

**STATE OF FLORIDA
AGENCY FOR HEALTH CARE ADMINISTRATION
REQUEST FOR INFORMATION
AHCA RFI NO. 004-14/15**

Florida's Medicaid Management Information System (MMIS)

A. GENERAL INFORMATION

1. Purpose

This is a Request for Information (RFI) as defined in Section 287.012(22), Florida Statutes, for planning purposes. This RFI is issued by the State of Florida, Agency for Health Care Administration (Agency), to solicit information regarding available providers for the services described herein.

A RFI is not a method of procurement. Responses to a RFI are not offers and shall not be accepted by the Agency to form a binding contract. This RFI shall not directly result in the execution of a contract with the Agency. The Agency reserves the right to utilize the information gathered through the RFI process to develop a scope of services, which may be incorporated into a contract using a statutorily approved method of procurement.

2. Background

Florida Medicaid provides health coverage to nearly 3.5 million Floridians in all sixty-seven (67) counties and has enrolled more than 117,000 health care providers. The Florida Medicaid Management Information System (MMIS) and Florida's Decision Support System (DSS) are key elements of the Agency's management and operation of the Medicaid program.

Hewlett Packard Enterprises Services (HPES) is the Florida Medicaid fiscal agent for the current contract period, July 2008 through June 2018 and operates the MMIS and DSS. The Agency must undertake the procurement of a new fiscal agent Contract and enhancements to or development of a MMIS and DSS by June 2018. The planning, preparation and eventual transition of a fiscal agent Contract is a costly and time intensive project that historically has spanned several years.

Florida recently initiated significant changes that will have an impact on the operation of Florida Medicaid and its MMIS/DSS, including:

- a. Florida's transition to the Statewide Medicaid Managed Care (SMMC) program: The Agency implemented the Long-term Care (LTC) managed care program between August 2013 and March 2014 and implemented the Managed Medical Assistance (MMA) program Between May 2014 and August 2014. Comprehensive information about SMMC may be found at: http://www.fdhc.state.fl.us/medicaid/statewide_mc/index.shtml
- b. Florida converted to a Diagnosis-Related Groups (DRG) inpatient hospital reimbursement methodology on July 1, 2013. The Agency anticipates post-implementation activities associated with this critical methodology change to continue for an extended period of time after the implementation of the DRG methodology.
- c. The creation of new Agency organizational entities and governance structures to further a culture of business intelligence and data analytics providing an enhanced understanding of our delivery system and the opportunity for quality improvement.

The Medicaid Information Technology Architecture (MITA) framework is intended to support improved systems development and health care management for the Medicaid enterprise. The Agency would like to leverage the MMIS procurement's planning activity to fully understand the opportunities to establish more interconnected data systems that support the Medicaid enterprise. The MITA framework and the seven (7) conditions and standards will be used throughout the project as a guide to the design, development and implementation of the chosen MMIS/DSS solution.

3. Agency Project Goals and Schedule

The goals of the fiscal agent and MMIS/DSS procurement project are:

- a. Determine the best solution for obtaining a federally certifiable MMIS/DSS that is designed to operate a managed care centric system; instead of a fee-for-service centric system;
- b. Improve the scope and quality of data for program management, especially encounter data;
- c. Expand automated processes, with a focus on communications, workflow and electronic records;
- d. Expand flexibility for integrating with Agency enterprise initiatives, as well as statewide and regional hubs; and
- e. Deploy innovative solutions that allow for efficient and rapid response to ongoing industry and federal mandates.

The anticipated key dates for the multi-year project are outlined below.

KEY MMIS PROCUREMENT PROJECT DATES	
Date	Event
February 2014	Federal approval of planning phase
July 2015	Issue solicitation(s) for fiscal agent-MMIS/DSS vendor(s)
December 2015	Post Intent to Award the Contract(s) for fiscal agent-MMIS/DSS vendor(s)
June 2016	MMIS/DSS Design, Development and Implementation Phase Startup
July 1, 2018	Fiscal Agent/DSS Contract Operations Startup

4. Statement of Need

Florida is envisioning a hybrid process for the next MMIS procurement which will include a solicitation for a takeover of the current HPES system with enhancements and a separate solicitation for a Systems Integrator (SI) that will provide the following services, at a minimum:

- Provide a systems architect to develop a state approved Medicaid Enterprise Architecture;
- Recommend best of class solutions during operations to maximize the state's Medicaid information technology solution for the Agency, in coordination with the Agency's MITA State Self-Assessment (SS-A), which was completed in November 2014;
- Provide comprehensive technical project management and solution development to enable the integration of multiple vendors and solutions; and
- Manage the identification, planning, and execution of the industry standard fiscal agent implementation project phases for all phases of the engagement (i.e. design, development, testing, etc.).

