

# MHBE Board Meeting

May 20 ,2024

## FY 2025 IT IDIQ NTE Approval Request

### **Presented by:**

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# IT IDIQ Contract Overview

## IDIQ Procurement for IT Services

IT consulting and technical support services are procured through a streamlined, competitive and cost-effective procurement process utilizing the Indefinite Delivery, Indefinite Quantity (IDIQ) Master Contract.

## Contract Highlights

- In April 2023, 110 Master Vendors were approved for providing services under the IDIQ Master Contract for Five (5) Years from July 1, 2023 to June 30, 2028 under specific Functional Areas and Labor Categories.
- The Task Orders are awarded for a Base Period of three years, with two optional one-year extensions.
- For the Base Period 1 (FY 2024) MHBE Board approved the award of **115** Task Orders (TOs) on April 17, 2023 and **40** TOs on May 15, 2023. MHBE Finance Audit Subcommittee approved **4** TOs on May 3, 2024.
- MHBE has reduced **1** contract position in FY 2024. Currently we have a total of **158** open TOs.

# Open TOs by Functional Areas

5 Functional Areas / 158 Task Orders			
1. Enterprise Service Provider	29	6. Information System Security	6
2. Web and Internet Systems	0	7. Application Service Provider	0
3. Electronic Document Management	0	8. IT Auditing, Testing and Quality Assurance Services	24
4. Software Engineering	56	9. IT Management Consulting Services	19
5. Systems Management and Maintenance	24	10. Documentation/Technical Writing	0

# IT Functions

## PMO (90/10)

- Project Management
- Release Management
- Requirements Management
- Change Management
- IT Policy Implementation
- IT Procurement Support
- IT Liaison with external entities
- IT Audit and Compliance Support
- CMS Reporting

## Enhancements (90/10)

- Development
- System Enhancements
- Interface/Integration Initiatives
- Mobile App
- ChatBot, LiveChat, Broker Connect and other channels/tools and applications
- UX Redesign and Enhancements
- Salesforce CRM and Internal Apps development
- Special Project Initiatives

