**Appendix A – MED-22-016 Vendor Submission Document**

**Incorporating First Amendment**

To respond to the Iowa Department of Human Services’ RFI No. MED-22-016, submit this document as an electronic word processing document that is compatible with Microsoft Word software and sent as an attachment to email along with any additional diagrams referenced in the response as needed. Email these documents to: [sclark2@dhs.state.ia.us](mailto:sclark2@dhs.state.ia.us). Please use the phrase “Request for Information Response” in the email’s subject line. Respondents are encouraged to request a confirmation of receipt of the emailed response.

Responses should be specific, concise, and complete enough to explain the point. Respondents may answer any question they choose; there is no obligation to answer each question. The Agency requests that the total number of pages of the final response, including both written responses and the associated attachments, not exceed 50 pages. Do not include marketing materials as part of the response.

Reference Section 3.1 of the RFI for the date this written response document is due.

In the space below, enter the name of a contact person for this response. Include that person’s title, company name, mailing address, telephone number(s), and an email address, if available. If other persons contributed to this response, list them subsequently.

Contact:

Title:

Company:

Mailing Address:

Telephone Number(s):

Email Address:

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| --- | --- | --- |
| **Request for Confidential Treatment (See RFI Section 4.4.1)** | | |
| **Location in Bid (Tab/Page)** | **Statutory Basis for Confidentiality** | **Description/Explanation** |
|  |  |  |

Use the below questionnaire to enter responses. Where diagrams or other attachments are required, provide a reference to the corresponding attached files.

1. **General**
   1. Provide examples of software and services you anticipate are needed to deliver the Agency’s proposed provider outcomes and the corresponding anticipated software license and services costs.

Response:

* 1. Detail the licensing requirements of your proposed solution(s) (if applicable). For each license, please list procurement options available to the Agency to purchase the license and the expected cost structure for each license (i.e., pay by storage/compute, pay by transaction, annual license or subscription fee, etc).

Response:

* 1. What Suggestions do you have for reducing the total cost of ownership and dependencies on a single vendor/solution to maintain ongoing business continuity in operations?

Response:

* 1. Describe your proposed approach for meeting all minimum Provider Management module CMS certification requirements and passing the Operational Readiness Review (ORR) and Certification Review (CR) milestones with CMS.

Response:

* 1. What feedback/recommendations do you have regarding the Agency’s prioritized provider outcomes and measurement approach? What feedback do you have regarding measurement targets?

Response:

1. **Delivery Approach Feedback**
   1. What feedback/recommendations do you have regarding the Agency’s proposed “old elephant – new elephant” approach described in the videos?

Response:

* 1. What feedback/recommendations do you have regarding the Agency’s plan to deliver to production incrementally using end-to-end iterations of the overall outcome (example: implementing physician applications as a starting point)?

Response:

* 1. What feedback/recommendations do you have for best practices in aligning the Agency’s implementation strategy to the updated Streamlined Modular Certification from CMS?

Response:

1. **Procurement Approach Feedback**
   1. What vendor service models do you recommend for delivering the proposed provider business outcomes and maintaining business continuity?

Response:

* 1. What innovative recommendations do you have for achieving the procurement goals listed in RFI Section 2.2? Provide examples of performance management criteria you suggest for best aligning with these goals.

Response:

* 1. What other innovative/creative procurement options do you suggest the Agency evaluate to best position the Agency to achieve the prioritized provider outcomes?

Response:

* 1. Iowa Medicaid has professional services vendors performing the majority of the Medicaid business functions in distinct business units, while state staff provide policy and oversight.
     1. Describe lessons learned for maintaining business continuity in existing systems (old elephant) while incrementally delivering new business capabilities in parallel in the modernized solution(s) (new elephant).
     2. What recommendations do you have for timing/structure of our professional services contracts to support the old elephant/new elephant approach?

Response:

1. **Solution Capabilities**
   1. If your proposed solution is cloud-based, what is the cloud strategy being utilized (e.g. SaaS, PaaS)? Does your solution provide APIs for systems integration purposes? If so, are the APIs exposed as industry standard REST APIs? If not, please detail the software integration patterns and associated technologies for the proposed solution.

Response:

* 1. List the capabilities and business processes supported by your proposed solution.

Response:

* 1. For your proposed solution, provide a complete list of enterprise capabilities the Agency must have enabled before launching a delivery effort. Please list software licenses available to support each needed capability (i.e., data governance, authentication and authorization, service bus, etc)

Response:

* 1. Describe the capabilities available in your proposed solution that empower the Agency with an ability to scale, configure, adapt, and maintain the solution with minimal effort as business needs and requirements change over time.

Response:

* 1. Describe integration capabilities for your proposed solution that support integrated development and testing? For example, what capabilities are available in your proposed solution that improve our effectiveness at building/deploying/testing changes to your solution or integrations to your solution in an integrated fashion with a legacy environment?

Response:

* 1. What capabilities are available to mitigate the Agency’s legacy data limitations? Specifically, the need to continue supporting the current environment with legacy provider IDs and reference data, yet refactoring this data significantly in the new solution? See business rule specification SPEC006 for sample legacy ID generation rules.

Response:

* 1. What capabilities are available to update the system to reflect federal requirements for providers and new mandates that arise? Describe any barriers to complying with any state and federal laws.

Response:

1. **Delivery Services**
   1. The Agency understands many services required to deliver current and future prioritized outcomes could be provided by a System Integrator (SI) Vendor. What recommendations do you have for an overall strategy for system integration services? How would you suggest the Agency structure/sequence system integration work?

Response:

* 1. What Agency staff skills / knowledge / capacity are required to support a vendor effort to deliver the prioritized provider outcomes?

Response:

* 1. If you have prior experience delivering similarly scoped efforts, provide input on the time/effort required to: 1) install and configure necessary software, 2) integrate new products with the Agency’s environment, 3) deliver a first working use case (i.e., physician enrollment applications), 4) deliver remaining enrollment, re-enrollment, and provider information maintenance outcome scope.

Response:

* 1. What approach would you recommend for populating the provider data in the format required by the Agency’s MMIS System? How would you recommend keeping the MMIS provider data synchronized with the new provider solution? Are there any specific considerations the Agency should be aware of regarding how the provider data informs the Transformed Medicaid and Statistical Information System (T-MSIS) reporting. What support/additional information would you require from the Agency in order to complete this work? What technical integration solution would you recommend? How do you suggest this ties in with a future strategy of retiring the mainframe at a later date?

Response:

1. **Solution Demonstration**
   1. Are you interested in presenting a solution demonstration to the Agency, showcasing the business outcome scenarios and technical capabilities listed in Section 3.4 of the RFI? Indicate the demonstration content you plan to present. Provide a contact for coordinating the demonstration time.

Response:

1. **Conclusion**
   1. What other information would you like to share with the Agency for consideration related to the information provided in this RFI?

Response:

* 1. Describe any communication strategies or lessons learned that could improve vendor and state engagement during the procurement lifecycle and implementation phase.

Response: