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New Mexico (NM) Statewide Price Agreement (SWPA) Contractors

Santa Fe, New Mexico 87507

Subject: Request for Quote (RFQ) – Data Services (DS)

The New Mexico Human Services Department (HSD) intends to procure Data Warehouse (DW) and Business Intelligence (BI) Analytic services to support its Medicaid management information system (MMIS). The agency requests quotes from qualified vendors to complete the work started under a prior contract.

The instructions and information below are intended to assist vendors to develop a quote for the completion of this work.

# Distribution of this Request for Quote

This RFQ is distributed to contractors who hold a NM Statewide Price Agreement or contractors holding federal GSA contracts and will extend their pricing and terms to our agency. It may include NM State Contractors subcontracting with federal contractors. The distribution is intended to reach a wide group of organizations that are eligible to contract with our agency through a standing government contract.

***To qualify for this procurement, the contractor’s state price agreements must include approval to deliver services under the Database Management and Business Intelligence Services listing (category 3).***

For GSA contractors, if you extend your terms and pricing to HSD, your approved federal services must meet the NM Category 3 service requirements.

# Purpose of this Request for Quote

The purpose of this RFQ is to obtain quotes from qualified contractors to provide fixed price deliverables to build Enterprise Data Warehouse (EDW) and Business Intelligence (BI) Analytics functions to support a data solution to meet the operational and certification requirements of the Medicaid Management Information System under development.

# Introduction, Intent and Objectives of this Engagement

HSD intends, through this RFQ and an associated contract, to partner with an industry leader in Data Services specific to Data Warehousing and Analytic Dashboards. This partnership is critical to the successful implementation that empowers the customers of the MMISR to access quality data supporting the needs of the State’s Medicaid business.

The selected DS Contractor will provide services to: (1) perform and manage work under the contract resulting from this RFQ; (2) work with the CMS approved Independent Verification and Validation (IV&V) Contractor and the State led Project Management Office (PMO); (3) perform planning and leadership related to implementation of this module, and work with the System Integrator (SI) Contractor to assure integration with the subsequent MMISR modules and Contractors; and (4) support attainment of CMS Certification for the DS module and for the MMISR Solution as a whole. The State seeks a Contractor who understands the Medicaid Information Technology Architecture (MITA) of CMS and who understands that the goal of the State is to achieve MITA Level IV.

The selected Contractor from this procurement will work collaboratively with the PMO and other staff, with other Contractors and Stakeholders associated with the MMISR Project, including all selected module Contractors.

The selected Offeror will provide professional design, development, implementation, maintenance, operation, integration, and project/program management services for the MMISR Data Services (DS) module. The Offeror must demonstrate experience, knowledge, innovation, and the capacity necessary to perform the services described in this RFQ.

# Current Data Solution Status

The existing Data Solution is in a state of partial completion. HSD has refined the list of remaining deliverables outlined in the SOW. It is expected the selected Contractor will utilize existing project artifacts to the extent they support the future state of Data Services. Any rework or recreation of completed artifacts will be required to be presented to the Change Control Board for consideration and approval. The Project artifacts completed can be accessed through the bidder's library.

# DS Enterprise Data Warehouse Solution

The Contractor’s solution shall leverage the infrastructure and tools provided by the HSD MMISR System Integrator (SI). The Contractor shall design, implement, operate, and continually improve Business Intelligence as part of a set of SOA services needed to support current and future reporting and analytics requirements for the Enterprise.

The solution should be designed to access and integrate data across the internal and external locales of the enterprise to minimize duplication of data within a central enterprise data warehouse representing a single source of truth to support multi-faceted and complex analytics with optimal performance that will drive reliable and trustworthy results to facilitate informed decisions within the enterprise.

The solution should provide the capability to move large volumes of data through the various services and data stores of the data warehouse with integrity, quality, scalability, and flexibility to ultimately deliver business value. It will capture information from external systems, multiple agency-identified and publicly available data, and multiple department-identified non-public data for incorporation into reporting and analytics. A proven Extract, Transform, and Load (ETL) process must accompany strong technology for acquiring and integrating data, enabling data history loads, transforming data, and populating it in the enterprise data warehouse, sandbox, and data marts.

The Solution should support various types of data including but not limited to Provider, Client, Client Eligibility, Managed Care, Prior Authorization, Third Party Liability (TPL), Recovery, Claims and Encounters.