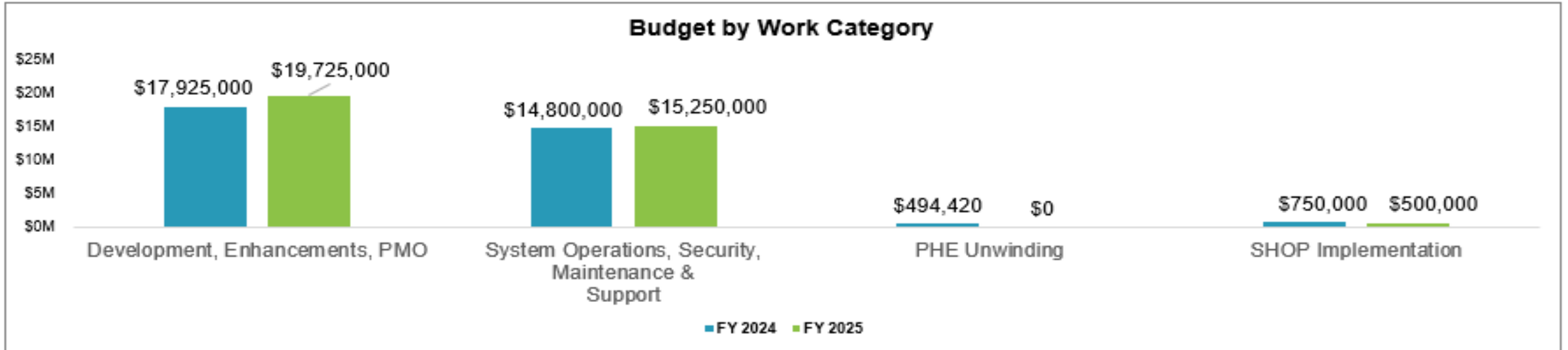
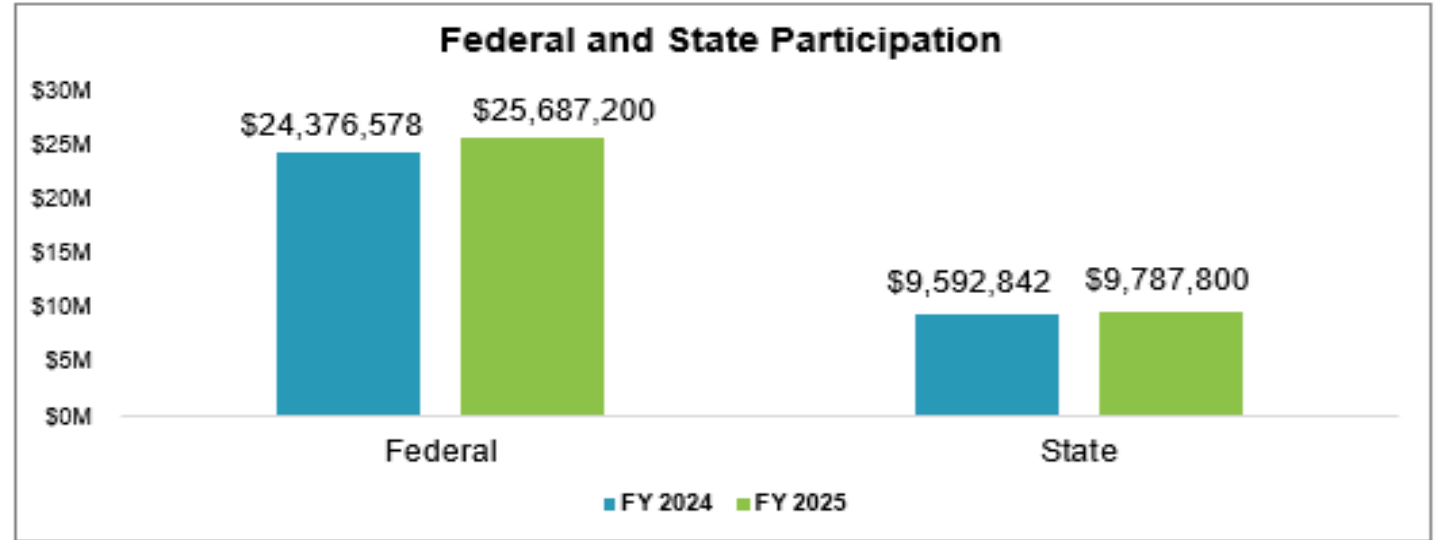
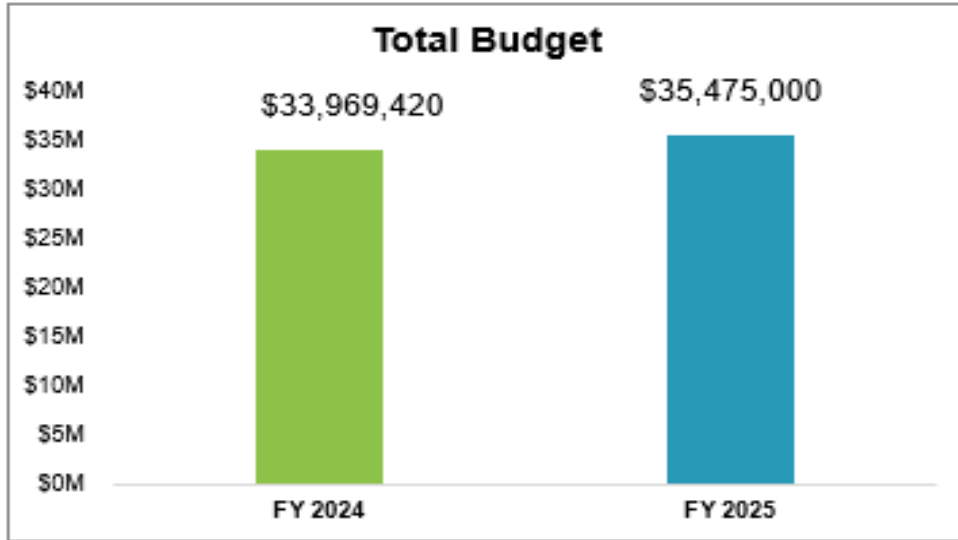
## System Support (75/25)

- EDI Operations
- 8001/834 Processing
- Production support and workflow management
- Notice generation
- IRS H36, H41, SBMI, 1095-A, 1095-B and data reconciliation
- Medicaid redeterminations
- Renewals, OE
- Data/Reporting
- Testing & QA

## Maintenance (75/25)

- System Operations
- AWS Infrastructure
- In-house Infrastructure
- Software licensing support
- System performance monitoring
- VPN, tunnels, set-up and security
- VoIP network maintenance
- System security and maintenance
- Database Administration

# IT IDIQ Budget Comparison – FY 2024 & FY 2025\*



\*Subject to the availability of federal and state funds

# Request to Approve

## MHBE Requests the Board To:

Approve a total Not-to-exceed (NTE) amount of **\$35,475,000**, with the federal financial participation amount of **\$25,687,200** and state participation amount of **\$9,787,800** for the IT IDIQ contracts for the Fiscal Year 2025, subject to the availability of Federal and State funds.