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| RFI# MED-23-031, Medicaid Enterprise Modernization Effort (MEME) Integration Services and Solutions  THIS IS NOT A REQUEST FOR PROPOSAL  **Request for Information Notice**  Issuing Officer:  Stephanie Clark  RFIMED-23-031@dhs.state.ia.us  December 14, 2022 |

Overview

1. RFI BACKGROUND

The Iowa Department of Health and Human Services (“Agency”) is seeking responses from the vendor community to obtain information about innovative approaches to integration services, as well as solutions that can be leveraged to support Medicaid Enterprise Systems (MES) delivery transformation.

The Agency has spent the past several months conducting research and interviews to inform our MES modernization roadmap. Modernization background information is published to the Medicaid Enterprise Modernization Effort (MEME) website, including a summary of our previous RFI and several telestration videos.

* MEME Website: [Medicaid Enterprise Modernization Effort (MEME) Summary | Iowa Department of Human Services](https://dhs.iowa.gov/ime/MEME)
* New telestration video: [**Watch the Proposed Approach Here**](https://www.youtube.com/watch?v=6r0Iz4y_iso)

As a result of this research, the MEME project team is planning to approach this transformation effort incrementally. With our first Provider Outcomes initiative, we aim to leverage more agile delivery methods while utilizing a more traditional procurement vehicle to deliver value to Medicaid providers and internal staff. In parallel, we are working to identify outcomes-driven approach options.

In summary, the proposed approach outlined in the telestration (link above) anticipates the following steps:

**Near Term (Provider Outcomes Initiative)**

* Utilize NASPO to procure a SaaS provider module
* Directly integrate the module to the Agency’s old elephant (i.e., current state) environment to achieve the target provider enrollment business outcomes
* Incrementally build out new elephant (i.e., future state) architecture, integrating with the SaaS provider module to support the provider enrollment business outcomes
* Incrementally build out new elephant architecture, integrating with the SaaS provider module to support the provider re-enrollment and information maintenance outcomes

**Long Term (later Outcomes Initiatives)**

* Incrementally build out new elephant architecture and solutions to support business prioritized outcomes (TBD which outcomes are next)

1. RFI PURPOSE

The purpose of this RFI is two-fold:

* To introduce our proposed approach for implementation, delivery, and integration of the Provider Outcomes solution.
* To hold collaborative discussions with the vendor community on integration services and solutions that can support outcomes-driven MES modernization, and to further explore vendor feedback.

RFI Process

1. RFI Timeline

Below is the tentative timeline for this RFI. The Agency reserves the right to alter, modify, or delete all segments and deadlines it chooses.

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| **Step** | **Date/Time** |
| Agency releases Request for Information | 12/14/2022 |
| Written questions regarding the RFI due | 12/30/2022 |
| Agency responses to vendor questions | 01/13/2022 |
| Vendor written responses to RFI Appendix A due | 02/03/2023 |
| Vendor workshops\* | TBD |
| \*Notices will be posted to the RFI bid opportunities website for future workshop dates | |

1. Written Questions about the RFI Process

This RFI contains a written question and answer process to address questions from interested parties related to either clarifying the information the Agency is seeking in the RFI or regarding the process of responding to this RFI. Note that the Agency is using this process to seek feedback to assist with making future decisions and cannot address questions related to future plans at this time. Any clarifying or procedural questions related to responding to this RFI must be received by the date provided in Section 3. Questions should be submitted in an electronic word processing document that is compatible with Microsoft W[ord software and sent a](mailto:ord%20software%20and%20sent%20a)s an attachment in an email to the RFI issuing officer at [RFIMED-23-031@dhs.state.ia.us](mailto:RFIMED-23-031@dhs.state.ia.us). Please use the phrase “Request for Information Questions” in the email’s subject line. Parties submitting questions are encouraged to request a confirmation of the issuing officer’s receipt in their email.

Responses to the questions will be posted at the State of Iowa’s website for bid opportunities: <http://bidopportunities.iowa.gov/>by the end of business on the date noted in Section 3.

