

# MHBE Board Meeting

Jan. 16, 2018

## Quarterly IT Update

Venkat R. Koshanam  
Chief Information Officer

# Agenda

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IT Achievements in CY 2017

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IT Goals for CY 2018

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Key Milestones for this Quarter (JAN - MAR 2018)

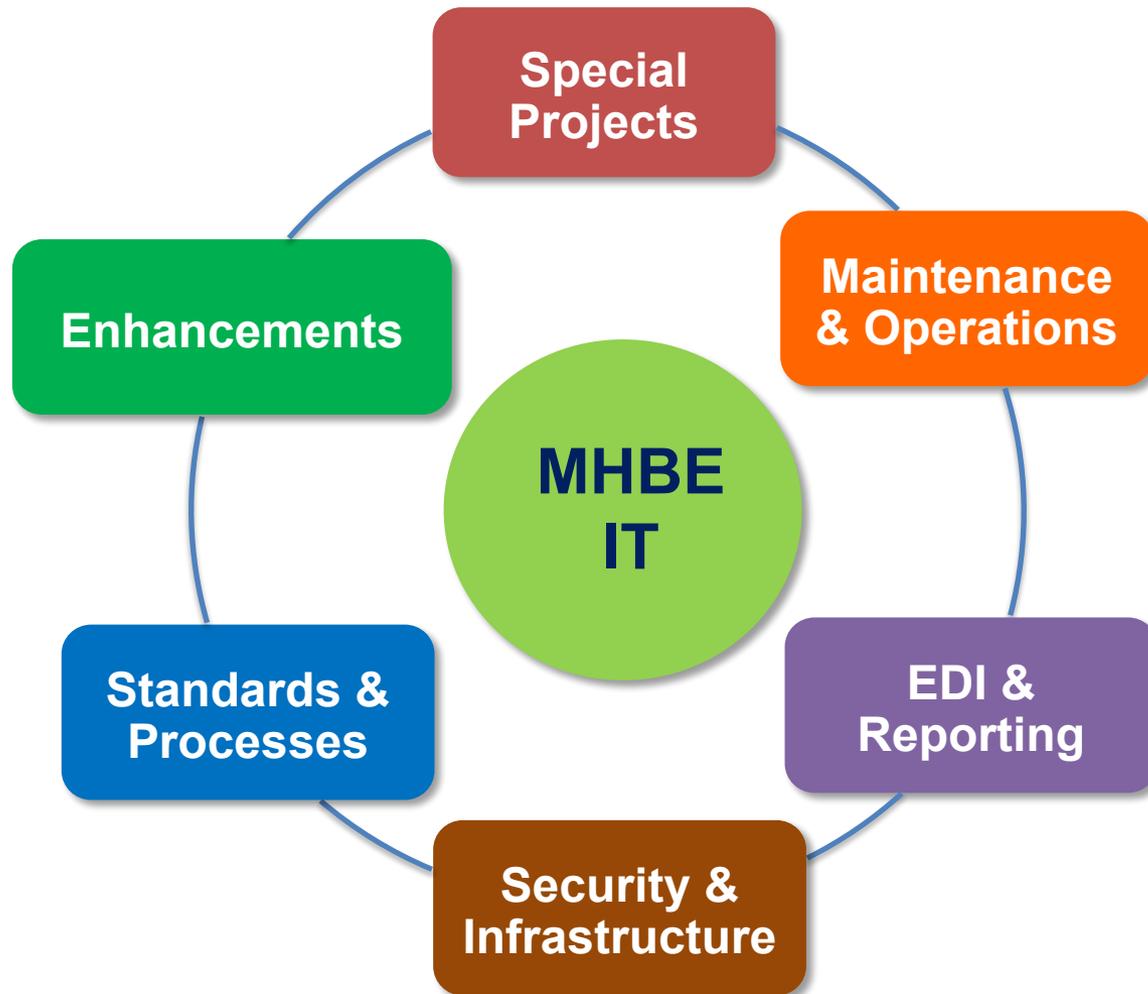
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IT Services IDIQ Request For Proposal

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# IT Functional Overview



# IT Achievements in CY 2017

## Special Projects

- **Technology Modernization**
- **MCO Plan Shopping**
- Salesforce CRM
- **Salesforce PROMIS**
- Mobile Push Notification
- Java Upgrade
- SBMI

