	NOTICE OF REQUEST FOR INFORMATION		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
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Request For Information (RFI) Contact Person:

Jennifer Roberts
 Contracts and Purchasing Section
 701 E. Jefferson, MD 5700
 Phoenix, Arizona 85034

Telephone: (602) 417-4629
 Telefax: (602) 417-5957
 E-mail: Jennifer.Roberts@azahcccs.gov
 Issue Date: Thursday, August 24, 2012

LOCATION: ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM ADMINISTRATION (AHCCCS)
 Contracts and Purchasing Section (First Floor)
 701 E. Jefferson, MD 5700
 Phoenix, Arizona 85034

DESCRIPTION: DATA WAREHOUSE ENHANCEMENTS

INFORMATION DUE DATE: **September 26, 2012** AT 3:00 P.M., Arizona Time

QUESTIONS CONCERNING THIS REQUEST FOR INFORMATION (RFI) SHALL BE FORWARDED TO THE RFI CONTACT PERSON, AS NAMED ABOVE, ON THE AHCCCS QUESTIONS FORM, VIA E-MAIL ON OR BEFORE SEPTEMBER 5, 2012 AT 5:00 P.M., ARIZONA TIME. TELEPHONIC QUESTIONS SHALL NOT BE ACCEPTED.


Responses to this RFI must be in the actual possession of AHCCCS on or prior to the time and date due and at the location indicated above. **Late responses may not be considered.**

Responses must be submitted ELECTRONICALLY with the request number and the respondent's name and address clearly indicated on the response. All responses must be typewritten. Additional instructions for preparing a response are included in this request.

Respondents must realize that no Contract will result from your response to this request. Responding to this RFI will not prohibit the respondents from responding to any other procurements.

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the appropriate Procurement Agency. Requests should be made as early as possible to allow time to arrange the accommodation. A person requiring special accommodations may contact the person responsible for this request as identified above.

RESPONDENTS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE RFI.

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1. DEFINITIONS

- ACA:** Affordable Care Act
- AHCCCS:** Arizona Health Care Cost Containment System
- ALTCS:** Arizona Long Term Care System
- ARRA:** American Recovery and Reinvestment Act
- BI:** Business Intelligence
- CMS:** Center for Medicare and Medicaid Services
- EHR:** Electronic Health Record
- ETL:** Extract/Transformation/Load
- HIX:** Health Insurance Exchange
- MDM:** Master Data Management
- MMIS:** Medicaid Management Information Systems
- P4P:** Pay for Performance
- P4Q:** Pay for Quality
- SDO:** Standards Development Organization

2. AHCCCS BACKGROUND

AHCCCS is the single state Medicaid agency for the State of Arizona. In that capacity it is responsible for operating the Title XIX and Title XXI programs through the State’s 1115 Research and Demonstration Waiver, which was granted by the Centers for Medicare and Medicaid Services (CMS), U.S. Department of Health and Human Services. As of May 1, 2012, AHCCCS provided coverage to 1.3 million members. AHCCCS contracts with 15 different Managed Care Organizations that provide Acute, Long Term Care, and Behavioral Health Services for the majority of AHCCCS members. A small portion of the program is delivered on a fee-for-service basis. The majority of the AHCCCS program’s expenditures are through managed care programs. The AHCCCS Data Warehouse was originally implemented in 2005 and has become an integral Agency resource over time. The warehouse is utilized throughout the Agency, Arizona Department of Health Services and the State of Hawaii’s Medicaid program, for operational activities such as rate setting, utilization review, financial analysis

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and reporting, and ad-hoc reporting. Additional information regarding AHCCCS is available on our website located at www.azahcccs.gov.

3. PURPOSE

The state of Arizona is interested in gathering information regarding optimization of the Data Warehouse and Business Intelligence tools within our environment; this could include the purchase of hardware/software consulting service. However, we are especially interested in understanding how we could leverage existing infrastructure with additional components for a seamless and transparent product. The purpose of this RFI is to identify existing or potential solutions as well as estimated pricing, requirements, and ideas that best fit the state of Arizona. The policy regarding a Health Insurance Exchange (HIX) in Arizona is under consideration by policy makers. If the state policy makers determine that operating a statewide HIX is in the best interest of AZ, we would like ideas on how to leverage the data warehouse that is currently operational with the HIX. For purposes of this RFI, the respondents should clearly identify and label anything in this response that is related to the Arizona HIX.

This RFI requests responses from potential contractors in accordance with the scope of work and specifications contained in this document. Neither the RFI nor any responses submitted hereto are to be construed as a legal offer. Respondents are not required to respond to all aspects of this RFI in order to be considered. Additionally, inclusion of subcontracts, where appropriate, is permissible.

