MHBE Board Meeting
May 20, 2019

IT Update

Presented by:
Venkat R. Koshanam, CIO, MHBE

Agenda

MARYLAND
HEALTHBENEFIT
EXCHANGE

IT Update

1	Quarterly IT Update
2	MD THINK Update

IT Procurements

1	IDIQ Contract NTE Amount Approval Request
2	Akamai License Subscription Renewal

CY 2019 IT Releases Timeline

Release 25.0 01/25

Release 26.0 04/12

Release 28.0 08/23

Release 29.0 09/27

MD THINK Go-Live (06/17)

Release 25.1

Release 26.1

Open Enrollment

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

Code Freeze

SFR 11.0 SFR 12.0 SFR 13 SFR 14 SFR 15 SFR 16 SFR 17 SFR 18 SFR 19

SFR – Salesforce Releases
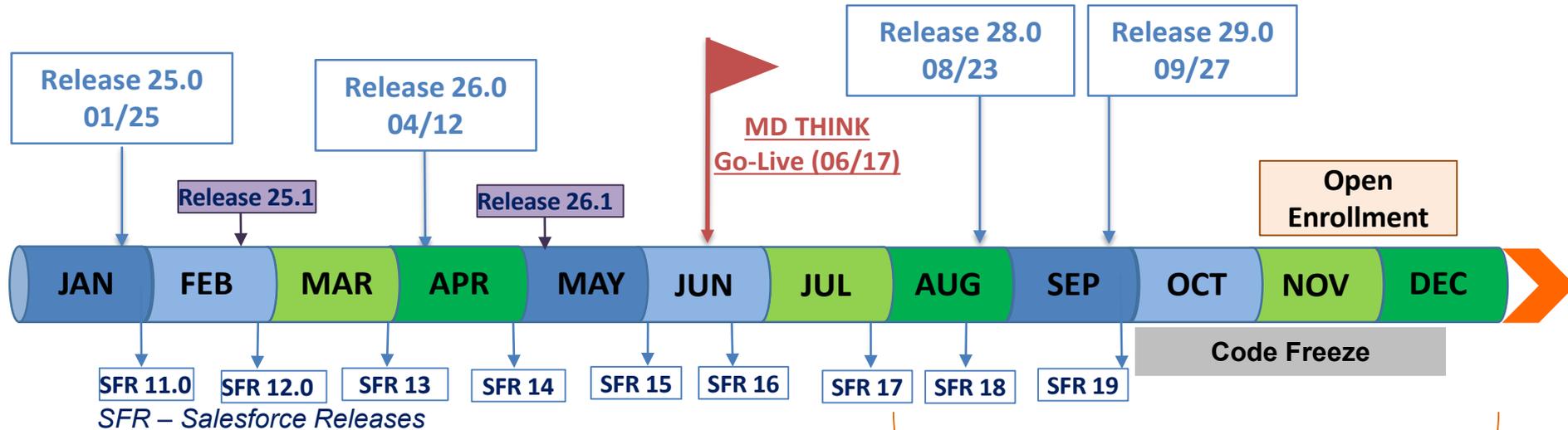
Major Enhancements (Jan – Sep)

- **Implementation of Transitional Medical Assistance**
- Retro-Medicaid during Change Reporting
- Medicaid Family Planning Services
- **Salesforce platform upgrade to Lightning Platform**
- Computer Telephony Integration (CTI)
- SHOP Platform Development
- **Responsive User Interface across devices**
- Plan Management & OE Policy changes
- **Dental Renewal Redesign**

Open Enrollment Activities (Aug - Dec)

- OE 2020 System Changes
- Plan/Rate Validation & Upload
- Anonymous Browsing
- Auto-renewals
- OE Readiness Tasks
- Command Center
- Catch-up Renewals
- Post-OE Tasks

