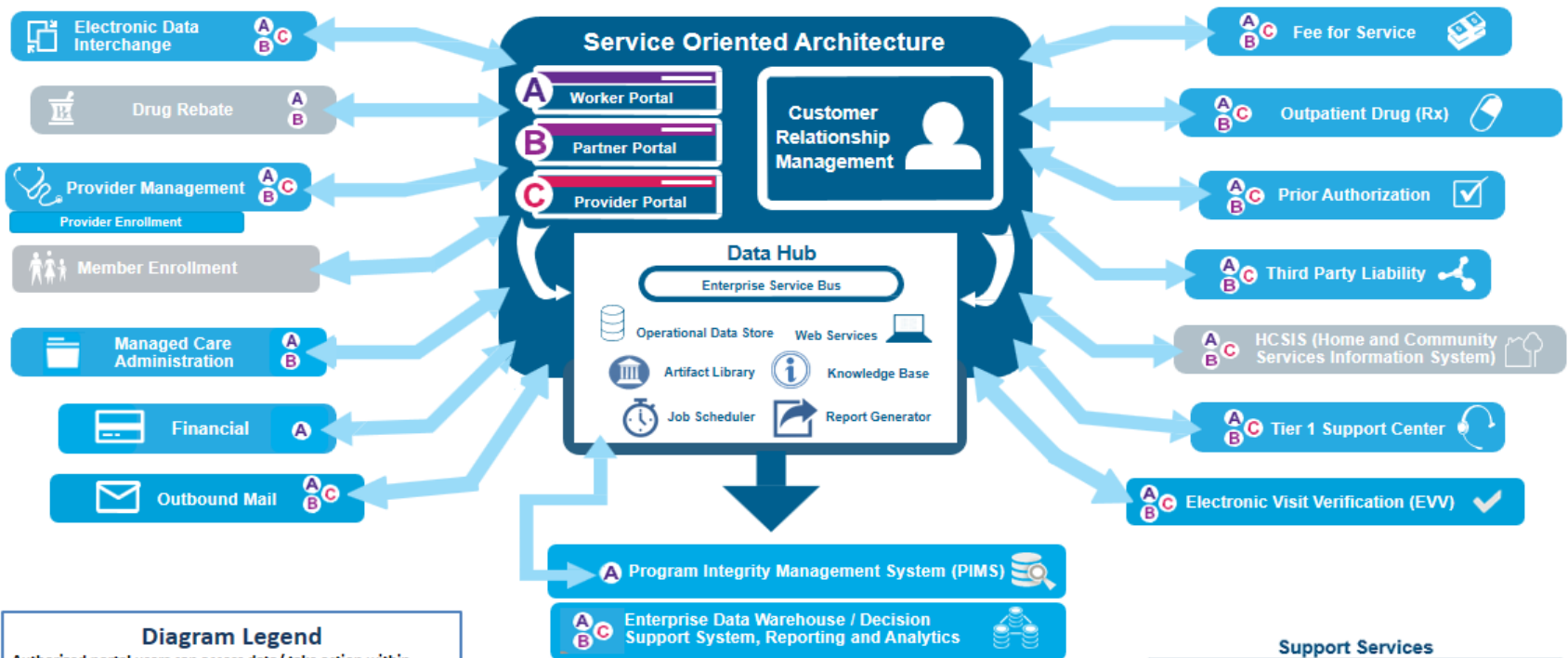


Diagram Legend
 Authorized portal users can access data/ take action within designated modules.

- A - Designated Worker Portal** users with appropriate security roles will be able to access and take action in the module.
- B - Designated Partner Partner** users with appropriate security roles will be able to access and take action in the module.
- C - Designated Provider Portal** users with appropriate security roles will be able to access and take action in the module.