The Data Services module will receive data provided by the SI Contractor via batch through Managed File Transfer (MFT). The Contractor shall collaborate with the Procuring Agency to identify the specific tools, techniques and approaches used to deliver its required services. The Procuring Agency expects the core infrastructure supporting DS to be compatible with the MMISR infrastructure provided through the SI contract. The Contractor is required to work with the SI Contractor and Procuring Agency to assure a successful implementation of the DS module. In the event an Extract, Transform and Load (ETL) tool is required, the Contractor will provide the tool required to communicate with the System Integration Platform provided by the SI Contractor and Procuring Agency.

# Existing Module Systems

The HSD has contracted with three (3) other contractors to provide several BPO services. These efforts are in process (see below for detail). They are:

* Quality Assurance (QA) for Medicaid Program Integrity, Fraud Waste and Abuse, and Third-Party Liability (TPL) including the coordination of benefits
* Consolidated Customer Service Center (CCSC), part of the Unified Public Interface, for call center support and contact management
* Unified Public Interface (UPI), described below

# Future Module Systems

In addition to Data Services, the HSD is in the process of procuring three (3) other modules to be integrated into the enterprise. They are:

* Benefit Management Services (BMS), described below
* Care and Case Management Solution (C/CMS), described below
* Financial Services (FS), described below

# Enterprise Overview and Background

This engagement resulting from this RFQ will form the central integrating component of the larger MMISR project and the HHS2020 Enterprise initiative. Contractors should inform themselves regarding these projects by reading the overview approach below and consulting the procurement library of related procurements and supporting documentation.

The NM Procurement Library link is <https://webapp.hsd.state.nm.us/Procurement/>

# MMISR Approach

The MMISR Project is part of NM HSD’s HHS2020 initiative. HHS2020 is an Enterprise vision for transforming the way HHS services and programs are delivered to New Mexicans. HHS2020 is not limited to technology; it encompasses a reevaluation of processes and organizational structures used to manage and deliver program services, and efforts to work across organizational boundaries to manage and deliver all HHS services in the State and transition from current operating models to outcomes-based focus for the work more effectively. The goal of the MMISR solution is to move away from a monolithic system approach and instead to implement a modular MMISR solution with the information, infrastructure, tools, and services necessary to efficiently administer NM Medicaid and HHS programs. The MMISR solution will use a combination of technology and Business Process Outsourcing (BPO) service procurements as the foundation for the HHS2020 Framework. Due to MMISR certification and auditing requirements, the State will retain oversight and will require Contractor’s adherence to Service Level Agreements (SLAs) for BPO processes and services. The services and processes performed by the Contractor must meet the CMS Certification requirements and increase the Enterprise’s Medicaid Information Technology Architecture (MITA) Maturity Level.

HSD plans to achieve this vision via a series of procurements. Each procurement will require that the selected Contractor comply with accepted standards that promote interoperability across the HHS2020 Framework and that support successful Service Oriented Architecture (SOA) compliant integration with other MMISR modules and services. To that end, the State requires an SI Contractor to provide a unifying role across these procurements. The SI Contractor will complete the instantiation, fully configure, continuously develop, continuously integrate, and maintain the core infrastructure used to transfer and enable storage of data from all the Contractors continuing throughout the MMISR solution. Additionally, the SI Contractor is responsible for planning, testing, migrating, and managing successful integration across modules and services, and for setting interoperability standards.

HSD intends for the BPO modules to function as “black boxes”, in that the inner workings of the Contractor’s enabling technology are not specified by the State, but the module is viewed in terms of functionality, business process efficiency, performance against SLAs, and data inputs and outputs, enabling the State to take advantage of commodity services in the marketplace to achieve rapid use of key services needed to support the enterprise. The HSD BPO procurement strategy encompasses SLAs and associated Liquidated Damages (LDs), in compliance with CMS, State, and other requirements, including those associated with the SI Solution and the MMISR solution as a whole and on exchange of data in agreed-upon formats and frequencies.

The MMISR Process Flows found in the Procurement Library present flow diagrams that illustrate, at a high level, the interactions and relationships among the MMISR modules and services.

# The MMISR Modules and Services Procurements

The following section describes the modules intended to integrate into the medicaid management information system:

System Integrator (SI) – The HSD is utilizing an experienced SI contractor to complete the implementation of the integration platform and shared services applications in order to integrate both current and future module services. The SI is responsible for leading the integration of other modules to create a modular MMIS that meets the needs of the HSD and its partners.