IT Achievements

	January	February	March	April
HBX	• **Transitional Medical Assistance Implementation** • Retro Medicaid during Change reporting • Audit Trail Enhancements • 8001 Changes • Post-partum Redesign	• Upgrade Inbox "My Notifications" in the Enroll MHC mobile app • Make CP completely independent of SailPoint.	• Operational and Security enhancements • Process Improvements – **CMMI Kick-off**	• New Certification Period for Medicaid Consumers Who Change Report • Caretaker Relative changes • Domestic partner household changes • **Multiple Initial Apps cleanup and system changes**
Special Projects	• **Biometrics for Mobile User Authentication** • MobileApp - Chatbot enhancements	• Employee directory in intranet with individualized photos • **Chatbot transcript download and email functionality**	• Convert all scanned documents (images, PDFs, etc.) Stakeholder WordPress site searchable	• MobileApp enhancements • SHOP Cloud Framework Proof of Concept.
SalesForce	• Escalated Cases Life cycle Reporting • CTI Call Capture Reporting • **LMS Migration to Salesforce Lightning Platform**	• LMS Automatic email reminders for Producers prior to annual training • Producer & CAC Submission Auto Acknowledgment	• Tracking Repeat Callers (POC) • LMS Enhancements	• LMS- Instructor led training prerequisite training for final • CRM: Flag QHP Override Transaction as Appeals and Medical Needs. • LMS: ILT Class/Exam Session field update • PII Breach Application • **Compliance Audit Tracking Application**

Upcoming Initiatives

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HBX

- Electronic Voter Registration Enhancements
- Redesign 1095-A workflow
- **HBX migration to MD THINK platform**
- QHP External Partner Onboarding Tracker
- **Medicaid Family Planning Services**
- Implement Reasonably Predictable Changes in Income for Medicaid eligibility.
- Advance Premium Tax Credit (APTC) Calculator implementation

Special Projects

- Business driven Dynamic Notice Management
- User Association (Case Linking) Implementation
- Targeted SMS Texting
- Chatbot Password Reset & Enhancements
- **End-to-end Responsive Website**
- **Optical Character Recognition (OCR) Enhancements**

SalesForce

- **Internal Apps migration to Salesforce Lightning**
- Procurement Asset Tracking
- Compliance Tracking
- MHBE to MDH Interagency Workflow
- Learning Management System Enhancements

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IT Procurements

Presented by:
Raelene Glasgow, Procurement Officer, MHBE
Venkat R. Koshanam, CIO, MHBE

IT IDIQ Contract Overview

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IDIQ Procurement for IT Services:

IT consulting and technical support services are procured through a streamlined, competitive and cost effective procurement process utilizing the Indefinite Quantity, Indefinite Delivery (IDIQ) Master Contract.

Contract Highlights:

- In April 2018, **98 Master Vendors** were approved for providing services under the IDIQ Master Contract for Five (5) Years from July 1, 2018 to June 30, 2023 under specific Functional Areas and Labor Categories relevant to the MHBE IT project initiatives and operations.

- Out of the 98 Master Vendors approved, **38** vendors were awarded Task Orders in the FY 2019.

- Task Orders are awarded for a **Base Period** of **Three (3) Years,** with **Two (2), One (1) year** optional extensions.

IDIQ Functional Areas

Functional Areas

1. Enterprise Service Provider (ESP)

2. Web and Internet Systems

3. Electronic Document Management

4. Software Engineering

5. Systems Management and Maintenance

6. Information System Security

7. Application Service Provider

8. IT Auditing, Testing and Quality Assurance   Services

9. IT Management Consulting Services

10. Documentation/Technical Writing

IT Functions

IDIQ Resources and IT Functions:

PMO	Enhancements	System Support	Maintenance
1. Project Management	1. Application Development	1. System and Application Fixes	1. In-house Infrastructure
2. Deliverables Management	2. System Enhancements	2. EDI Operations	2. Software licensing support
3. Release Management	3. Interface/Integration Initiatives	3. 8001/834 Processing	3. System performance monitoring
4. Change Management	4. Mobile App Enhancements	4. Production support and workflow management	4. Technology modernization
5. IT Policy	5. UX Redesign and Enhancements	5. Notice generation	5. VPN, tunnels, set-up and security
6. PII Resolution	6. Salesforce CRM and Internal Apps development	6. IRS H36, H41, CMS PLR, SBMI,1095-A, 1095-B, reporting and data reconciliation	6. VoIP network maintenance
7. IT Procurement Support and Vendor Performance Management	7. Special Project Initiatives	7. Medicaid redetermination	7. Content management, Adobe and MPI
8. IT Liaison with external entities		8. Renewals, OE	8. System security and maintenance
9. IT Audit and Compliance		9. Reporting	9. Database administration
10. Reporting		10. Testing & QA	