Support Services

- IT Consulting & Quality Assurance (Project Management and Quality Assurance)
- Systems Integrator (System Interoperability)
- Independent Verification and Validation (IV&V) (Fidelity to Federal Standards)



- Offerors must respond to all areas outlined in Part III Technical Submittal and propose how the Offeror will satisfy all of the following. Please reference the RFP for more information.
- Requirements
 - Disaster Recovery
 - Emergency Preparedness
 - Federal Standards
 - Remote Access
 - Security
 - Records Management
 - Artifact Library
 - Knowledge Base
 - HIPAA Requirements and Security Breaches



- Requirements - Continued
 - Offeror Facility
 - Other Support
 - Contract Security
- Statement of the Problem
- Management Summary
- Qualifications
 - Corporate Overview
 - Prior Experience
 - References
- Offeror Personnel
 - Staffing Requirements
 - Key Personnel, Subcontractors and Replacements
 - Subcontractors
 - Rferences



- Training
- Financial Capability
- Work Plan
 - Program Management
 - Artifact Library
 - Knowledge Base
 - IT Consulting Services
 - Quality Management Services.
- Reports and Program Control
 - MMIS 2020 Platform Dashboard
 - Monthly and Immediate Status Reporting
 - Meetings
- Performance Standards

➤ Potential Optional Future Services

The Department is not including and does not intend to include Tier 1 MMIS 2020 Platform Support Center services within the scope of the ITC/QA contract; however, the Department may consider adding these services in the future if a need would arise. If the Department chooses to implement the services through the ITC/QA contractor, the selected Offeror will be required to establish and manage a Tier 1 MMIS 2020 Platform Support Center and provide Tier 1 Support, and in coordination and cooperation with the module and SI/DH contractors, develop a plan to escalate service calls to Tier 2 Support as appropriate. The Department does not anticipate including these services in the ITC/QA contract and Offerors should not anticipate their inclusion.



- Potential Optional Future Services

- Requirements
 - Tier 1 MMIS 2020 Platform Support Center Requirements
 - Reports and Program Controls
 - Performance Standards

- The Project Timeline includes:
 - 5/11/2018 – RFP # 13-17 is Issued
 - 5/31/2018 – Pre-proposal Conference
 - 5/31/2018 – Deadline to submit questions
 - 6/11/2018 – Answers to Potential Offerors' questions will be posted to the Department of General Services (DGS) website
 - 07/02/2018 – Due date for proposals

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

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Audrey Smith
Procurement Liaison

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

Request for Proposal (RFP) : Format and Template

RFP Small Diverse (SDB) and Small Business (SB) Components:

Part II: Criteria For Selection

- SDB/SB Evaluation Criteria

Part V: Small Diverse and Small Business Participation Submittal

- Contractual obligations resulting from SDB/SB Submittal

Appendix L: Small Diverse Business and Small Business Participation Submittal Form

Appendix M: Small Diverse and Small Business Letter of Intent

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What do I need to know – Part I?

Program designed to encourage participation of Small Diverse (SDB) and Small Businesses (SB) in state contracting

- A Small Business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.
- A Small Diverse Business is a DGS-verified minority-owned business, woman-owned business, veteran-owned business, service-disabled veteran-owned business, LGBT owned or disability-owned business enterprise.

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What do I need to do – Part I?

- Consider subcontracting opportunities available for small diverse and small businesses
- Search the DGS database of SDBs and SBs and identify SDB/SB business partners for opportunities and inclusion
- Complete and submit with your proposal two (2) paper copies of the following:
 - SDB/SB Participation Submittal Form
 - Small Diverse Business Letter of Intent

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

How do I find SDBs and SBs?

To search all DGS-verified SDBs and DGS-certified SBs, visit the DGS website at:

<https://www.dgs.internet.state.pa.us/SBPI/AlphaResults.aspx>

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SDB / SB Participation Submittal

APPENDIX G SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL

Project: RFP#01-16 Pennsylvania State Collection & Disbursement Unit

Contractor Firm: _____

Contractor Contact Name: _____ Email: _____

CONTRACTOR INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No (MUST check one)

Is your firm a DGS-Self-Certified Small Business? Yes No (MUST check one)

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein the Contractor commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

_____ % _____ Percent
(Figure) (Written)

Small Business Subcontracting percentage commitment:

_____ % _____ Percent
(Figure) (Written)

Listing SDB and SB Subcontractors

The Contractor must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB firm name, SDB or SB designation, SDB/SB Primary Contact Information, a description of the service or supplies the SDB/SB will provide, fixed percent of total contract cost committed, estimated dollar value of each commitment, and an indication as to the Contractor's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. Contractor must also include a Letter of Intent as indicated in RFQ Part V, Section V-2 for each SDB/SB listed.