Major components of the SI responsibilities include:

* SOA enablement, ESB, schema management, data quality management (DQM), policy enforcement, security implementation, management, and governance;
* Core shared services including Electronic Document Management (EDM), address verification, client information verification, notification engine, MDM which includes Master Client Index (MCI) and Master Provider Index (MPI) and others depending upon Contractors’ recommendations, and SOA tooling to support business process automation (e.g., Workflow, Business Rules and Business Process Management/Orchestration including ODS);
* Reusable and repeatable system migration capability (including data conversion as required to migrate from legacy systems to HHS2020 ecosystem);
* Security implementation and management, identity proofing, system integrity, system fraud prevention, and Single Sign-on; and
* Integration Governance (e.g., security, monitoring, management, and platform administration).

Data Services (DS) – Through the DS procurement, HSD is seeking a Contractor and services focused on designing, implementing, operating, and continually improving the structures, processes and data needed to support HHS2020 current and future analytic requirements. The DS Contractor will develop data structures (e.g., multiple linked data stores, data marts, an Enterprise Data Warehouse (EDW) or equivalent) while leveraging the infrastructure and tools provided by the SI Contractor. The DS procurement should result in a Contractor to design, implement, operate, and continually improve Business Intelligence (BI) as part of a set of SOA services needed to support current and future reporting and analytics requirements for the State.

Quality Assurance (QA) – HSD has contracted with a BPO Contractor to provide the following QA Business Services using a CMS-compliant platform and processes:

1. Program Integrity (PI) support, including TPL, Fraud and Abuse Detection Services (FADS), audit coordination and compliance;
2. Recovery Audit Contractor (RAC)- Management of Recovery and Audit responsibilities;
3. Quality Reporting; and
4. Coordination of efforts and projects with the HSD Office of Inspector General (OIG) and the Medicaid Fraud Control Unit (MFCU) of the Office of the Attorney General (OAG).

Financial Services (FS) – Through the FS procurement, HSD will contract with a BPO Contractor to provide comprehensive financial services (e.g., accounting, payment, billing); Enterprise claims processing (including pharmacy claims, non-medical claims and other payment types), Self-Directed Home and Community Based Services (HCBS) ; Pharmacy Benefit Management (PBM); Drug Rebate; Data Exchange and Reporting; and General Requirements, using a CMS-compliant platform and processes for multiple Enterprise programs. The FS Contractor also will provide services necessary for managing the FS contract, for interacting with the State and other HHS2020 Contractors to effectively support HHS2020 and MMISR and for providing to the SI and DS Contractors the data elements essential to Federal reporting requirements.

Benefit Management Services (BMS) – Through the BMS procurement, HSD will contract with a BPO Contractor to provide the following services for BMS using a CMS compliant platform and processes:

1. Member Management;
2. Utilization Management/Utilization Review including Prior Authorization (and other authorizations, Referrals, Budget Management, Individual Support Plans and Services);
3. Provider Management, including enrollment; and
4. Benefit Plan Management.

Care and Case Management Solution (CCMS) – Through the C/CMS procurement, HSD will contract with a BPO Contractor to provide the following services for C/CMS using a CMS compliant platform and processes for several State agencies and many programs

1. Case Initiation
2. Case Monitoring and Management
3. Establishment
4. Enforcement
5. Critical Incident Management
6. Pre-Admission Screening
7. Complaint, Grievance and Appeal Management
8. Fair Hearings tracking and Management
9. Contract Management
10. Community Reintegration
11. Customer Service
12. Financial Management

Unified Public Interface (UPI) – A key element of the HHS2020 Framework is a unified interface serving all Stakeholders, in keeping with the vision of presenting a more customer-centric view of HHS services and processes. HSD seeks to develop, implement and operate a UPI serving New Mexicans, Providers, State agencies and employees, and other Stakeholders. The goal of the UPI is to offer a “one-stop shop” that embraces a “no wrong door” approach to customer service.

To achieve this goal the UPI will consist of three (3) principal parts:

1. Consolidated Customer Service Center (CCSC) – The goal for the CCSC is to provide a single, integrated contact center serving all HSD programs, to increase efficiency and to make it easier for our customers and providers to obtain needed information and/or actions. As noted above HSD has executed a contract for these services.
2. Unified Web Portal and Mobile Technology – The goal for the Unified Web Portal and Mobile Technology encompasses both a unified web portal and the use of social media, mobile technology and other user-friendly technologies to improve User ease of access and to enhance the State’s ability to readily and effectively reach customers, Providers and other Stakeholders.
3. Internal Portal – The internal portal will serve all State employees providing access to enterprise end-to-end automated business processes and to the HHS2020 applications individually. The internal portal will also contain its own automation of commonly used queries, informational retrieval, summary reporting and general information.

