**STATE OF MAINE**

**Department of Health and Human Services**

*Office of MaineCare Services*



**REQUEST FOR INFORMATION**

**RFI#201907133**

**Technical Consulting Services to Support the Competitive Procurement of Maine’s Medicaid Management Information System & Fiscal Agent Services**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.  **Name:** Tom Charette **Title:** Procurement Administrator  **Contact Information:** [thomas.charette@maine.gov](mailto:thomas.charette@maine.gov) |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:*  **Date:** August 12, 2019, no later than 4:00 p.m., local time |
| **Response Submission** | **Submission Deadline:** August 23, 2019, no later than 4:00 p.m., local time  **Submit to:** [RFP.DHHS@Maine.gov](mailto:RFP.DHHS@Maine.gov) |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Health and Human Services**

**RFI# 201907133**

**Technical Consulting Services to Support the Competitive Procurement of Maine’s Medicaid Management Information System & Fiscal Agent Services**

The State of Maine, Department of Health and Human Services, is seeking information regarding technical assistance related to the competitive procurement of a technical solution for a new Medicaid Management Information System (MMIS) and Fiscal Agent support services.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis

Responses must be submitted to: [RFP.DHHS@Maine.gov](mailto:RFP.DHHS@Maine.gov) and be submitted by 4:00 pm, local time, on August 23, 2019.

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**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **CMS** | Federal Centers for Medicare and Medicaid Services |
| **RFI** | Request for Information |
| **RFP** | Request for Proposal |
| **State** | State of Maine |
| **Department** | The Department of Health and Human Services |
| **FOAA** | Maine Freedom of Access Act |
| **MMIS** | Medicaid Management Information System |
| **OMS** | The Department’s Office of MaineCare Services |
| **Respondent** | Any individual or organization submitting a response to this RFI. |

**State of Maine - Department of Health and Human Services**

**RFI#201907133**

**Technical Assistance related to Competitive Procurement of a New**

**Technical Solution for Maine’s MMIS and Fiscal Agent Services**

# **PART I INTRODUCTION**

## A. Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a Request for Proposals (RFP) document). The Department of Health and Human Services (Department) is seeking information from interested parties as defined in this RFI document regarding technical assistance available to draft and evaluate responses to a Request for Proposal (RFP) for a new Medicaid Management Information System (MMIS) and accompanying Fiscal Agent support services, including coordination with the Centers for Medicare and Medicaid Services (CMS) to assure compliance with Federal requirements. This is an opportunity for interested parties to help the Department better understand the MMIS marketplace and/or specific subject matter.

## B. Current Conditions

The Department’s Office of MaineCare Services (OMS) administers the State’s Medicaid program and health care benefits. OMS is responsible for the coordination of MaineCare programs and benefits, assuring operation of MaineCare services is under consistent policy in keeping with the Department’s goals and federal mandates, and providing accountability necessary to determine that MaineCare services are administered in an effective and efficient manner. The Department is considering replacing its current MMIS and fiscal agent support services and is anticipating the need for outside technical assistance related to the competitive procurement process, including drafting an RFP and evaluating bidder responses to the RFP. The competitive procurement process is the normal/default practice for the Department as it relates to technical solutions of such complex systems.

**C. Challenge Statement**

The RFI is intended to explore an overarching question: What technical assistance, including knowledge of MMIS systems and CMS requirements, is available to assist the Department in developing the RFP and evaluating responses to a highly complex new MMIS solution?

## D. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding RFI. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of a response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.): [State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Responder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

The Department seeks information to inform the process for drafting an RFP which would solicit technical assistance of a consultant to draft an RFP and evaluate bids/proposals received for a new, technical solutions for Maine MMIS and accompanying fiscal agent support services. Respondents are not required to submit responses pertaining to every question, but the Department encourages interested parties to respond to any or all relevant aspects of the RFI.

The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and/or familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents must not provide any specific cost or customized pricing documentation in their response.**

1. **General Information** 
   1. Using **Appendix A**, identify yourself and any organization you represent in this RFI.
      1. Name of respondent
      2. Organization and affiliation
      3. Address (organizational, if responding on behalf of an entity)
      4. Contact information (phone number(s) and email address)
   2. Identify your experience(s) in providing technical assistance drafting RFPs for complex information technology systems and evaluating solution bids/ proposals, including, if applicable, MMIS and fiscal agent support services.
2. **Feedback Requested**
   1. Identify potential challenges and/or impediments related to the development of an RFP for a technical solution replacement to MMIS and accompanying fiscal agent support services.
3. Include challenges related to, including but not limited to:
   * 1. Transitioning to a new technology system;
     2. Availability of funds;
     3. CMS requirements (including modularity of the solution); and
     4. Compatibility of systems.
   1. What are some key components/elements that should be included in a technical solution to MMIS RFP that would be pertinent and important for bidders to know when drafting a proposal?
   2. What are contributing factors that would influence the cost of a new technical solution to MMIS?
   3. What information would the writer of the RFP need to know about the Department’s existing software?
   4. What issues need to be considered for integrating a new technical solution with the Department’s existing infrastructure and programs?
   5. What would be some key criteria for evaluating a bid/proposal for a new technical solution to MMIS?

# **PART III KEY RFI EVENTS AND PROCESSES**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** – Submitted Questions Form – for submission of questions.
3. The Submitted Questions Form must be submitted by e-mail and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed on the cover page of this RFI.

1. **Delivery Instructions**

Responses must be submitted to the email address listed on the cover page of this RFI document.

1. **Response Format**

Responses to this RFI may be developed in a manner that suits the respondent. A list of key questions is included within the RFI and all submissions, regardless of format will be reviewed. Respondents are asked to be brief and to respond to as many questions as possible within the RFI. Number each response to correspond to the relevant question or instruction of the RFI to allow comparison and clarity.

# **PART IV REVIEW OF RESPONSES RECEIVED**

# **General Information**

1. The Department will review responses received for the purpose of gathering information and market research only. The Department will not score or rate responses received.
2. The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received and/or additional information to enhance marketing research efforts.

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

**RESPONSE COVER PAGE**

**RFI#201907133**

**Technical Assistance related to Competitive Procurement of a New**

**Technical Solution for Maine’s MMIS and Fiscal Agent Services**

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| --- | --- | --- | --- | --- |
| **Lead Point of Contact - Name/Title:** | | |  | |
| **Organization Name (if applicable):** | | |  | |
| **Tel:** |  | | **Email:** |  |
| **Website:** |  | | | |
| **Street Address:** | |  | | |
| **City/State/Zip:** | |  | | |

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

**SUBMITTED QUESTIONS FORM**

**RFI#201907133**

**Technical Assistance related to Competitive Procurement of a New**

**Technical Solution for Maine’s MMIS and Fiscal Agent Services**

|  |  |
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| **Organization/Responder’s Name:** |  |

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| **RFI Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*