

MHBE Board Meeting

April 20, 2026

IT IDIQ NTE Approval Requests

Presented by:

Shirelle Green, Procurement Officer

Dr. Venkat R. Koshanam, Chief Information Officer

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.
- Task Orders were awarded for a Base Period of Three (3) Years, with two, one (1) year optional extensions. We are currently on Base Year 3. We have 183 IT IDIQ staff under various functional areas.
- For FY27, Not-To-Exceed (NTE) amount approval is requested for \$45.66 million with the Federal participation amount of ~\$34 million and State participation amount of ~\$11.6 million.

Tasks Orders by Functional Areas

Functional Areas

1. Enterprise Service Provider (ESP)

2. Web and Internet Systems

3. Electronic Document Management

4. Software Engineering

5. Systems Management and Maintenance

6. Information System Security

7. Application Service Provider

8. IT Auditing, Testing and Quality Assurance Services

9. IT Management Consulting Services

10. Documentation/Technical Writing

IT Functions and Funding Participation

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

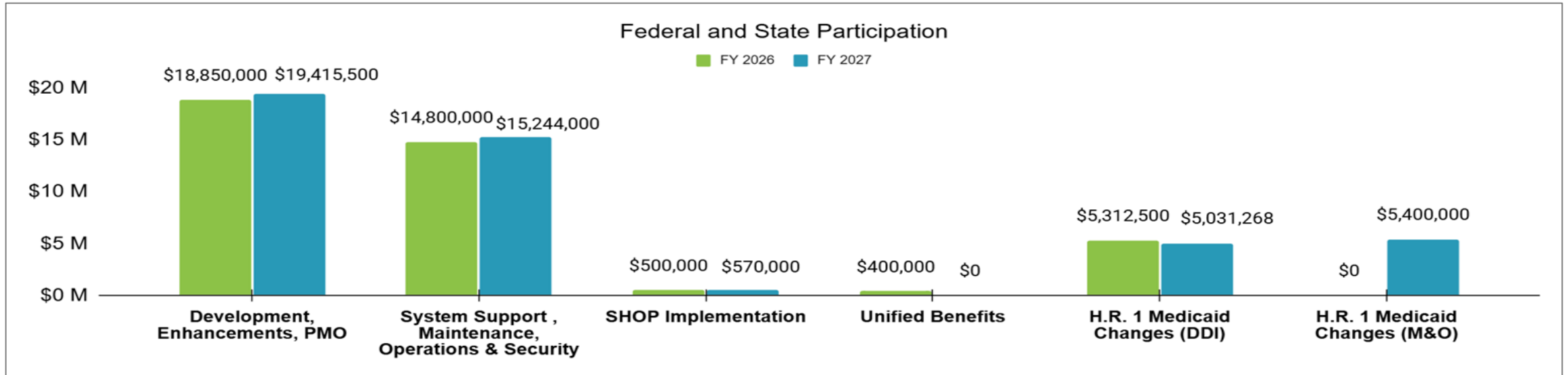
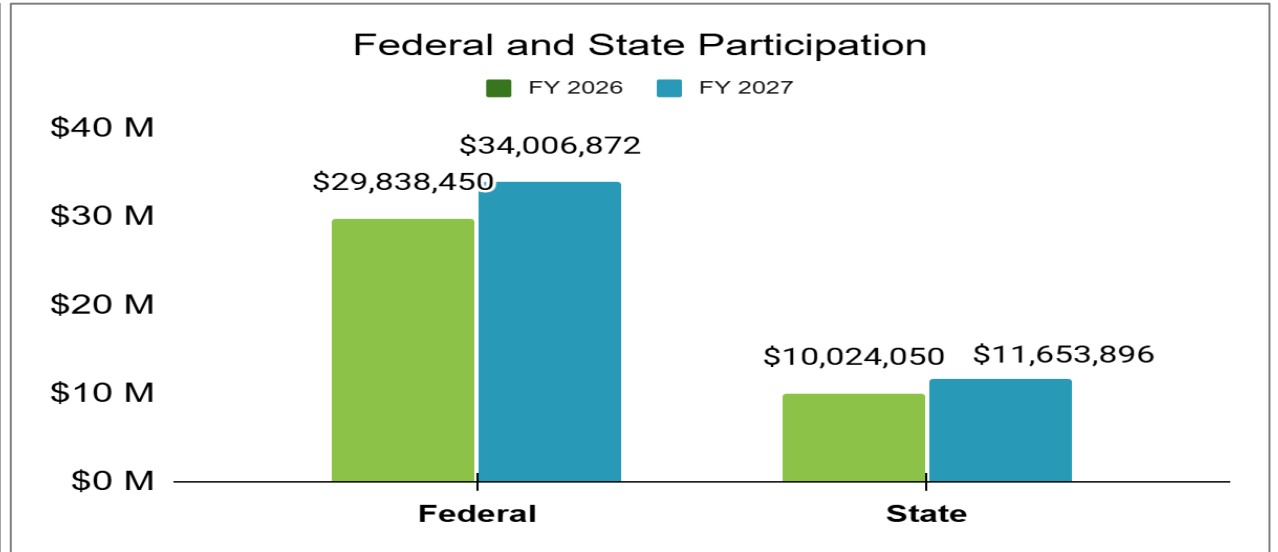
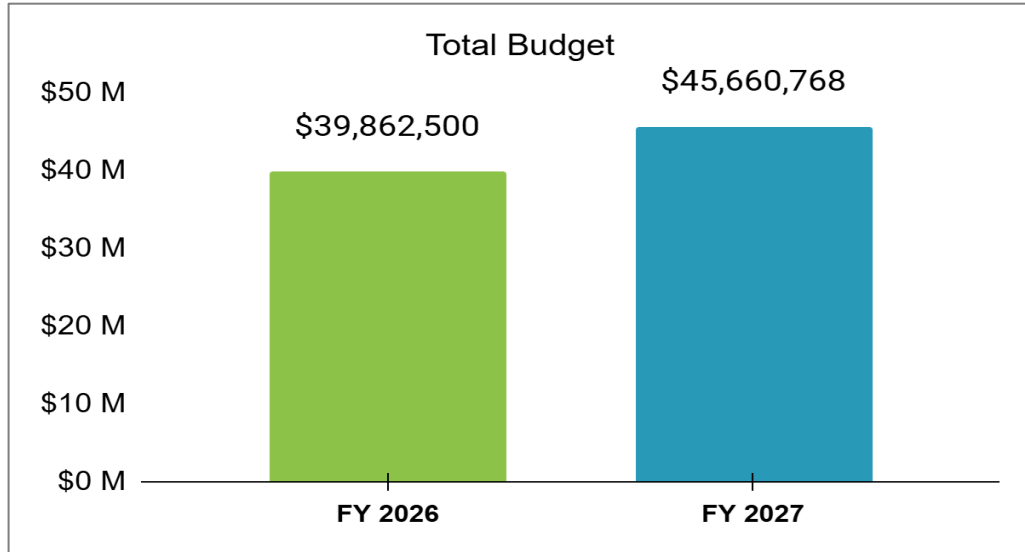
System Support (75/25)