## Standards & Processes

- Projects/Releases
- Deliverables
- PII Resolution
- **GAO, OLA & IRS Audits**
- QA/Testing Automation
- CMS Compliance

## Enhancements

- Income Verification
- Audit Trail
- FDSH (Hub) Calls
- Voter Registration
- **PARIS interface with DHS**
- 834 Enhancements
- **Mobile Enhancements**
- **Provider Directory Integration**
- Unscheduled Redet

## Security & Infrastructure

- **ATC Approval from CMS**
- Automation across system performance and monitoring
- Security challenges
- **Cloud Adaption**

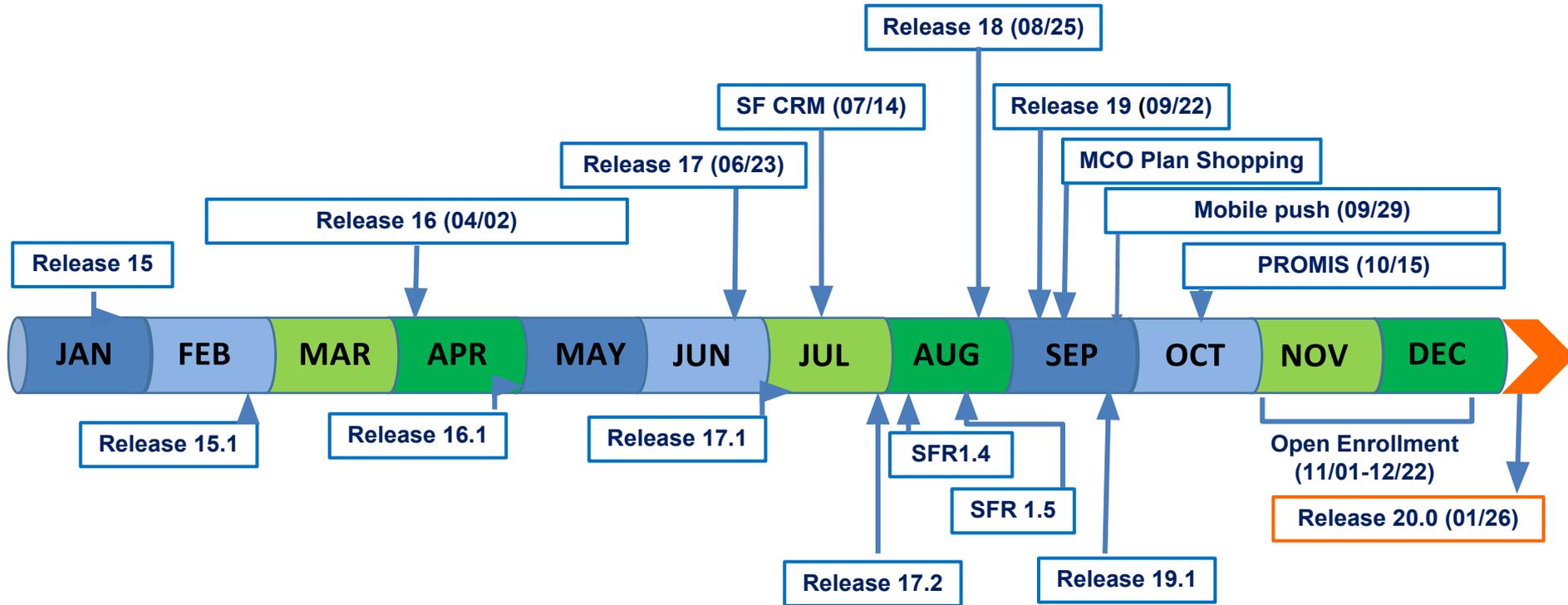
## M&O

- System/App Fixes
- Batch Jobs/Notices
- QHP Disenrollments
- MA Redeterminations
- System Performance
- **Renewals**
- **Command Center**
- **Successful OE5**

## EDI & Reporting

- **834 Data Recon**
- **8001 Recon with MDH**
- 1095 A/B, H36/H41
- CMS Reports
- Stakeholder Reports

# CY 2017 – Release Schedule



## Release 15

- Ability to cancel changes before submission
- Dis-enrollment transaction for MA consumers with future end date