4. SCOPE OF WORK

AHCCCS is exploring what solutions may exist in the marketplace to enhance and optimize the data warehouse in order to ensure sustainability and functionality.


4.1 OVERALL REQUIREMENTS

The Data Warehouse must meet the informational, operational and administrative needs necessary to support the day-to-day management of the AHCCCS program. In order to ensure sustainability, functionality and optimization of AHCCCS managed care and fee-for-service data, AHCCCS is seeking expertise to provide support, maintenance and development of competency areas to include Data Warehouse/Business Intelligence (DW/BI) systems, Tools and Methods. Areas for consideration include, but are not limited to, the following:

DATA SOURCES

MMIS (Arizona Medicaid)

- Eligibility
- Encounter / Claims

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- Finance
- Human Resources

MMIS (Hawaii Medicaid)

- Eligibility
- Encounter / Claims
- Finance
- Human Resources

ELECTRONIC HEALTH RECORDS (Not a current source of data, included as future potential source)

- Consider SNOMED, Diacom, HL7

HEALTH INSURANCE EXCHANGE (Not a current source of data, included as future potential source)


- Eligibility in Medicaid (Modified Adjusted Gross Income (MAGI) and non-MAGI); Supplemental Nutrition Assistance Program (SNAP); Temporary Assistance for Needy Families (TANF); Insurance Affordability Programs; Private Insurance; Small Business Health Options Program (SHOP); and a number of other health related eligibility programs.
- Enrollment
- Consumer Financial Considerations (Advanced Premium Tax Credits, Cost Sharing Reductions, Premiums, Projected Out-of-Pocket Costs)
- Exchange Financial Operations (this does not include risk adjustment, risk corridors or reinsurance)
- SHOP Specific Information related to employers and their eligibility
- Provider and Network Directory information

INFRASTRUCTURE SUPPORT

The state would like the respondents to identify approaches for overall infrastructure management and support, including hosting, service bureau type management, cloud support and others to maximize the efficiency and effectiveness for the data warehouse operations to stay current and support the needs of the multiple user base.

Infrastructure support should minimally address:

- Database support (star schema/modeling)
- Hardware/Software licensing
- Network
- Performance tuning
- Privacy and Authentication
- Credentialing

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BUSINESS INTELLIGENCE SUPPORT (Areas included are examples; respondents are not required to respond to all areas)

GLOBAL ISSUES:

- Master Data Management
- Geo-coding
- Fraud and abuse
- Data analysis
- Profiling
- Predictive modeling
- Knowledge discovery
- Performance modeling
- Dashboards

CLINICAL ISSUES:

- Quality measures
- Wellness management
- Quality management
- Evidence based medicine
- Electronic medical records
- E-prescribing
- Medical Coding
- Medical best practice (P4P and P4Q)
- Credentialing
- Member demographic information
- Federal HIX Reporting

FINANCE:

- Capitation rate setting
- Risk adjustment
- Contracts and Purchasing

4.1.1 Implementation of any proposed hardware or software solutions which may address any or all of the following functional requirements:

ENVIRONMENT (HARDWARE/SOFTWARE)


- The environment should run 24 hours a day, 7 days a week with the exception of approved maintenance downtimes.
- The Contractor shall maintain and be prepared to execute a Continuity of Operations Plan (COOP) that defines backup, disaster recovery and contingency processes. This plan will be subject to AHCCCS approval.
- Perform database analytics to identify performance and inefficiency issues. Recommend changes for system improvements.

DATA

- Maintain accurate, current and easily accessible data (alignment of data among systems).
- Discuss how new data sources are incorporated into integrated structure.

LICENSING

- Ensure the respective software licenses and hardware to support state employees.

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HOSTING

- Define hosting options from a fully self hosted to fully hosted environment. AHCCCS is interested in understanding all levels of hosting.

REPORTING/ANALYSIS

- Provide a reporting mechanism to meet federal and state mandatory reporting guidelines, operational needs and ad-hoc reporting as needed.
- Respond within prescribed timeframes to AHCCCS requests for enhancements, modifications and reports. Maintain current tracking system for managing requests.

SECURITY

- Discuss the security requirements of any proposed solutions.

TRAINING

- Discuss training consideration of any proposed solutions from a business and technical perspective.

GOVERNANCE

- Discuss governance considerations regarding any proposed solutions.


