

**MEDICAID MANAGEMENT INFORMATION
SYSTEMS
2020 PLATFORM PROJECT
SYSTEM INTEGRATOR/DATA HUB
SERVICES**

Request for Proposals (RFP) #25-16

Pre-proposal Conference

November 7, 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 Herring – 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

- Commonwealth staff please stand up and introduce yourselves.

- Attendees please stand up, state your name and the company you are representing.

Ground Rules



- Sign in sheets
- Questions must be submitted in writing on the forms provided.
- 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 will 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 - Continued



- Do not include any cost data in the technical portion of your proposal.
- Proposals must be received by 12:00 PM on December 18, 2018.
- The resulting contract will be for a term of seven (7) years with four (4), one (1) year renewal option.
- Please read the **entire** RFP carefully before submitting questions. The answers to many questions may be found in subsequent sections of the RFP.
- The Department will be able to respond in a more expeditious manner if it does not have to respond to questions that only require a reference to another section of the RFP.

Critical Points - Continued



- 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 # 25-16, 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, 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 Offerors 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.
- The selected Offeror for this RFP, 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.

Project Background and Goals



- Through this RFP, the Department is seeking a qualified Offeror to provide SI/DH services for the entire MMIS 2020 Platform.
- The Department will select a single Offeror to be responsible for the SI/DH.

MMIS 2020 Platform Diagram

MMIS 2020 Platform Modularity Diagram

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.

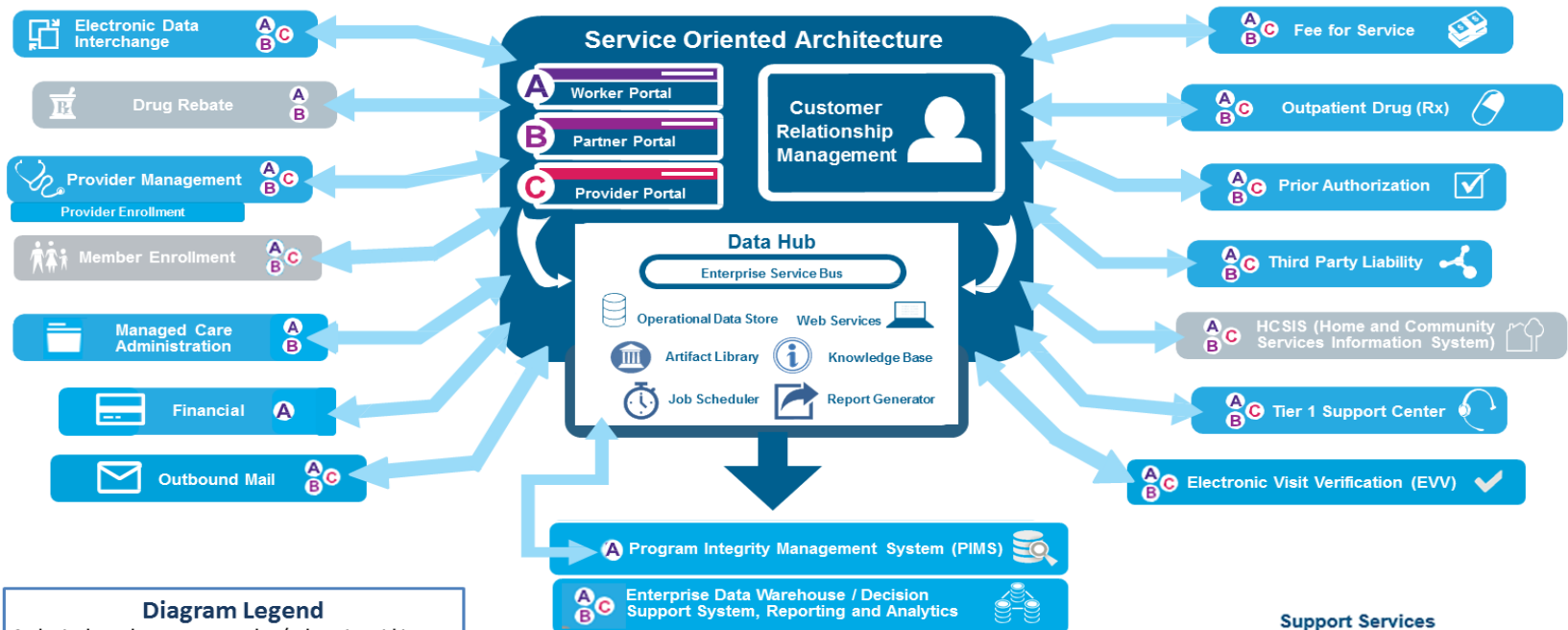


Diagram Legend
Authorized portal users can access data/ take action within designated modules.