- 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 NTE Amount Comparison



HR1 Implementation Schedule

April '26	May '26	July '26	October '26	December '26
Hub Changes for Revised Immigrant Eligibility 	Supplemental Nutrition Assistance Program (SNAP) Integration 	Student Verification Integration 	Consumer and Worker Portal Changes 	Enable the Work Requirement Changes <input checked="" type="checkbox"/>
	Temporary Assistance for Needy Families (TANF) Integration 	Notice Changes 	Eligibility Changes 	Enable the Retroactive Medicaid Changes <input type="checkbox"/>
	Dashboard Changes 	Salesforce Marketing Cloud 	Notice Changes 	Enable the Semi-Annual Renewal Changes <input type="checkbox"/>
	MHC Screener Changes 	Maryland Department of Labor (DLLR) Integration 	Equifax Integration 	
		Chesapeake Regional Information System for our Patients (CRISP) Integration 	AI and RPA Changes 	
		Revised Immigrant Eligibility Rules 	Retroactive Medicaid Changes 	
			Semiannual Renewals for Expansion Adults 	

HR1 Scope for FY 2027 - DDI* (90/10 Funding)

- Complete end-to-end system implementation across eligibility, exemptions, verification, compliance tracking, notices, and downstream transactions
- Execute System Integration Testing (SIT), User Acceptance Testing (UAT), and performance/load testing to validate full system functionality
- Deploy the policy changes functionality to production
- Stabilize system post go-live to ensure readiness for steady-state operations
- Implement Closed Loop Referral System (CLRS) to enable referrals and automated compliance updates from provider data
- Enable consent-based verification for system-initiated data retrieval during application, renewal, and compliance checks
- Integrate with external data sources (e.g., Veteran Affairs) to support automated exemption determinations
- Implement structured verification workflows for consistent and auditable processing when electronic data is unavailable
- Deliver training and system-driven outreach capabilities to support operational readiness

HR1 Scope for FY 2027 - M&O* (75/25 Funding)

- Monitor and maintain Community Engagement (CE) system components including eligibility rules engine, batch processing, notice generation, and Consumer and Worker Portals
- Manage and support ongoing integrations with external data sources including Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Chesapeake Regional Information System for our Patients (CRISP), and Student Information Systems
- Perform continuous data reconciliation, quality checks, and anomaly detection to ensure accuracy of eligibility and compliance determinations
- Support federal and state reporting, audit logging, and compliance oversight requirements
- Manage exception handling, manual verification processing, complex case escalations, and fair hearing processes
- Ensure ongoing security, access control, audit logging, and data retention compliance
- Sustain system performance, reliability, and scalability for Community Engagement operations

IDIQ NTE Comparison - FY 2026 & FY 2027

Work Category	Federal/ State	FY 2026			FY 2027 (Estimate)		
		Federal Amount (\$)	State Amount (\$)	Total Amount (\$)	Federal Amount (\$)	State Amount (\$)	Total Amount (\$)
Development, Enhancements, PMO	90/10 (79% / 21%)	14,929,200	3,920,800	18,850,000	15,377,076	4,038,424	19,415,500
System Support , Maintenance, Operations & Security	75/25 (66% / 34%)	9,768,000	5,032,000	14,800,000	10,061,040	5,182,960	15,244,000
SHOP Implementation	100% State	-	500,000	500,000	-	570,000	570,000
Unified Benefits	90/10* (90% / 10%)	360,000	40,000	400,000	-	-	-
H.R. 1 (OBBBA) Medicaid Changes Implementation	90/10* (90% / 10%)	4,781,250	531,250	5,312,500	4,528,140	503,127	5,031,267
H.R. 1 Maintenance & Operations (M&O)	75/25* (75% / 25%)	-	-	-	4,050,000	1,350,000	5,400,000
Total IDIQ NTE Amount		29,838,450	10,024,050	39,862,500	34,016,256	11,644,511	45,660,767

Request to Approve

MOTION: I move to (approve/defer/reject) exercising Option Year 1 of the IT IDIQ contract for the period July 1, 2026 through June 30, 2027 and (approve/defer/reject) a total Not-To-Exceed (NTE) amount of \$45,660,767 [as presented/as amended].