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**Request for Information MED 19-029**

**Medicaid Modernization**

**April 19, 2019 – Respondent Questions and Agency Responses:**

Table 1 below lists all questions that were that were received by the Agency regarding *RFI MED 19-029 Medicaid Modernization* and the Agency response to these questions.

**Table 1** – *RFI MED 19-029 Section 5.2 Written Questions about the RFI Process- Respondent Questions and Agency Responses*

|  | **Respondent Question** | **Agency Response** |
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| 1 | Should the Department decide to proceed past the RFI process, has a time frame been established in which an RFP may be issued? | The Agency cannot comment at this time on potential future competitive procurements. |
| 2 | What is the estimated cost of the Medicaid Management Information System (MMIS) Modernization project? | That information is unavailable at this time. In this RFI, the Agency is exploring the viability of our planned approach and seeking feedback from the vendor community to inform future planning, including estimated costs for modular solutions. |
| 3 | Has the Department allocated funding for the Medicaid Management Information System (MMIS) Modernization yet? If so, through which source (budget, CIP, state/federal grant etc.)? | State funding has been appropriated by the Iowa legislature through state fiscal year 2025 for the Modernization project. CMS can contribute up to a 90% enhanced match for planning and DDI activities at 90%, subject to prior approval conditions. |
| 4 | How is the Department currently meeting this need? Which vendor provides the incumbent Medicaid Management Information System (MMIS)? | Please see RFI Appendices D and F for information about the current state of Medicaid programs and systems. |
| 5 | Who is the technical contact and/or project manager for the Medicaid Management Information System (MMIS) Modernization? | That information is unavailable at this time. In this RFI, the Agency is exploring the viability of our planned approach and seeking feedback from the vendor community to inform future planning. |
| 6 | Would it be possible to name the three greatest challenges the Department is having with the current solution? | Please see RFI Section 2.4.3. |
| 7 | Which other systems will have to integrate or interface with the Medicaid Management Information System (MMIS) Modernization, and will the State provide incumbent vendors for each system? | Please see RFI Appendix D. There are incumbent vendors and Agency staff responsible for systems operations and modifications, as well as providing subject matter expertise. |
| 8 | Can the Department elaborate on any additional drivers behind this acquisition that may not be addressed in the RFI? | Please see RFI Section 2. |
| 9 | What is the number of users anticipated for the Medicaid Management Information System (MMIS)? | The Agency cannot speak to future use. Currently, there are 477 active MMIS users, comprised of Agency and contracted professional services staff. Please see RFI Appendix D for additional information. |
| 10 | Have you had any external assistance preparing this RFI? | Yes |
| 11 | One of the RFI attachments, Appendix F, is a Visio document. Can you please create this as a PDF make available. As is, many vendors are unable to open the document. | A PDF version of Appendix F - Current MMIS System and Interface Layout was uploaded to the Bid Opportunities website for RFI MED 19-029 MMIS Modernization on 03-25-19. |
| 12 | In terms of phase 1 of the Hawki/module procurement strategy, do you anticipate that RFP’s will be released for all the phase 1 modules included in the RFI? Those include: Member/Recipient Management; Member Portal; Recipient Billing Premiums; Encounter Management; Enterprise Data Warehouse; and Program Integrity. | In this RFI, the Agency is exploring the viability of our planned approach and seeking feedback from the vendor community to inform future planning. The Agency cannot comment at this time on potential future competitive procurements. |
| 13 | Do you anticipate that RFP’s will be released for the post-phase 1 modules? Those include Claims Processing; Provider Management/Services; Care/Utilization Management; Grievance and Appeals; and Pharmacy Services. | Please see answer to question 12. |
| 14 | When do you anticipate that an RFP will be released for the System Integrator (SI) Services? | Please see answer to question 12. |
| 15 | In section 1.3 of the RFI document, Iowa DHS indicates, “However, the vendor will have no direct role in future procurements.” Does this mean that if selected for the System Integrator Vendor Services, that particular vendor could NOT respond to future RFPs for the implementation work? Please clarify. | This is an RFI, and the Agency welcomes responses to either or both sections of this RFI from SI vendors. The Agency cannot comment at this time on potential future competitive procurements.  Please note, however, that CMS encourages states to use an acquisition approach that limits the potential for conflict of interest an SI may have in choosing the modular solutions to be incorporated into the system. Such an approach could preclude the SI from bidding on functional modules, but still allow the SI to provide elements of the technical infrastructure such as the enterprise service bus, master data management, etc. |
| 16 | Will responses to this RFI determine which System Integrator will provide the vendor services, or will that work be officially posted for procurement within a future RFP? | No. This is an RFI. There is no contract award upon conclusion of the RFI process. Please see answer to question 12. |