A - Designated Worker Portal users with appropriate security roles will be able to access and take action in the module.
B - Designated Partner Portal 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 RFP requirements. Please reference the RFP for more information.
- Appendix N: System Requirements for System Integrator-Data Hub
 - Appendix N is an excel spreadsheet which Offerors must complete. The spreadsheet contains the following tabs:
 - Legend
 - Functional End User
 - Core Data Hub
 - Data
 - Security
 - Maintenance
 - Infrastructure
 - CRM – Customer Relationship Management
 - EVS – Eligibility Verification System

- Technical Submittal, Requirements Section
 - Develop and maintain Disaster Recovery Plan
 - Develop and maintain a Emergency Preparedness/Continuity of Operations Plan (COOP)
 - Functional/End User requirements to include:
 - Common Portals for Workers, Partners and Providers.
 - MMIS Platform User Dashboard based on user's permissions and roles.
 - Business Rules Engine
 - Core DH is the central module to which all modules are connected.
 - Operational Data Store (ODS) employs master data management and synchronizes data across the MMIS 2020 Platform.

- Enterprise Service Bus (ESB) to provide a set of message-driven services between the MMIS 2020 Platform.
- Web Services leveraged to subscribe and publish data between the MMIS 2020 Platform modules, indexes and data stores.
- Application Program Interfaces (APIs) which will serve to enhance the interoperability of the MMIS 2020 Platform.
- Data Conversion from legacy system.
- Security for the MMIS 2020 Platform.
- Maintain the SI/DH after implementation.
- Infrastructure to provide hosting of the SI/DH components to include supporting a Development Environment, System Integration Testing, User Acceptance Testing, Training Environment and Staging.
- Customer Relationship Management (CRM) tool installation and support for the MMIS 2020 Platform and shared by all MMIS 2020 Platform modules.

- Eligibility Verification System (EVS) will receive and respond to all eligibility inquiries submitted through the MMIS 2020 Platform.
- Job Scheduler providing the ability to schedule batch job execution for the MMIS 2020 Platform.
- Report Generator to create reports for data elements extracted from MMIS 2020 Modules.
- System Monitoring for Key Performance Indicators displayed on a performance dashboard for the MMIS 2020 Platform.
- Host Artifact Library maintaining MMIS 2020 Platform documents.
- Knowledge Base hosting for a database of all known MMIS 2020 Platform questions and issues.
- Offeror Facility within fifteen (15) miles of the DGS Annex.

- **Technical Submittal, additional Sections include:**
 - Statement of the Problem showing understanding of the problem presented in RFP #25-16
 - Management Summary including a description of the proposed effort and deliverables.
 - Prior Experience including experience with other modular implementation of similar size and scope. Please note Appendix G, Corporate Reference Questionnaire.
 - Personnel showing the number staff and the level of work they will be engaged in during the project as described in the RFP. Please note Appendix H, Personnel Reference Questionnaire.
 - Training for MMIS 2020 Platform Module technical end users.
 - Financial Capability to perform the contract requirements.

- Work Plan Components include:
 - Hosting
 - Architecture
 - Approach to implementation
 - Tools such as ESB, ODS CRM and others
 - Deliverables schedule
 - Maintenance and Operations
- Program Management Master Work Plan includes the follow deliverables:
 - SI/DH Charter
 - SI/DH Master Schedule
 - SI/DH Communications Plan
 - SI/DH Master Integration Plan
 - SI/DH Risk and Issue Management Plan

RFP 25-16 Overview - Continued



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- SI/DH Requirements Management Plan
- SI/DH Test Plan
- SI/DH Defect Management Plan
- SI/DH Change Management Plan
- SI/DH Release Management Plan
- SI/DH Configuration Management Plan
- SI/DH System Security Plan
- SI/DH HIPAA Security Plan
- SI/DH Quality Management Plan
- SI/DH Documentation Management Plan
- SI/DH Training Plan
- SI/DH Data Conversion Plan
- SI/DH Rollback Plan

