



New York State of Health (NYSOH) Request for Information (RFI) for Recommended Approaches to System Takeover, Enhancement and Operations

A. PURPOSE OF THE RFI

The purpose of this RFI is to obtain potential vendor input for a competitive procurement to assume operational responsibility (“takeover”) for the current New York State of Health (NYSOH) system and the integration of a solution to cover both Modified Adjusted Gross Income (MAGI) Medicaid and non-MAGI Medicaid populations, in accordance with the provisions of the Affordable Care Act (ACA) and New York State law. Herein after, “NYSOH” will be inclusive of both the MAGI and non-MAGI populations.

The New York State (State) Department of Health (DOH) is releasing this Request for Information (RFI) to:

- Determine the level of interest of qualified and experienced firms to assume the current operations of the State’s Health Plan Marketplace, the New York State of Health (NYSOH), and work with DOH to define and implement agreed upon enhancements to NYSOH including the development and implementation of a solution for the non-MAGI population;
- Develop a better understanding of vendor needs for the successful takeover, enhancement, maintenance and operation of NYSOH;
- Develop a better understanding of Marketplace modules and software solutions that vendors have successfully implemented for other customers;
- Gather relevant information on barriers to competition;
- Obtain a more comprehensive understanding of emerging trends; and
- Identify opportunities to mature NYSOH and its services

Input from all interested parties is welcome, but the State is especially interested in receiving feedback from those who have successfully implemented some or all the functionality required of a highly automated, tightly integrated eligibility and enrollment system that supports a variety of Medicaid programs - as well as Qualified Health Plan (QHP) programs - in one environment.



B. PROJECT BACKGROUND

New York operates one of the most successful Marketplaces in the nation, including a website that launched successfully on “Day 1” (October 1, 2013). NYSOH was established by the Federal ACA. Since establishment, the system and related work has been codified in NYS law in 2018 acknowledging the State’s commitment to providing quality, affordable health insurance to New Yorkers. More than 4.7 million people are enrolled in coverage through NYSOH – over 20 percent of the State’s population. The Marketplace allows consumers to apply for health insurance and automatically determine if they qualify for assistance, in the form of tax credits, in paying for QHPs or are eligible for enrollment in public programs such as Medicaid, Essential Plan (EP) or the Children’s Health Plus Program (CHP). The Department, in partnership with its current system operator/integrator, completed its sixth successful Open Enrollment Period on January 31, 2019.

The non-MAGI population numbers approximately 2.7 million insured. The eligibility and enrollment functions are primarily administered by local government with several specialty populations administered by selected State agencies. The local government administration is supported by a legacy system known as the Welfare Management System (WMS).

Since vendor offerings in the systems integration marketplace have matured, the State is interested in learning about existing Marketplace solutions rapidly adaptable to the Department’s current needs, and that might already support the Department’s desired improvements.

New York State is one of very few states that have successfully integrated the eligibility and enrollment functions of Medicaid programs and QHPs in a highly automated environment. As such, the State is also seeking information on solution options that address this tight integration among the various programs that go well beyond operating a QHP-only based Marketplace.

The NYSOH Marketplace application supports nearly 5 million New Yorkers in obtaining health coverage, provides approximately 250 million webpage views a year and generates more than 8 million notices each year.

Currently there are more than 10 environments that support the NYSOH Marketplace System Development Lifecycle (SDLC). These environments include: Production, Testing, Training, Business Continuity and Disaster Recovery among others. A variety of databases support the NYSOH custom coded application software and commercial off-the-shelf (COTS) software products (e.g. Alfresco– document management solution). Data is exchanged with an array of partners, including but not limited to: other State Agencies, Health Insurance Issuers, the CMS Federal Data Hub and MAXIMUS.