4.2 EXISTING INFRASTRUCTURE

DATA WAREHOUSE

- Cognos 10.1.2
- Oracle 11g
- Disk space approximately 30T
- Oracle Enterprise Linux
- Informatica Power Center Advanced Edition


MMIS SYSTEM ENVIRONMENT (Applicable to AZ and Hawaii)

- IBM mainframe, z/OS operating system
- CA/Datacom relational DBMS
- CA/IDEAL development language
- CA/Datacom ODBC connectivity
- HostBridge web service integrator for CICS and CA/IDEAL

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4.3 FINANCIAL/TOTAL COST OF OWNERSHIP

- 4.3.1 Provide complete operational and implementation cost details. Information should be provided on the costs associated with any tool or technology and the operational costs. Specify if the solution must be purchased versus rented.
- 4.3.2 Provide, to the extent possible, an estimated cost model to purchase, implement, and operate your described solution including unit costs based on key variable such as data users, source systems, interfaces, and the pricing scales based on those key variables.
- 4.3.3 Respondents must clearly state all assumptions underlying your pricing responses (i.e., charge basis, charge variances and sensitivities, etc.).
- 4.3.4 Should AZ choose to implement a HIX, how might the financial component be leveraged to the benefit of the state.

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5. REQUIRED ELEMENTS

- 5.1 If a vendor is interested in responding to this RFI in writing, detail must be provided on the following:
- 5.1.1 How the proposed tools or technologies have been deployed in similar organizations, or if in development stage, the business plan to achieve implementation of data warehouse enhancements.
 - 5.1.2 Information on the accuracy and validity, or certification process the vendor has experienced.
 - 5.1.3 In addition, detail should be provided on the length of time that would be required from award of contract to implementation of data warehouse enhancements.
 - 5.1.4 Information should be provided on the costs associated with any tool or technology and the potential operational costs and effort. Define how your solution interfaces with existing source systems and web portals. List which data types your solution can handle and which standard HIPAA compliant formats you support. Include information regarding data acquisition and dissemination from your solution.
 - 5.1.5 Given the unique nature of Medicaid, AHCCCS is particularly interested in any tools and technologies that have been utilized in other state Medicaid programs.
 - 5.1.6 Discuss the nature of your proposed solution from an intellectual property perspective. Does the vendor retain all rights to all source code and enhancements? Please discuss how your source code is maintained and secured.
- 5.2 Respondents may also take the opportunity to schedule a 60-minute presentation with select AHCCCS management and staff to present information and display product capability. If interested in such a presentation, vendors may contact Jennifer Roberts at (602) 417-4629, by **September 26, 2012 3:00 p.m., Arizona Time**. Vendors must provide their own laptop and wireless connectivity if access to the internet is needed. The optimal resolution display parameter for the projector is 1024 x 768. AHCCCS reserves the right to decide if presentations will be scheduled for some or any of the respondents.

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6. HOW TO RESPOND

- 6.1 Submit one (1) electronic copy of the RFI response in portable format (Microsoft Word or PDF) via:
1. CD; or
 2. USB Flash Drive; or
 3. by E-mail attachment.
- 6.2 Please submit your response no later than **3:00 p.m., Arizona Time, September 26, 2012.**
- 6.3 Submit your response electronically or physically to:
- Jennifer Roberts
 AHCCCS Contracts and Purchasing
 701 E. Jefferson St., MD 5700
 Phoenix, AZ 85034
Jennifer.Roberts@azahcccs.gov
- 6.4 **Confidential Information:** To the extent allowed by law, information contained in a response to a request for information may be considered confidential until the procurement process is concluded or for two years, whichever occurs first. This RFI and responses to the RFI are subject to the Arizona Public Records law. If a respondent believes that any portion of its RFI response is confidential and/or not subject to disclosure under the Arizona Public Records law, the respondent must clearly identify those portions of its response and include a statement detailing the reasons why the information should not be disclosed and listing the specific harm or prejudice that may arise from disclosure. In the event the agency receives a public records request for responses to this RFI, AHCCCS personnel shall determine whether the identified information is subject to disclosure under the law.
- 6.5 **Reimbursement:** AHCCCS will not reimburse any respondent for the cost of preparing and submitting a response to the RFI.
- 6.6 **Conclusion:** This RFI is a request for additional information from the vendor community. Unless existing contracts are already in place, AHCCCS would need to pursue formal procurement prior to selection of any new product or tool.



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AHCCCS

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701 East Jefferson, MD 5700

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ARIZONA TRANSACTION (SALES) PRIVILEGE TAX LICENSE NO.:

FEDERAL EMPLOYER IDENTIFICATION NO.:

E-MAIL ADDRESS:

COMPANY NAME

ADDRESS

CITY

STATE

ZIP

FOR CLARIFICATION OF THIS OFFER, CONTACT:

NAME:

PHONE:

FAX:

SIGNATURE OF PERSON AUTHORIZED TO SIGN OFFER

PRINTED NAME

TITLE