| 17 | “To achieve significant asset reuse, we envision the need to formally integrate a Systematic/Architected Software Reuse Process (including a formal Feature Oriented Domain Analysis (FODA) reuse oriented domain engineering method) with the adopted SAFe methodology and processes chosen. This could be an important sub-project that provides a "reuse-enabled SAFe process”. Is this something in which the DHS would be interested?" | There are several questions within the RFI vendor submission documents related to this topic. We encourage vendors to read the entire RFI and Appendices. |
| 18 | Would DHS be interested in planning services: Assistance in developing goals and objectives"? (page 4 of DHS document). We have experience in identifying the Vision, Mission, Goals and Objectives. | While this was not explicitly asked by the Agency, vendors have an opportunity to share additional information for Agency consideration within the vendor submission documents. We encourage vendors to read the entire RFI and Appendices. |
| 19 | Would DHS be interested in feedback on its "Project Organizational Structure; the organizational structure of the project required to most effectively deliver the planned scope." (page 16 of DHS document)  We have examples of how other organizations in a similar situation have organized themselves. | Please see answer to question 17. |
| 20 | DHS has identified only 3 requirements for the demonstrations. Does DHS also want to see Enterprise Data Management & Analytics and Program Integrity demonstrated? | Not at this time. |
| 21 | Our assumption is that the demonstrations will not be open to the general public. Is this correct? | Correct. |
| 22 | Our assumption is that the RFI responses will not be shared as public documents until after the award of either contract. Is this correct? | No. This is an RFI. There is no contract award upon conclusion of the RFI process. |
| 23 | 3.3.1.5 “The Agency is currently procuring data lake and data analytics solutions that are expected to be implemented prior to the initiation of the MEME Project DDI phase.”  a. Are there published solicitations for these procurements?  b. Can you provide more information on the procurement process? | The Agency procured these solutions via the OCIO master agreement with Insight Public Sector. The master agreement can be found here: https://bidopportunities.iowa.gov/Home/ContractInfo?contractId=5e60bc49-ec25-e711-80f5-005056b4593f |
| 24 | May we respond to the questions in the Appendices in our own response template or do you prefer we respond inline in the Appendices? If we are responding to both Appendices, should they be stand alone responses? | Please respond inline using the vendor submission documents provided. Additional attachments are allowed, as long as they are referenced in the vendor submission document and the total submission falls within the page limit.  Yes, they should be stand alone responses. |
| 25 | RFI - MED-19-029 MMIS Modernization (PDF) - Page 18 - 5.3 Vendor Responses  Will the State allow respondents to insert RFI documents Appendix A and or Appendix B into their own corporate template? Or at a minimum add company information into the header and/or footer of response documents Appendix A and/or Appendix B? | Please see answer to question 24. There is an area on the first page of each vendor submission document for vendors to add their company info. Vendors may also add company name/logo to the header and/or footer of the vendor submission documents. |
| 26 | RFI - MED-19-029 MMIS Modernization (PDF) - Page 13 - 3.3.1.3. Recipient Billing Premiums  When responding to the RFI would the Agency consider recommendations to piece out certain scopes, leveraging best practices identified by other states? | Yes. The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices. |
| 27 | RFI - MED-19-029 MMIS Modernization (PDF) - Page 14 - 3.3.2. Module Procurements Post Phase 1  Would a separate RFI be released for modules following phase 1 or would the Agency prefer feedback during this RFI to those modules released post Phase 1? | No information is available at this time regarding the potential for future RFI releases. Please see answer to question 17. |
| 28 | RFI - MED-19-029 MMIS Modernization (PDF) - Page 18 - 5.3 Vendor Responses  Due to the corporate and solution strategy information the State is asking respondents to provide, will the State allow marking of confidential and/or proprietary content. If yes, can the respondents also provide the State with redacted versions of their response? | **The RFI will be amended to allow for confidential content.** **The Agency anticipates posting the amended RFI by April 26.** |
| 29 | RFI p. 13, 3.3.1.5 Enterprise Data Warehouse; and RFI p. 4 “Delivers Data Warehouse enhancements and Data / Analytics Maturation”  Is the Enterprise Data Warehouse a part of the System Integration module, or a separate module? | The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices regarding Enterprise Data Warehouse approach and solutions. |
| 30 | RFI p. 19, 5.4. Module Demonstrations “Vendors indicating a desire to present a demonstration (by indicating interest in question #2 of Appendix B - MED-19-029 Module Vendor Submission Document) to the Agency will be scheduled…”  Does the state intend to schedule demonstrations for the SI vendors in addition to the module vendors? | The Agency does not intend to schedule demonstrations for SI solutions. However, SI vendors are welcome to demo module solutions that meet the criteria listed with RFI Section 5.4. |