1. Vendor Responses

Parties responding to this RFI do not need to return this entire document; rather, please complete the submission document titled Appendix A – MED-23-031 Vendor Submission Document. Submit the document and required supporting documentation as an email attachment to:

Stephanie Clark

Email: [RFIMED-23-031@dhs.state.ia.us](mailto:RFIMED-23-031@dhs.state.ia.us)

The electronic submission document must be in a format that is compatible with Microsoft Word software. 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 will be accepted via email until the due date and time in Section 3. If respondents do not have access to email, please contact the issuing officer to make other arrangements for submission.

1. GENERAL TERMS AND CONDITIONS OF THIS RFI

* Information is being requested solely to identify possible methods, approaches, and solutions associated with expected outcome.
* The State of Iowa and the Agency will not enter into a contract with any respondent based on the responses provided to this RFI.
* A respondent’s submission of a response to this RFI will not be a factor in any subsequent competitive selection process.
* The Agency will provide public notice of any subsequent bidding opportunity following notice requirements associated with the respective competitive procurement(s).
* Information submitted in response to this RFI will become the property of the Agency.
* The Agency will neither pay for any information herein requested nor will it be liable for any other costs incurred by the respondent.
* The Agency reserves the right to modify or delete any and all sections of this RFI at any time.

1. Clarification of Responses

The Agency reserves the right to contact a respondent after the submission of responses for the purpose of clarifying a response to ensure mutual understanding. The Agency reserves the right to conduct interviews with respondents to the RFI to gather additional information or clarification. The selection for interviews is at the sole discretion of the Agency. Attendance at an interview neither increases nor decreases any of the respondent's chances of being awarded a contract from subsequent solicitation or RFP.

1. Copyrights

By submitting a response, the respondent agrees that (1) the Agency may copy and distribute the response for purposes of reviewing the response or to respond to requests for public records, and (2) that such copying does not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the responses.

1. PUBLIC RECORDS AND REQUEST FOR CONFIDENTIAL TREATMENT

With the submission of a response, each respondent agrees that information submitted in response to this RFI will be treated as public information by the Agency following the conclusion of the RFI process unless the respondent properly requests that information be treated as confidential at the time of submitting the response. See RFI Section 10 below for the proper method for making such requests. The Agency’s release of information is governed by Iowa Code chapter 22. Respondents are encouraged to familiarize themselves with Chapter 22 before submitting a response. The Agency will copy public records as required to comply with public records laws.

The Agency will treat the information marked confidential as confidential information to the extent such information is determined confidential under Iowa Code chapter 22 or other applicable law by a court of competent jurisdiction.

In the event the Agency receives a request for information marked confidential, written notice shall be given to the respondent seventy-two (72) hours prior to the release of the information to allow the respondent to seek injunctive relief pursuant to Iowa Code chapter 22.

The respondent’s failure to request confidential treatment of material pursuant to this section and the relevant law will be deemed, by the Agency, as a waiver of any right to confidentiality that the respondent may have had.

1. Method for Requesting Confidential Treatment

Requests for confidential treatment of any information in RFI Response Documents must meet these specifications:

* The respondent will complete the appropriate section of the amended submission documents titled Appendix A – MED-23-031 Vendor Submission Document which requires the specific statutory basis supporting the request for confidential treatment and an explanation of why disclosure of the information is not in the best interest of the public.
* The respondent shall submit an additional electronic copy of the RFI Response Document(s) from which confidential information has been redacted. This copy shall be clearly labeled as a “public copy”, and each page upon which confidential information appears shall be conspicuously marked as containing confidential information. The confidential material shall be redacted in such a way as to allow the public to determine the general nature of the material removed. To the extent possible, pages should be redacted sentence by sentence unless all material on a page is clearly confidential under the law. The respondent shall not identify the entire RFI Response Document as confidential.

1. Release of Claims

With the submission of a response, each respondent agrees that it will not bring any claim or have any cause of action against the Agency, or the State of Iowa based on any misunderstanding concerning the information provided herein or concerning the Agency’s failure, negligent, or otherwise, to provide the respondent with pertinent information as intended by this RFI.

1. Choice of Law and Forum

This RFI is governed by the laws of the State of Iowa without giving effect to the conflicts of law provisions thereof. Respondents are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFI shall be brought and maintained in the appropriate Iowa forum.