## Release 16

- Technology Migration

## Release 17

- Coverage group Change
- Voter Registration
- Inbound PARIS file

## Release 18

- MCO Plan Shopping & Provider Directory
- Renewals readiness
- OE Updates

## Release 19

- JAVA Upgrade

# IT Goals for CY 2018

## Operational Excellence

- Provide **stable and reliable** platform
- Consistently improve **quality** of services
- **Remove redundancy** and **integrate** systems
- Improved operational **visibility** to stakeholders

## Consumer Engagement

- Enhanced **User Experience (UX)**
- Uniform experience across all HBX Platforms
- Proactive **Engagement** (Chatbot, Push, SMS etc)
- **Mobile** Enhancements

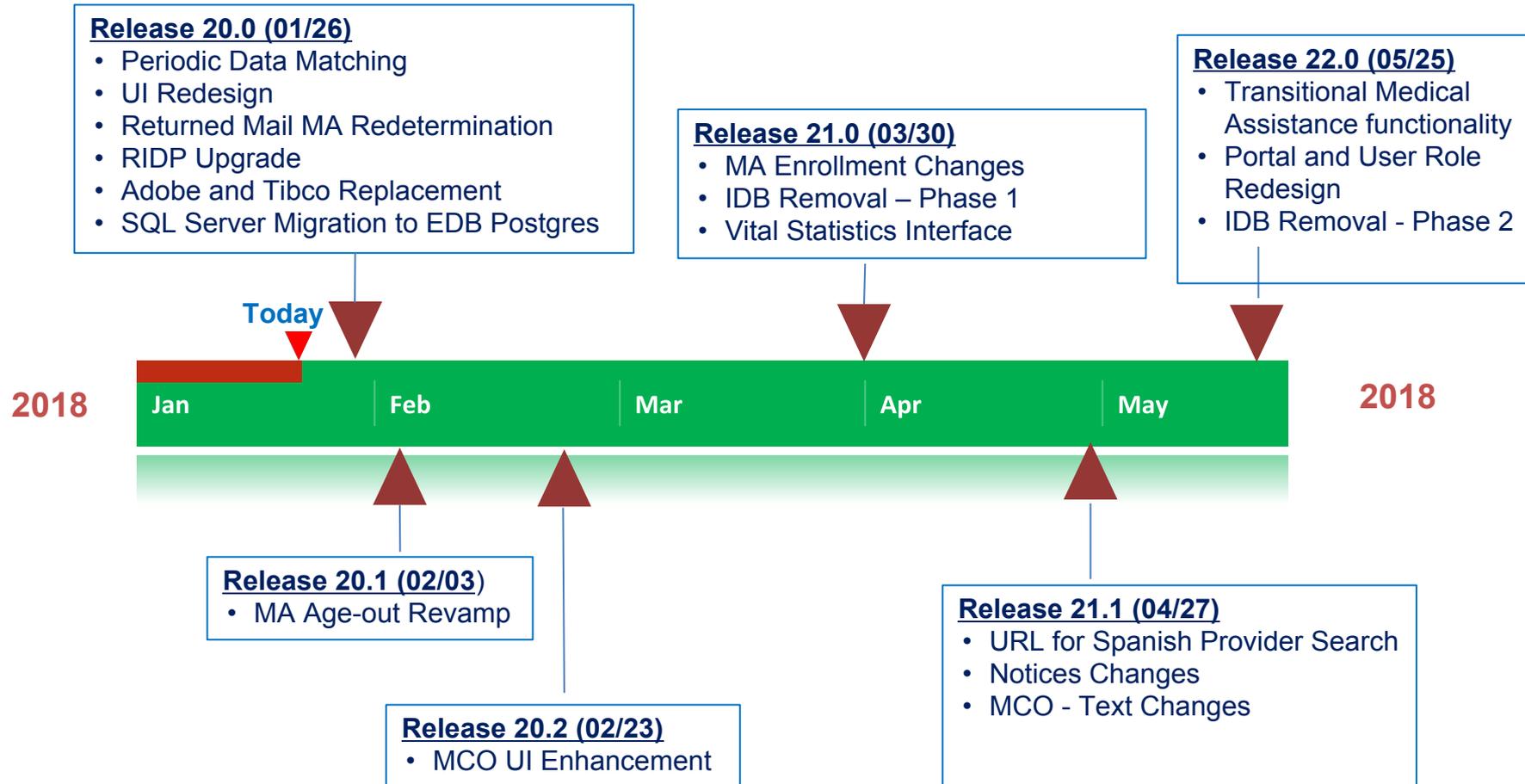
## Functional Enhancements

- Prioritization in **alignment with policy** mandates
- **Rapid implementation** of policy changes
- Focus on program integrity and **compliance**