| 31 | RFI - MED-19-029 MMIS Modernization, Cover Page  In the cover page of the RFI document, the response deadline is given as May 08, 2019 .However, in the procurement website - https://bidopportunities.iowa.gov/Home/BidInfo?bidId=bd232a61-9fcd-418e-a1fc-75dcd36220b1 , the valid dates are given from March 21, 2019 to June 1, 2019. Could you please confirm the RFI response deadline? | The RFI document is correct. The date listed on bid opportunities only relates to the dates the RFI will be available for viewing. |
| 32 | RFI - MED-19-029 MMIS Modernization  Could you please elaborate on the proactive analysis of utilization and cost trends? Are you looking for Retrospective analysis of utilization and costs? | The Agency is looking initially for retrospective analysis of utilization and cost trends. As the Data and Analytics Maturity model advances, there will be an interest in predictive analytics. |
| 33 | Appendix A - MED-19-029 SI Vendor Submission Document, Section 6, Data Migration  Is there any ETL tool already in place in the current framework? | The current ODS and associated data movement is accomplished with Microsoft SQL Server Integration Services (SSIS). |
| 34 | RFI - MED-19-029 MMIS Modernization, Section 3.3.1.5  We understand that the current target environment is in Oracle, could you please confirm if the State would prefer the future state Enterprise Data warehouse to be built on top of Oracle DB.? | The Agency has considered Azure Cloud and SQL Server data warehouse solutions, however an approach has not been finalized. |
| 35 | RFI - MED-19-029 MMIS Modernization, Section 3.3.1.5  Is there any outbound interface needed to feed data from EDW and Data lake through ELT process? | The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices regarding staging data movement in a data lake to EDW environment. |
| 36 | RFI - MED-19-029 MMIS Modernization, Section 3.1 - FUTURE-STATE ARCHITECTURE  We understand that as part of MMIS modernization initiative, ESB middleware needs to be implemented. Could you please confirm if the State has any preferred ESB stack? | The Agency has standardized on the Oracle Service Bus and anticipates using this for future solutions. |
| 37 | Appendix A - MED-19-029 SI Vendor Submission Document (WORD): - 5.0  Please provide a list of the middleware products used by the Agency currently. | The middleware in use today does not necessarily reflect our future state. There is little middleware integration between legacy systems today. The Agency anticipates using, and has licensing for Oracle Service Bus, Oracle Policy Automation, Pitney Bowes, Adobe Experience Manager, and OpenText. As the Agency looks to modernize its legacy infrastructure to develop a best practice common architecture, we are interested in vendor feedback and recommendations based on their experience and industry best practices regarding middleware products.  **The RFI will be amended to clarify this question.** |
| 38 | Appendix A - MED-19-029 SI Vendor Submission Document, Section 5, Middleware Management  Following is mentioned - "What are the best practices the Agency should consider for managing a common set of middleware products leveraged by existing Agency systems? " Does the State have any preference for any specific technology for the ESB layer? | Please see answer to question 37. The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices for technology for the ESB layer. |
| 39 | NA – General question  Please clarify and provide more description on what is meant by shadow claims. Is the intention to produce shadow claims through the Encounter Management Module or would these be produced by a different module? | 1) The Agency receives two sets of claims from the MCOs: Encounter claims, which represent the MCO post-adjudicated claims data, and "shadow claims", which are claims the MCO receives pre-adjudication. Although the Agency does not currently have business processes defined for usage of the shadow claims, we are interested in vendor feedback and recommendations based on their experience and industry best practices regarding usage of shadow claims in Encounter Management solutions, including measurements of MCO encounter data timeliness, completeness, and accuracy.  2)The Agency has not made a decision at this time on which module would work best to create/produce shadow claims through. |
| 40 | NA – General question  With DHS adopting managed care model, does DHS still receive and adjudicate claims? | The Agency still processes claims for its fee-for-service population: those Medicaid Members that fall within a premium payment coverage group or into a historically exempt population. Please see Appendix D for more information. |
| 41 | Appendix B, Section 6 – Encounter Management  Please clarify the scope of the validation edits for Encounter Management. If possible, please share the list of validation edits.   For example, 1) regarding the validation edits, will DHS have external source validation? If yes, can DHS share some specific rules or edits? 2) If validation for NDC codes is in scope, will DHS provide the codes or will the Vendor need to procure the codes? | The Agency currently has HIPAA and in house validation edits, however, is interested in industry best practices for improving accuracy through rules including, but not limited to: transaction validation against compliance standards (HIPAA/EDI, HL7,NCPDP); Provider validation, and code set verification and applicability of encounter coding. |
| 42 | Implementation related section/questions  For hosted/cloud solutions, does DHS have a preferred provider or vendor (ex: AWS, Azure, Google, – along with cloud monitoring)? | Although there has been recent experience in Azure, the Agency is considering using a hybrid cloud model (using best practice solutions), consisting of on prem and cloud infrastructure, providing the capability to tap into the application architecture, leveraging containerized solutions such as Artificial Intelligence (AI) to solve business problems.   The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices regarding best practice cloud and hybrid solutions (including monitoring), their applicability to the Phase 1 scope, and their adherence to FedRamp principles. |