Throughout the Design, Development and Implementation (DDI) phase, as well as during the Operations Phase of the contract period, the Agency will require the SI to, at a minimum, provide management and oversight of the following:

a. Deliverables Management (consultative during the MMIS DDI; Medicaid Enterprise during Operations)

The SI will be required to develop a Deliverable Management approach that documents the expectations, requirements, and content required for each Deliverable that are clearly defined and agreed upon in advance of actual delivery.

b. Change Control Management (consultative during the MMIS DDI; Medicaid Enterprise during Operations)

Changes in project scope may happen due to a variety of unforeseen factors. For the purposes of this RFI, change is defined as a request originating from Florida or any of the Medicaid Enterprise Contractors that affects scope, schedule, and/or cost to Florida.

c. Project Management Framework (consultative during the MMIS DDI; Medicaid Enterprise during Operations)

The SI will be required to propose a Project Management Framework that will be followed for all projects.

d. Issue and Risk Management (consultative during the MMIS DDI; Medicaid Enterprise during Operations)

The SI will be required to propose an Issue Management Plan that outlines the procedures for documenting, escalating and resolving issues and a Risk Management Plan that outlines the procedures for documenting, escalating and mitigating risk.

e. Systems Development Lifecycle Management

The SI will be required to submit a description of the System Development Lifecycle Methodology for the Medicaid Enterprise, for review and comment, prior to approval and acceptance by Florida's project team.

f. Requirements Traceability (consultative during the MMIS DDI; Medicaid Enterprise during Operations)

The SI will be required to maintain a Medicaid Enterprise Requirements Traceability Matrix (RTM) throughout the lifecycle of the program.

g. System Design

The SI will be required to submit its plan for the Medicaid Enterprise System Design Phase for approval by Florida's project team prior to the commencement of that phase of work. The Agency is considering a take-over of the current level of modularity in the MMIS and considering a plan to further modularize the system over the term of the contract. The Agency is considering an approach that would provide integrator services for any modular components that the State chooses to implement over the term of SI contract.

B. RFI RESPONSE INSTRUCTIONS

Respondents to this RFI are asked to be thorough, but concise. The RFI response must include the following:

1. Thorough description of the respondent's organizational capacity to meet the described needs.
2. Projected budget narrative.
3. Projected project staffing plan which includes anticipated and/or known risks for each phase of the project, including at a minimum, the DDI phase of the MMIS turnover and Operations phase of the project described.
4. The respondent must include in its response:
 - a. Recommendations for how a Systems Integrator could play a role in the MMIS project.
 - b. A narrative that fully describes the respondent's understanding and experience with Florida's Medicaid program, if applicable.
 - c. Proposed specific deliverables that are outcome or results driven and performance based, including a plan for ongoing assessment of the project's effectiveness.
5. Contact Information

On the cover page of the response submission, the respondent must include the following contact information:

- a. Project Title;
- b. Respondent Name;
- c. Address;
- d. Contact Phone Numbers (Voice, Mobile), E-Mail Address; and
- e. Web Site Address, if applicable.

C. PROPRIETARY INFORMATION

Any portion of the submitted response which is asserted to be exempt from disclosure under Chapter 119, Florida Statutes, shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked "trade secret as defined in Section 812.081, Florida Statutes". Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the Agency will provide such records in response to public records requests without notifying the respondent. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 119, Florida Statutes. An entire response should not be considered trade secret.

D. RESPONSE SUBMISSION

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Respondents to this RFI shall submit one (1) electronic copy of its response. The response shall not exceed one hundred (100), single-sided, pages in length. The electronic format shall be submitted on CD-ROM. The software used to produce the electronic files must be Microsoft Word 97 and/or Excel 97 or newer. The electronic files must be logically named.

The respondent shall **also** submit one (1) electronic redacted copy of the response suitable for release to the public. Any confidential or trade secret information covered under Section 812.081, Florida Statutes, should be either redacted or completely removed. The redacted response shall be marked as the "redacted" copy and contain a transmittal letter authorizing release of the redacted version of the response in the event the Agency receives a public records request.

Responses to this RFI shall be provided no later than **5:00 PM, Eastern Time, February 6, 2015**. Responses shall be submitted to:

Agency for Health Care Administration
Procurement Office
Attn: Lance Dyal
2727 Mahan Drive, MS 15
Tallahassee, FL 32308
ProcurementAdministration@ahca.myflorida.com

After the Agency has received all responses to this RFI, the Agency, in its sole discretion, shall determine if a meeting with respondents is necessary to clarify the information received. In the event that the Agency decides to hold a meeting, the respondent(s) will be notified via email.

D. VENDOR COSTS

Vendors are responsible for all costs associated with preparing a response to this RFI. The state of Florida, Agency for Health Care Administration, will not be responsible for any vendor costs associated with preparing a response to this RFI.

E. QUESTIONS

Questions concerning this RFI should be submitted in writing via email to ProcurementAdministration@ahca.myflorida.com.

All responses to questions received will be made, in writing, directly to the sender.

F. AGENCY FOR HEALTH CARE ADMINISTRATION WEBSITE

Additional information about the Florida Agency for Health Care Administration can be found on the Agency's website at: <http://ahca.myflorida.com/>

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