



Request for Information

RFI# YH18-0072 HEAplus Enhancement

Procurement Officer:
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Issue Date: February 15, 2018

OFFICE ADDRESS: AHCCCS

Procurement Office
701 E. Jefferson, MD 5700
Phoenix, AZ 85034

RFI NAME: HEAplus Enhancement

RESPONSE DUE DATE: March 8, 2018 AT 3:00 P.M. Arizona Time (AZT)

QUESTIONS CONCERNING THIS RFI SHALL BE SUBMITTED TO THE PROCUREMENT OFFICER VIA EMAIL BY **February 28, 2018 3:00 PM AZT** ON THE Q & A FORM PROVIDED WITH THIS RFI. ANSWERS TO QUESTIONS WILL BE POSTED ON THE AHCCCS WEBSITE (www.azahcccs.gov) FOR THE BENEFIT OF ALL POTENTIAL RESPONDENTS.

Responses to this RFI must be in the actual possession of AHCCCS on or prior to the time and date indicated above.

This is a Request for Information ("RFI") only and as such will NOT result in any award of contract.

AHCCCS is in the information gathering stage and no decisions have been made concerning the agency's intent to issue a formal Request for Proposal. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurement.

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 below.



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1. HISTORY AND CURRENT STATE

Arizona Health Care Cost Containment System (AHCCCS) is currently contracted with Social Interest Solutions, Inc. to provide a Medicaid eligibility determination system to support both AHCCCS and DES business processes for the following: Medicaid, CHIP (KidsCare), Medicare Savings Program (MSP), Arizona Long-Term Care System (ALTCS), Supplemental Nutritional Assistance Programs (SNAP) and Temporary Assistance for Needy Families (TANF) programs.

The first phase of development for the HEAplus web based system was implemented on October 19, 2013. Development of HEAplus for Medicaid, KidsCare, and MSP was completed in 2015. ALTCS was implemented in November 2017. The original plan was to proceed with the addition of SNAP and TANF to the HEAplus platform after HEAplus Medicaid development completed in 2015

However, as a result of recommendations made by third party reviews of the system, ADES halted plans for incorporating SNAP and TANF functionality until the HEAplus application foundation has been enhanced to support such integration.

HEAplus does not currently fully support eligibility determinations for SNAP, and TANF. As a result, DES continues to use a 30-year-old mainframe system, AZTECS, to provide part of these services. Reliance on the AZTECS mainframe system is creating an increased risk to the Agencies due to high costs of hosting, scarce resources available to support the system, and limited documentation to support maintenance projects.

The current contract with SIS is extended through December 2018.

2. FUTURE STATE

The State is in the midst of development of a new procurement for these services. The following considerations will be critical in the development of the solicitation and corresponding contract:

- HEAplus application maintenance, including a defined process for implementing system enhancements and documenting system performance challenges;
- HEAplus application hosting, including exploration of platforms which allow for the maximization of system performance, availability and scalability;
- The reduction of application maintenance and hosting costs; and,
- HEAplus system enhancements aimed at reducing the system's technical debt, improving scalability, increasing modularity by using commercial off the shelf products, and leveraging modern application components to improve service delivery.

3. PURPOSE OF RFI

The purpose of this RFI is to request information from the vendor community about their experience implementing COTS products for State customers as a mechanism for modernizing legacy systems and lowering application maintenance costs. The State would like to leverage vendor's expertise and lessons learned in the development of a strategy for procurement and enhancement of HEAplus and



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replacement of AZTECS. The State, will decide the best approach and timeline for proceeding with replacement of AZTECS. The functionality that is currently being assessed for enhancement of HEAplus and replacement of AZTECS is as follows:

- **Master Data Management** – to better identify clients across programs and reduce the numbers of duplicate clients and cases.
- **Business Rules Engine** – to provide a better mechanism to define, test and management eligibility and other program business rules.
- **Mobility Solutions** – to enable clients to more conveniently, efficiently, and effectively apply for benefits, respond to requests for information and communicate with State staff.
- **Realtime Interfaces** – using SOA based technology to convert existing batch interfaces with real-time interfaces facilitated via a Service Bus to improve the timeliness and reliability of existing state and federal interfaces.
- **Notice Generation** – to improve the quality, client understanding, maintainability and distribution capabilities of communications with clients and stakeholders.
- **Data Warehouse** – to improve the ability for state staff to produce reports without negatively impacting production system performance.