# Request for Quote Overview

This RFQ is comprised of four (4) documents and supported by an on-line library of previously released public reference information. The four documents described below are specific to helping contractors respond to this RFQ. The online library contains reference material for this and several related procurements. The vendors are encouraged to review this library in preparation for responding to this RFQ.

1. (1) Invitation to Quote – this document.
2. (2) Contractor Qualifications and Work Product Quotes – Contains specific contractor qualifications and descriptions of work products for which the contractors must provide a fixed price quote.
3. (3) Instructions for Responding to this RFQ – Contains the RFQ schedule, format for responses, specifications for responses, evaluation process overview and other instructions.
4. (4) Draft Contract – Draft of the contract vendors should be prepared to sign if selected for this engagement.

# Request for Quote Guidelines

This request for quote is issued under the following guidelines:

1. Contractors may partner with other organizations, but there will be one prime contractor responsible for completion of this work. Prime must have the Database Management and Business Intelligence Services category in their state price agreement.
2. The HSD will review quotes and intends to award one contract to acquire the specified work products.
3. The HSD expects the awarded contractor will use internal staff or subcontractors to meet contract requirements. Regardless, the HSD will require the contractors to maintain or coordinate staffing to cover turnover to prevent interruption of services.
4. Work will be performed remotely. Contractor’s staff and subcontractors must comply with HSD security or on premises standards related to building, network, or system access.
5. The HSD may amend the contract for other related services in the future based on strategic needs of the project.
6. A draft state approved contract is included. The terms and conditions are consistent with state procurement codes and include several terms related to federal funding requirements.
7. The Centers for Medicare and Medicaid Services, NM Department of Information Technology, and other agencies will review any contract developed from this RFQ. Based on current federal or state regulation changes, final contracts may be modified to meet these requirements. The HSD will review requested changes with the Contactor prior to acceptance.
8. Upon review of the quotes, the HSD will contact initial qualifying contractors. Not all quotes will develop into contracts for this procurement.
9. The selected contractor will be considered the prime contractor with any major subcontractors identified by name. All subcontractors must comply with the HSD security, privacy, policies, and codes of conduct. Required online HSD training will be provided at no charge and must be completed annually per federal or state regulations.
10. The pricing must be firm for 180 calendar days after the due date for receipt of quotes.
11. Per state transparency laws, quotes will be considered public record. A redacted version may be submitted to remove personal staff information. Please include quotes in (1) PDF version, (2) pdf redacted version for public posting per transparency statues, and (3) WORD/EXCEL version to assist evaluation process.
12. This Request for Quote may be canceled at any time and any and all quotes may be rejected in whole or in part.
13. Any contract awarded as a result of this RFQ process may be terminated or adjusted if sufficient appropriations or authorizations do not exist or are reduced.
14. The HSD may accept all or a portion of the quote.
15. All submitted documents shall become the property of the HSD.

# Contract Considerations

The quotes will be reviewed based on HSD determination and need; the HSD intends to award one (1) contract. The following should be considered:

1. The attached contract is a standard HSD IT contract. Contract articles will not be amended. Please review the contract before submitting quotes to confirm the terms are acceptable.
2. Although retainage is set to 20%, the HSD may adjust or waive retainage based on risk or experience levels of quote presented.
3. The contract states “fixed price deliverables” as the basis for reimbursement.
4. A warranty of six (6) months for work performed or deliverables submitted is included. This will address possible situations in which faulty work is not discovered at submission. Work found faulty after submission will be corrected at no charge to the HSD.
5. HSD may extend contract terms beyond four years per HSD procurement options for Medicaid systems. The term of the contract will not extend beyond the statute limit.
6. The contract may be amended as needed in order to meet the requirements of this procurement (or any future related federal or state requirements). This includes supporting agency operational functions and other technology related changes that would enable the agency to meet its strategic goals.

Sincerely,

/S/ Sean Pearson

Chief Information Officer  
New Mexico Human Services Department

Attachments:

1. RFQ Vendor Qualifications
2. Instructions for RFQ Responses
3. Draft DS Contract