C. FUTURE CONTRACT PROVISIONS

Under the direction of the DOH, Office of Health Insurance Programs (OHIP), the State is currently under contract with CSRA State and Local Solutions, LLC, a General Dynamics Information Technology (GDIT) Company, for the design, development and implementation (DDI), maintenance, and operation of NYSOH. The State intends to conduct a competitive procurement for a vendor to takeover, enhance, maintain, and operate NYSOH. The State anticipates a contract comprised of fixed cost operations and maintenance tasks with system enhancements provided on a time and materials basis with hourly rates by labor category, bounded by an upper cost cap

The Department is considering structuring the NYSOH contract in workstreams. These workstreams could include:

- Takeover: Replication of the current NYSOH environment (application software, database and disaster recover site); and parallel operations spanning the complete annual business cycle (e.g., open enrollment). The system currently determines eligibility and enrollment for ~5MM New Yorkers. The architecture of the system is sized to handle the current volume.
- Development for populations whose eligibility rules are not currently supported in NYSOH, such as non-modified adjusted gross income rules (non-MAGI) as well as some MAGI populations that need functionality not currently available in the existing system (e.g., presumptive eligibility)
- Operations
- System Improvements which could include; back office workflow and CRM automation, establishment of continuous integration and automated testing solutions, notices solution, and data analytics.

While the Department desires to maximize reuse and minimize rework, it also recognizes that some of these improvements may be substantial enough to justify changes in underlying technologies and platforms. The contractor would be encouraged to propose replacement rather than reuse of the existing NYSOH code base if it believed that such an approach will produce the best result, especially where it could propose solutions already in use to support other Healthcare Exchanges and eligibility systems.

The State intends to conduct a formal issuance of a request for proposals (RFP) to accomplish the tasks broadly explained above. The intended term of the next contract is seven (7) years with three (3) one (1) year extensions.



D. RFI SUBMISSION INSTRUCTIONS

D.1 KEY RFI DATES AND TIMELINE

The table below lists the key dates and timeline vendors must consider in the preparation of responses to this RFI. If the State finds it necessary to revise these dates, an addendum or updated RFI will be provided to all interested parties.

EVENT	DATE & TIME
Release the RFI	January 6, 2020
Final Day to Submit Questions ¹	January 21, 2020
Answers to Questions (via addendum or revised RFI)	January 31, 2020
RFI Response Due Date	February 14, 2020 by 12:00 p.m. ET

D.2 FREEDOM OF INFORMATION LAW (“FOIL”)

All responses may be disclosed or used by DOH to the extent permitted by law. DOH may disclose a response to any person for the purposes of research and planning, or for any other lawful purpose. All responses will become State agency records, which will be available to the public in accordance with the Freedom of Information Law (FOIL).

Any portion of the response that a Vendor believes constitutes proprietary information entitled to confidential handling, as an exception to the Freedom of Information Law, must be clearly and specifically designated in the response

If DOH agrees with the proprietary claim, the designated portion of the response will be withheld from public disclosure. Blanket assertions of proprietary material will not be accepted, and failure to specifically designate proprietary material may be deemed a waiver of any right to confidential handling of such material.

¹ DOH will consider all vendor requests for clarifications and will issue an Addendum to the RFI, as needed.



D.3 DOH'S RESERVED RIGHTS

The Department of Health reserves the right to:

1. Reject any or all responses received to the RFI;
2. Withdraw the RFI at any time, at the agency's sole discretion;
3. Seek clarifications and revisions of responses;
4. Utilize any and all ideas submitted in the responses received; and
5. Request to meet with vendors

D.4 DOH CONTACT INFORMATION

Vendors must direct all questions and responses in writing to DOContracts@health.ny.gov and include "NYSOH RFI" in the subject line.

D.5 VENDOR RFI INSTRUCTIONS

D.5.1 Question Submission

Vendors must submit questions and/or requests for clarifications regarding this RFI via e-mail by the specified and time listed in **Section D.1 Key RFI Dates and Timeline**. Questions should be submitted via e-mail to DOContracts@health.ny.gov with the subject line "NYSOH RFI".

The following **should be included** in the e-mail inquiry:

- The e-mail subject line should include: "NYSOH RFI Questions";
- Vendor name, contact person, telephone number and e-mail address as part of the sender's contact information;
- A description of the issue in question, or discrepancy found in the RFI;
- RFI section, page number, and/or other information to support identification of the specific problem or issue in question; and,
- The vendor's question(s).

At its discretion the State may contact vendors to seek clarification of any inquiry received. The State will respond to questions and/or requests for clarification via addendum on or before the date listed in **Section D.1 Key RFI Dates and Timeline**.