| 43 | 1.3 System Integrator (SI) Vendor Services, Page 4 3.1 Future-State Architecture, Page 10 3.3 Module Procurement Strategy, Page 11  Appendix A states that the SI vendor will be responsible for designing and implementing the EDW. Appendix B identifies the EDW as a system module. Will the State please clarify the anticipated division of responsibilities between the SI vendor and the EDW module vendor regarding the EDW, tools and ongoing data management and analytics services? | The Agency has not made a decision at this time on the approach, which may include the selection of a data warehouse module solution, the services of a system integrator, or both. The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices regarding the EDW solution. |
| 44 | Is there a timeline for the Enterprise Data Warehouse Module? | That information is unavailable at this time. In this RFI, the Agency is exploring the viability of our planned approach and seeking feedback from the vendor community to inform future planning. |
| 45 | Are data source agreements in place with all data sources? State based and/or clinical? Will there be a specific list of all data sources? | This is only an RFI. Data source agreements are in place for all data sources being ingested into the Agency today, including MCOs and PAHPs. No clinical sources are in place or being received today. The Agency will complete any necessary data source agreements before adding future data sources, as required. |
| 46 | Do they anticipate the MCO’s contributing data directly to the Enterprise Data Warehouse? | The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices regarding connecting directly or through a third party to ensure accuracy of claims data. |
| 47 | Is a goal of the agency to identify gaps in care? | The Agency has an interest in, and is seeking information on, driving population health by identifying gaps in care, however, a timeline for prioritization has not been determined. |
| 48 | Do you anticipate CMS Federal Reporting to be included in the Enterprise Data Warehouse Module? | The Agency has not determined the full scope of Federal Reporting requirements that will be sourced from an Enterprise Data Warehouse module, but it is anticipated that the Data Warehouse will support CMS federal reporting requirements. |
| 49 | Do you anticipate T-MSIS reporting to be included in the Enterprise Data Warehouse Module? | The Agency has not expressed a preference. Rather, the Agency is looking for vendor feedback and recommendations based on their experience and industry best practices regarding the sourcing and staging of T-MSIS reporting data. |
| 50 | What is the State’s strategy on staffing, both from the supplier’s perspective & the State’s? | Please see RFI Section 4 and Appendix C. |
| 51 | Is the State open to SaaS solutions? | Yes. |
| 52 | What capabilities does the State envision the enterprise service bus having? | Services and data integration would be primary desired capabilities; other capabilities would depend on application architecture. |
| 53 | In Section 1.4 Module Demonstrations, it states that The Agency is interested in demonstrations that correspond directly to the phase 1 business process scope. Specifically, the completion of the following end-to-end business processes:  • Member Management, including initial enrollment and ongoing change processing • Encounter processing, including EDI and encounter shadow claims • Member premium billing / payment processing and reconciliation  Will the agency be open to demonstrations in the future for (outside of the above in May) other business needs and/or modules? Specifically, Enterprise Data Warehouse & Analytics? | The Agency does not intend to schedule demonstrations for other business needs and/or demonstrations as part of this RFI. The Agency cannot comment at this time on potential future RFIs or competitive procurements. |
| 54 | Would you support a vendor providing staffing recommendations to be able to have the most cost-effective staffing organization to provide the best quality when proposing a SaaS cost model? | Please see answer to question 17. |
| 55 | Does the state have a vision of what you are wanting to accomplish with you Enterprise Data Warehouse & Analytics Module? | Please see RFI Section 3.3.1.5. |
| 56 | Are you able to now provide the goals and objectives for the Enterprise Data Warehouse & Analytics Module? If not, would you consider providing goals and objectives when you release the RFP? | Please see answer to question 55. |
| 57 | Has the Agency established a module roadmap which outlines procurements as well as implementation timeframes? | Not at this time. The Agency is looking for vendor feedback and recommendations based on their experience and industry best practices regarding implementation timelines. |
| 58 | Will SI vendors also be invited to present demos? | Please see answer to question 30. |
| 59 | Will the Agency be following CMS suggested guidance to make the SI role exclusive from other procurements? | Please see answer to question 15. |
| 60 | Page #20 - Section 6.4 - Clarification - indicates that responses are "treated as public information"  Will Iowa RFI responses be posted on a public state site or need to be requested under FOIA? | The Agency does not intend to post responses on our public-facing website.   **The RFI will be amended to allow for confidential content. The Agency anticipates posting the amended RFI by April 26.** |