RFP 25-16 Overview - Continued



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- SI/DH Implementation Plan
- SI/DH DR Plan
- SI/DH COOP
- SI/DH Certification Plan
- SI/DH Closeout Plan
- SI/DH M&O Plan
- SI/DH Technical Infrastructure Plan
- SI/DH Interface Control Plan
- SI/DH System Design Document
- SI/DH Turnover Plan

- The Project Timeline includes:
 - 10/18/2018 – RFP # 25-16 was Issued
 - 11/7/2018 – Pre-proposal Conference 1 PM EST
 - 11/8/2018 – Deadline to submit questions at 12 PM EST
 - 11/20/2018 – Answers to Potential Offerors' questions will be posted to the Department of General Services (DGS) website
 - 12/18/2018 – Due date for proposals at 12 PM EST.

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

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

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

- SDB/SB Eligibility and Program Information
- Contractual obligations resulting from SDB/SB Submittal

Appendix K Small Diverse Business and Small Business Participation
Submittal Form

and

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 that 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>

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

SDB / SB Participation Submittal

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

Project Description: _____

RFP #: _____

Proposal Due Date: _____

Commonwealth Agency: _____

OFFEROR (Prime Contractor) INFORMATION

Offeror Company's Name: _____

Offeror Contact Name: _____ **Email:** _____

Title: _____ **Phone:** _____

Is your firm a DGS-Verified Small Diverse Business? **Verif Exp:** _____

Is your firm a DGS-Self-Certified Small Business? **Please Select "YES" or "NO"**

To confirm your company's SDB/SB status and expiration, please click or use <http://www.dgs.pa.gov/Businesses/Small-Diverse-Business-Program/Small-Diverse-Business-Verification/Pages/Findin-Small-Diverse-Businesses.aspx#%7B%7D>

SUBCONTRACTING INFORMATION

Percentage Commitment for SDB and SB Subcontracting Participation

Commitment percentages will automatically calculate in the SDB/SB fields below after you have completed the SDB and SB Subcontractor Listing on the "Listing" tab.

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror 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:

0.000%

Small Business Subcontracting percentage commitment:

0.000%

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

SDB / SB Letter of Intent

APPENDIX K 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 [Contractor] to utilize [Small Diverse Business (SDB) or Small Business (SB)] on RFQ [RFQ number and Title] issued by the [Commonwealth agency name].

If [Contractor] 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 [Contractor'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 RFQ and all required documentation has been provided to [Contractor] 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,

Contractor 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 Proposers are eligible to receive 100% of the SDB/SB points
- Proposer submitting the highest scoring SDB/SB Participation Submittal will receive all available points, with other Proposers' raw scores adjusted pro rata

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

How is the SDB/SB Submittal Scored?

Scoring Examples:

| Scenario | Score |
|---|--------------|
| <u>Proposer 1:</u> SDB Prime • 100% SDB Score = $200(1 + (1/3 \times 0))$ | 200 points |
| <u>Proposer 2:</u> SB Prime, with SDB Commitment • 100% SB; 15% SDB Commitment Score = $200(.15 + (1/3 \times 1))$ | 96.67 points |
| <u>Proposer 3:</u> Non-SDB/SB Prime, with SDB/SB Commitments • 15% SDB Commitment; 10% SB Commitment • Score = $200(.15 + (1/3 \times .10))$ | 36.67 points |

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

What do I need to know – Part V?

- Contract commitments made to SDBs/SBs become contractual obligations upon contract execution
- Selected Proposer 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 Proposer must notify BDISBO
- Individual percentage 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 Proposer must complete quarterly utilization reporting, tracking progress in meeting commitments
- Selected Proposer must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments

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

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)

Telephone: (717) 783-3119

Audrey Smith, Procurement Liaison

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717-346-8105

Curtis Burwell, Procurement Compliance

E-Mail: cburwell@pa.gov

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

Break & Question Submittal

- Questions must 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



- Question and Answer Period

RFP # 25-16 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 11/20/2018.
- No further questions will be entertained or answered.

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