4. RFI RESPONSE (LIMIT 20 PAGES)

4.1. VENDOR EXPERIENCE

Respondents should describe where they have successfully replaced existing custom-built functionality with COTS products or implemented COTS products in a new system implementation. State and Federal project references are preferred. The discussion should be in general terms and not product specific. Product recommendations and descriptions are addressed in *4.3 COTS PRODUCT IMPLEMENTED*.

4.2. LESSONS LEARNED

Respondents should describe their lessons learned in implementing COTS either as a replacement for existing custom-built functionality or for a new design, development and implementation. This discussion should describe the expectations that were realized and not realized, the problems encountered, and any suggestions for the State of Arizona that may alleviate problems and facilitate planning, preparation, procurement and implementation.

4.3. COTS PRODUCTS IMPLEMENTED

Respondents may offer descriptions of COTS products that based on their experience offer good functionality, and are easy to implement and cost effective. Respondents may describe the capabilities of more than one COTS product in each of the enhancement categories below. Please describe the benefits in relationship to user ease to learn and use, ease to implement, product performance, vendor support, integration with other systems, and cost effectiveness. Please do not provide assessments of products that you do not recommend.



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4.3.1. MASTER DATA MANAGEMENT

4.3.2. BUSINESS RULES ENGINE

4.3.3. MOBILITY SOLUTIONS

4.3.4. REALTIME INTERFACES

4.3.5. NOTICE GENERATION

4.3.6. DATA WAREHOUSE

5. CONTENTS OF YOUR RESPONSE

If you are interested in responding to this RFI, AHCCCS is requesting the following:

5.1. DETAILED WRITTEN RESPONSE

Please provide responses to any or all of the information requested in Section 4. Responses should be no more than twenty (20) pages, clearly legible, sequentially page-numbered and include the respondent's name and the RFI number at the top of each page.

5.2. ATTACHMENT A

Please complete Attachment A, Respondent's Information, which includes contact information, including name, title, mailing address, email address, authorized signature, and phone number of the contact person for questions relating to the RFI.

5.3. SUBMISSION

Submit one (1) electronic copy of the RFI response, by EMAIL, to the procurement officer listed on the front of this RFI. Submit response no later than the time indicated on the front page of this RFI. Please take into consideration the local Phoenix, Arizona time zone

5.4. RESPONSE DISPOSITION

Information received by AHCCCS becomes the property of AHCCCS and will not be returned to the sender. Acceptance of responses to this RFI imposes no obligations of any kind upon AHCCCS.

6. CONFIDENTIAL/PROPRIETARY INFORMATION:

The following describes how response content will be



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6.1. RESPONSE CONFIDENTIALITY

To the extent allowed by law, information contained in a response to a request for information shall be considered confidential until a formal procurement process is concluded or for two (2) years, whichever occurs first. AHCCCS reserves the right to use outside consultants to assist staff in reviewing this request for information. A Procurement Disclosure Statement (PDS) is signed by all reviewers to ensure that the legal mandate to maintain strict security and confidentiality of the information is met. This RFI and responses to the RFI are subject to the Arizona Public Records law and as such, are open to public inspection after this time.

6.2. RESPONDER PROPRIETARY INFORMATION

Do not submit anything considered by you to be confidential or proprietary. Do not indicate confidential or proprietary on any submission documents.

7. REIMBURSEMENT:

AHCCCS will not reimburse any respondent for the cost of preparing and submitting a response to the RFI.

8. NO AWARD OF CONTRACT:

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APPENDIX A – RESPONDENT CONTACT INFORMATION

Company Name



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Address

**Federal
Identification
Number**

For clarification of this response, contact:

Contact Name

Title

Telephone

E-mail

**Signature of
Authorized
Person**

Name

Title

Date