## Technology Modernization

- Replace legacy technologies with modern, **open source** and **cost effective solutions**
- Adapt **Cloud** Infrastructure

# Upcoming Key Milestones



# MHBE Board Meeting

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## IT Services IDIQ Request for Proposal

Michelle Compton, Procurement Officer

Venkat R. Koshanam, Chief Information Officer

# IT Services IDIQ Overview

IT consulting and technical support services are procured through competitive and cost effective Indefinite Quantity, Indefinite Delivery (IDIQ) contract.

## PMO Resources

## System Support

## Enhancements

## Maintenance

1. Project Management	1. System and	1. Application	1. In-house Infrastructure
2. Deliverables	Application Fixes	Development	2. Software licensing
Management	2. EDI Operations	2. Enhancements	support
3. Release	3. 8001/834 Processing	3. Interface/Integration	3. Hardware performance
Management	4. Production support	4. Mobile	monitoring
4. Change	and workflow	enhancements	4. Technology
Management	management	5. UX Enhancements	modernization
5. IT Policy	5. Notice generation	6. Salesforce CRM	5. VPN, tunnels, set-up
6. PII Resolution	6. IRS H36, H41, CMS	7. Implementation of	and security
7. IT Procurement and	PLR, SBMI, 1095-A,	PARIS interface	6. VoIP network
Vendor Performance	1095-B, reporting	8. MCO Integration	maintenance
Management	and data	9. Cloud Migration	7. Server maintenance
8. Liaison with external	reconciliation	10. DevOps	Web, ESB, WSRR,
agencies	7. Medicaid	Implementation	Corticon
9. IT Audit and	redetermination		8. Content management
Compliance	8. Renewals, OE		system, Adobe and MPI
10. Reporting	9. Reporting		9. System security and
	10. Testing & QA		maintenance
			10. Database administration

# FFP Vs IDIQ Procurement

## Firm Fixed Price (FFP)

- ❖ Requires delivery of a product or services at a specified price, fixed at the time of contract award and not subject to any adjustment
- ❖ **Appropriate for organization where definite design or performance specifications are available**
- ❖ Time is specified at the time of contract. **Difficult to make changes in the requirement after contract award** or significant **cost increases** should be expected if underlying requirements change.
- ❖ Funds obligated in total at time of award
- ❖ **Risks are borne by the vendors**, however the costs escalate with the type of risk

## Indefinite Delivery Indefinite Quantity

- ❖ Provides for an indefinite quantity of supplies or services during a fixed period of time
- ❖ **Appropriate for an organization that has evolving scope and requirements**
- ❖ Awards are usually for a specified number of base years with renewal options for additional years. There is **flexibility in revising scope of work** as the contract essentially procures the services of specific skill set or supplies.
- ❖ Funds obligated when service is rendered. There is flexibility to adjust purchase amounts as per budget availability or project priority.
- ❖ Project risks are generally borne by the customer

# IT Services IDIQ Advantages

## Cost Effectiveness

- Competitive pricing for highly qualified resources
- Current IDIQ blended hourly rate is ~50% lower than prior FFP IT contract rate

## Flexibility

- Ability to on-board resources faster and deliver projects on-time in an environment of changing priorities
- Strong IT State staff that can closely manage resources and successfully execute complex projects makes hiring targeted skill sets advantageous

## Lower Risk

- Core system functions are vendor agnostic. Current System Operations vendor and hosting vendor complement the in-house IT team, and assume operational risks
- Risk of vendor non-performance is mitigated through distribution of resources across vendors and by the flexibility to hire replacements quickly

## Encourage small business participation

- Small businesses can actively compete to provide limited or niche services

# IDIQ Procurement Timeline\*



*\*Please note that all dates indicated above are anticipated timeline; actual dates may change as necessary.*