IDIQ Budget Comparison

Work Category	FFP/SP (%)	FY 2019			FY 2020		
		FFP Amount ($)	SP Amount ($)	Total Amount ($)	FFP Amount ($)	SP Amount ($)	Total Amount ($)
Development, Enhancements, PMO	90/10	9,146,100	2,753,900	**11,900,000**	9,786,967	2,883,033	**12,670,000**
System Support, Maintenance & Operations	75/25	5,869,500	3,230,500	**9,100,000**	6,603,025	3,476,975	**10,080,000**
SHOP Implementation	100% SFP	N/A	555,000	**555,000**	N/A	650,000	**650,000**
HBX Migration to MD THINK*	N/A	N/A	N/A	**5,308,800**	N/A	N/A	**1,600,000**
Total Budget Amount		**$15,015,600**	**$6,539,400**	**$26,863,800**	**$16,389,992**	**$7,010,008**	**$25,000,000**

* HBX Migration to MD THINK is fully reimbursable to MHBE through DHS
  FFP – Federal Financial Participation   SP – State Participation

FY 2020 IDIQ NTE Approval Request

The MHBE requests the Board to approve a total Not-to-exceed (NTE) amount of **$25,000,000**, with Federal Financial Participation amount of **$16,389,991** and State Participation amount of **$7,010,008**, for the IT Consulting and Technical Support Services **IDIQ (Indefinite Delivery Indefinite Quantity) contracts** for the **Fiscal Year 2020**.

Akamai License Renewal

Background

MHBE utilizes **Akamai** product suite to protect its Web and Mobile platform, perform Security Optimization, implement Waiting Room, enhance Website Performance and Cloud Monitor functions for the secured and efficient operations of HBX (Health Benefit Exchange) systems.

Procurement Summary

- The Akamai licenses subscription expire on **June 30, 2019.**
- The renewal period (1 year) is from **July 1, 2019 - June 30, 2020.**
- MHBE spent **$428,566.20** to procure the Akamai licenses in FY 2019.
- An IFB (Invitation for Bid) have been issued in April and May 2019 to seek competitive bids from resellers. The IFB closed on **May 20, 2019** 11 AM. MHBE received two competitive bids.
- MHBE found **Carahsoft Technology Corp**'s bid of **$456,507.24** to be the lowest responsive bid. MHBE intends to issue the Award to Carahsoft Technology Corp upon Board approval.

Akamai Licenses Cost

Product	Function	Licensing Model	FFP - 75% ($)	SP - 25% ($)	Total Cost ($)
1. Dynamic Site Accelerator 2. Kona Site Defender 3. Visitor Prioritization Cloudlet 4. Cloud Monitor 5. Enhanced Support	1. Protect and Perform Service Management Plus Security Optimization Assistance 2. Protects websites and APIs against attacks 3. Provides Waiting Room function to reduce load and controls site traffic accessing resources 4. provides real-time insight into performance metrics, security alerts, cookie information. 5. Maintenance & Support for the above products	Subscription Renewal	294,447.17	162,060.07	$456,507.24

License Period	July 1, 2019 – June 30, 2020
Procurement Method	Invitation For Bid (IFB)
Procurement Date	May 20, 2019
Vendor	Carahsoft Technology Corp

Request to approve award

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Request to approve contract award to **Carahsoft Technology Corp** for an amount of **$456,507.24** with Federal Financial Participation (FFP) amount of **$294,447.17** and State Participation (SP) amount of **$162,060.07** for extending Akamai software subscription for the period from **July 1, 2019 to June 30, 2020.**