SDB/SB Name	SDB or SB	Primary Contact Name & Email	Description of Services or Supplies to be provided	% of total Contract Cost Committed	Estimated \$ value of Commitment	Will SDB/SB be used for options/renewals? (yes/no)

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SDB / SB Letter of Intent

APPENDIX H SMALL DIVERSE AND SMALL BUSINESS LETTER OF INTENT

[DATE]

[SDB/SB Contact Name]
Title
SDB/SB Company Name
Address
City, State, Zip]

Dear [SDB/SB Contact Name]:

This letter serves as confirmation of the intent of [Offeror] to utilize [Small Diverse Business (SDB) or Small Business (SB)] on RFP [RFP number and Title] issued by the [Commonwealth agency name].

If [Offeror] is the successful vendor, [SDB or SB] shall provide [identify the specific work, goods or services the SDB/SB will perform] during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below: [identify the specific time periods during the initial contract term and any extensions, options and renewals when the component work, goods or services will be provided or performed.]

These services represent [identify fixed numerical percentage commitment] of the total cost in the [Offeror's] cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that [SDB or SB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[SDB/SB] represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to [Offeror] for its SDB/SB submission.

We look forward to the opportunity to serve the [Commonwealth agency name] on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,

[Redacted]
Offeror Name
Title
Company
Phone number

SDB or SB Name
Title
Company
Phone number



Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What do I need to know – Part II?

Raw score will be calculated by crediting commitments to SDBs and SBs in accordance with percentages proposed.

$$\text{SDB/SB Raw Score} = 200 (\text{SDB}\% + (\text{SB}\% \times 1/3))$$

- SDBs are already qualified as a SBs, therefore SDB Offerors are eligible to receive 100% of the SDB/SB points
- Offeror submitting the highest scoring SDB/SB Participation Submittal will receive all available points, with other Offerors' raw scores adjusted pro rata

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How is the SDB/SB Submittal Scored?

Scoring Examples:

Scenario	Score
<p><u>Proposer 1:</u> SDB Prime</p> <ul style="list-style-type: none">• 100% SDB <p>Score = $200(1 + (1/3 \times 0))$</p>	200 points
<p><u>Proposer 2:</u> SB Prime, with SDB Commitment</p> <ul style="list-style-type: none">• 100% SB; 15% SDB Commitment <p>Score = $200(.15 + (1/3 \times 1))$</p>	96.67 points
<p><u>Proposer 3:</u> Non-SDB/SB Prime, with SDB/SB Commitments</p> <ul style="list-style-type: none">• 15% SDB Commitment; 10% SB Commitment• Score = $200(.15 + (1/3 \times .10))$	36.67 points

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What do I need to know – Part V?

- Contract commitments made to SDBs/SBs become contractual obligations upon contract execution
- Selected Offeror must submit a final, executed subcontract for each SDB/SB named within 30 days of contract execution
 - SDB/SB subcontractors must perform 50% of the work subcontracted to them
 - If subcontract cannot be achieved, Selected Offeror must notify BDISBO
- Individual percent commitments cannot be altered without written approval from BDISBO
- All SDB/SB commitments must be maintained if the contract is assigned to another prime contractor.
- Selected Offeror must complete quarterly utilization reporting, tracking progress in meeting commitments
- Selected Offeror must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments

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What's New?

- Consideration for and inclusion of Small Businesses as prime contractors and subcontractors in addition to Small Diverse Businesses in scoring
- Simple, consistent template form for SDB/SB submittal supported by executed Letters of Intent
- DGS issued SDB/SB certificate not required with submittal

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

Contact Information:

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

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E-Mail: cburwell@pa.gov

717-787-4834

Thank you for attending today's
pre-proposal conference.

Break & Question Submittal

- Questions may be submitted in writing during this break or at the end of the conference on the forms provided.
- You may submit additional questions today on the forms provided.
- A preliminary response may be provided to any questions submitted.
- We will not answer any question not provided in writing.
- No answer is official until it is answered in writing and posted to the DGS website as an addendum to the RFP.

Questions



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- Questions and Answer Period

RFP # 13-17 Conclusion



- This concludes the pre-proposal conference.
- Answers to all questions posed will be posted to the DGS website at <http://www.emarketplace.state.pa.us/Search.aspx> by close of business 6/11/2018.
- No further questions will be entertained or answered.

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Any contact with the Department concerning this RFP
must be through the RFP Project Officer.