

BOARD MEETING DATE: JUNE 26, 2017

SUBJECT: PROCUREMENT APPROVAL REQUEST

PREPARED BY: BRIAN BRAUN, CFO AND KELLY DAVIES, DIRECTOR OF PRODUCT DEVELOPMENT

Proposed Action:

Board Approval to extend technology enhancement and maintenance & operation services for fiscal year 2018.

Summary:

Requesting approval to proceed in extending the technology services provided by CGI for the next fiscal year (July 2017 – June 2018). The services support the maintenance and operations of the marketplace along with the design, development, coding, testing and implementation of enhancement/compliance projects. **The total estimated cost for these services for the fiscal year is \$6,035,000** consisting of \$4,995,000 for ongoing maintenance and operations and \$1,040,000 for platform enhancements. See the attachment for scope of maintenance and operations services. The scope has been expanded for the next fiscal year (no increase in cost) over the current fiscal year to include an additional 40 hours a week for discretionary support services along with an additional FTE to support the carrier team. The initial platform enhancements will be focused on the next open enrollment period with significant improvements on renewals and self-attestation processing. These improvements are expected to have a positive impact on effectuated enrollments. In addition, to provide flexibility given the current level of uncertainties, triggers will be incorporated into the contract that provide for cost reductions or renegotiations if there are reductions in enrollment, health plan participation or other business conditions that force budget changes.

Staff Recommendation:

Staff recommends the approval of this request.

Procurement Compliance:

Procurement Exceeds \$150,000 (Federal)/\$250,000 (non-Federal) threshold: Yes

Procurement/Business Initiative is necessary or advisable: Yes – essential to ongoing marketplace operations

Type of procurement vehicle: Statement of Work to existing CGI MSA/Contract

Need for RFP,RFI,RFS or similar: No, this is an extension of services under the current MSA – no change to the underlying technology platform. Vendor has in depth knowledge of systems and processes.

Funding Source:

Anticipate the use of general operating funds. Under certain circumstances, Federal funds may be used for a portion of these expenditures if related to Medicaid customers.

Supplemental Information:

See attached slides for scope of services. Finance and Operations will be provided updates on the enhancement projects.

M&O Services -- What's In Scope

Base M&O Activities

Software Configuration Management
Build and Release Engineering
Database Admin and Data Center Coordination
User Access Management/Audit
In Scope Software Costs

Environment Support

Quarterly Repointing of environments
Support STG, UAT, PRD, and DR environments

CGI Post Warranty Support

Code Correction
Data Cleanup Analysis
System Testing
Production Support
Project Management
Scheduled Operational Processes (CGI)
Ad Hoc Operational Processes (CGI)
SLA Management (CGI)

BI Activities

Cognos Maintenance
Troubleshooting SQL
ETL and ODS Maintenance (Informatica)
Maintenance of Standard Reports

FMS Activities

Carrier Invoicing
SHOP Carrier Disbursements
Month End Close
One 1095 run in January (Includes H41 submission)
1095 corrections runs (as outlined in M&O Proposal Deck)
H36/H36C report performed monthly
One yearly run of Renewals
Maintenance of existing Notices
Generate Carrier Change Report (CCR) once a week
Specialized Notice Runs (i.e., OEP reminders, outreach campaigns)

Security Activities

Mandatory Audits
CMS Audit report reported yearly (SSP +)
Perform Quarterly NESSUS Scans and Determine Remediation
Perform Annual BURP Scans and Determine Remediation

Monthly Releases

Monthly Release Planning and Management
Monthly Release Integration Development
Monthly Release System Testing
Monthly Release Prep for Deploy and Conduct Deploy
Monthly Release Service Center Readiness and Documentation
Monthly Release Provider Directory Updates

M&O Services – Continued

Tool Support (SP, IBRS, Re-processor)

Break/Fix activities
Development and Unit Testing
Test
Implementation

Discretionary Hours

General Development Hours – 8k hours
M&O – 40 hours per week

Third Party Corrections

Individual Market Place Tickets
SHOP Tickets

Carrier Coordination

Management and Coordination and Executive Reporting
Complete four rounds (FEB, APR, JUN, AUG) current plan year bi-monthly EDBL snapshot reconciliation
Generate EOY APTC Template Preview - August
Produce and publish 3 EOY APTC Templates (SEPT, NOV, Final)
Works with C4 Carrier Coordinators to answer Carrier EDI questions (e.g., companion guide, bulk file loads),
EDI validation support for Carrier Testing including enrollment, change, cancels/terms, effectuations for TST and PRD
Dev support for enrollment reconciliation/updates related to recon, inbound cancel/terms, effectuations, PWS/TST/PRD
Develops, executes, and validates results for DBCR scripts related to enrollment updates related to reconciliation actions.
Supports Carrier EDI testing by executing and troubleshooting CCR process in TST
Serves as COHBE Advisor for companion guide updates and enrollment SME support
BI Support for Carrier Coordination Reports (i.e., Recon, MEE, APTC Preview, APTC Variance)