D.5.2 RFI Response Format and Submission Requirements

This RFI is for planning purposes only and should not be interpreted as a solicitation for bids on the part of the State.

Please send responses in electronic format (such as MS Word, MS Excel, MS PowerPoint and PDF) to the questions posed in **Section F: Questions**. Vendors are encouraged to elaborate and/or provide any general recommendations not covered by the questions posed in **Section F: Questions**. All submission must be sent electronically to DOContracts@health.ny.gov with the subject line "NYSOH RFI".

Responses must be received by the Department, no later than the Deadline for Submission of Information specified in Section D.1 Key RFI Dates and Timeline.

Information in addition to the prescribed questions is welcome. However, pre-printed marketing material and cost information **should not** be included in your response and will not be considered if provided. Vendor responses are limited to a total of 50 pages.

D.5.1.1 Cover Letter

Vendors must provide a cover letter that includes the following corporate information:

- Company Name
- Contact Name
- Contact Title
- Contact phone #
- Contact e-mail address
- Mailing Address

D.5.1.2 Response Submissions

Responses to all questions in **Section F: Questions** must include the question identifier, the question, and the vendor response. Each question should be answered on a new page in the document/response.



The vendor may also summarize its experience with other similar projects, including but not limited to:

- Screen shots;
- Testimonials – References to similar projects with name title, phone number, email and brief project description; and,
- User interface examples.

Based upon this experience, vendors should identify the following:

- Team skill sets required at each stage of the project to ensure success (including, vendor, State and any other entities deemed critical to success); and,
- The technology deemed ideal to handle the large amounts of data, transactional processing, storage and reporting requirements NYSOH currently supports.

This RFI is for planning purposes only and should not be interpreted as a solicitation for bids on the part of the DOH. DOH will not be responsible for expenses incurred in preparing and submitting responses to this RFI.

E. QUESTIONS

E.1 GENERAL QUESTIONS

1. Please indicate whether or not your company would consider bidding on the NYSOH Takeover, Enhancement and Operations Request for Proposal (RFP) for services described in this RFI. If you would not consider bidding, please explain your rationale.
2. What is your company's experience in working with Medicaid eligibility and/or a Marketplace solution that is:
 - i. Consumer / public facing
 - ii. Available 24/7/365 and/or 99.9%
 - iii. Subject to extreme seasonal demand
 - iv. Made up of tightly integrated COTS and custom solutions
3. Please list and describe the documentation that is essential for your company to develop a responsive proposal.
4. Please describe approaches the State might consider in constructing the RFP to encourage competition among non-incumbent bidders.



E.2 TAKEOVER

1. Please describe your high-level approach and processes for a takeover. What challenges are there in taking over such a solution?
2. Please describe your high-level approach to the knowledge transfer and retention process for a takeover.
3. Please list and describe the documentation that is essential to a takeover. What documentation is not essential but may be desirable?
4. What do you believe would be the optimum duration and the minimum duration for takeover of the NYSOH solution from contract award to exit of the current maintenance and operations (M&O) vendor (including adequate time for parallel testing) and why?
5. Please describe your high-level approach and processes for acceptance testing and sign off for system transition, including parallel testing of the takeover and any specific concerns about this phase.
6. For a takeover, please describe the expectations and role(s) of the incumbent M&O vendor and the State.
7. The Department is considering requiring that all or part of the NYSOH physical infrastructure be located within a DOH leased datacenter. Please discuss the viability of this approach. What factors should the Department consider when analyzing this approach?

E.3 PLANNING FOR THE FUTURE: EMERGING TRENDS

1. What emerging technologies should the State consider for the NYSOH?
2. Please describe any other options and/or strategies that your company has successfully implemented that can be proposed to improve the NYSOH solution.



E.4 NON-MAGI

1. What factors (i.e. Technologies, development methodologies, frameworks, etc.) would you consider to accelerate the development and integration for the non-MAGI component of NYSOH?
2. What if any alternatives could you envision for platforming the non-MAGI component of NYSOH?
3. What has been your experience implementing solutions that require coexistence with legacy systems and what were the critical success factors?

Please share any feedback, suggested requirements or other information your company would consider important for the State to consider with respect to the NYSOH project and its procurement of a Takeover, Enhancement and Operations vendor.