

# **MHBE Board Meeting**

**April 17, 2023**

## **IT IDIQ Task Order Approval**

### **Presented by:**

Venkat R. Koshanam, CIO, MHBE

Shirelle Green, Procurement Officer, MHBE

# IT IDIQ Contract Overview

## IDIQ Procurement for IT Services

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

## Contract Highlights

- **Master Contractors:** **110** Master Vendors were selected to provide services under the IDIQ Master Contract for **five** years from July 1, 2023, to June 30, 2028.
- **Contract Period:** Base Period of **three** years, with **two** one-year optional extensions.
- **Resources:** Hiring **~155** IT contract staff under various Functional Areas.
- **Budget:** FY 2024 IDIQ budget is **~34 million**.

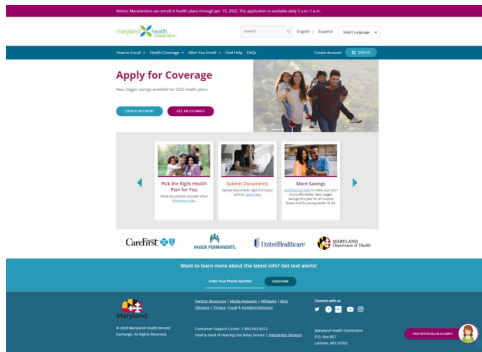
# IDIQ Contract Functional Areas

Functional Areas	
1. Enterprise Service Provider (ESP)	6. Information System Security
2. Web and Internet Systems	7. Application Service Provider
3. Electronic Document Management	8. IT Auditing, Testing and Quality Assurance Services
4. Software Engineering	9. IT Management Consulting Services
5. Systems Management and Maintenance	10. Documentation/Technical Writing

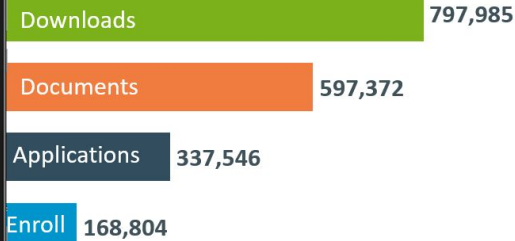
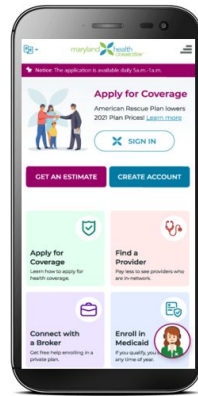
# Technology Overview

**CIO 100**  
**AWARDS**  
**2019-2022**

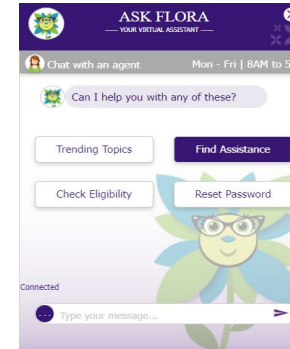
## Web Apps



## Mobile Apps (iOS and Android)



## AI Bot ("Flora")



2 million Responses  
650,000 Users



168 IT Staff

## IT Functions

- ❑ PMO
- ❑ App Development
- ❑ Special Projects
- ❑ Mobile App
- ❑ Salesforce
- ❑ Testing & QA
- ❑ EDI Operations
- ❑ Data & Reporting
- ❑ AI & Robotic Process Automation
- ❑ DevOps & SysOps
- ❑ Security & Infrastructure



## Consumers

User Accounts  
2.6 million  
Applications  
15 million  
Notices and Documents  
55 million



## CRM & Internal Apps

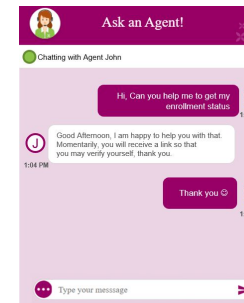
A tightly integrated CRM solution supported **6.5 million** consumer inquiries since 2017.



## Enterprise Automation

Automate manual tasks to achieve more accuracy, integrity, and efficiency.

## Live Chat



-65,000 Live Chats

# Technology Interfaces

## Department of Human Services

### Public Assistance Reporting Information System

Quarterly data matching to identify consumers receiving duplicate benefits in other states or through VA or Federal programs.

### Master Data Management (MDM)

Medicaid consumers data integration

### MD THINK Platform

## Maryland Department of Labor

### BEACON System

Quarterly income data as the source of income verification for determining Medicaid eligibility.

## Maryland Department of Health

### Medicaid Interface for Eligibility & Enrollment

Daily Medicaid 8001 transactions to Medicaid Management Information Systems (MMIS) and other transactional data across the systems.

### Managed Care Organizations (MCO)

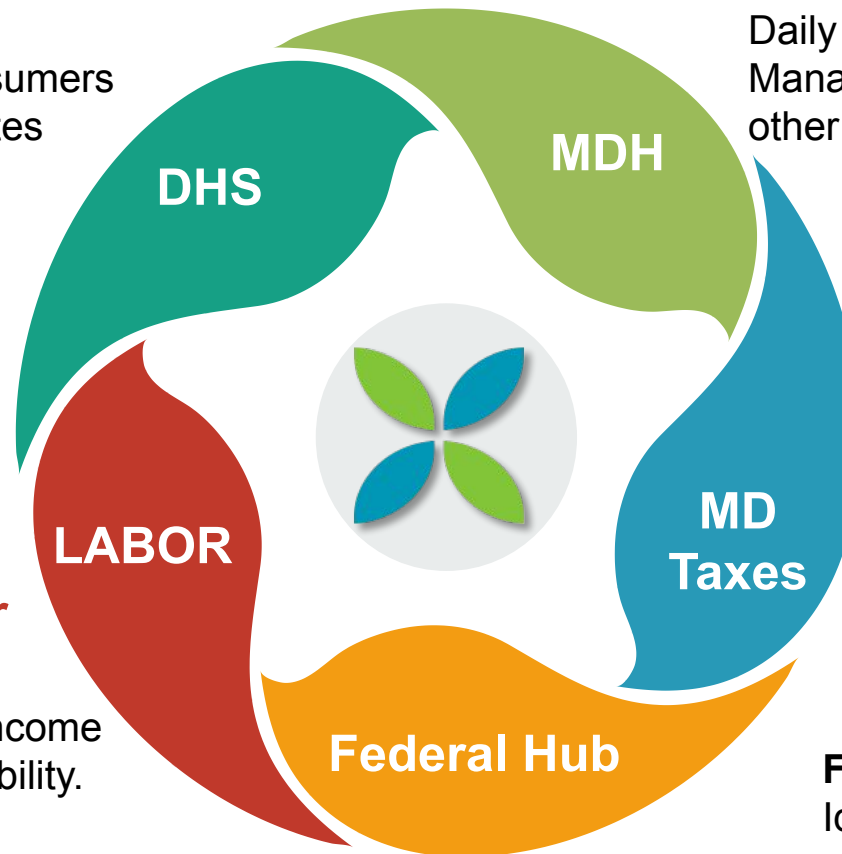
Plan Shopping Integration with MCOs.

## Comptroller of Maryland

Tax data integration to offer Medicaid and Qualified Health Plan eligibility to consumers without coverage.

## The Federal Hub – SSA, IRS, CMS

**Federal Agency Integrations**  
Identity, Status and Income Verifications.



### Other Interfaces

Carriers, State Board of Elections, Call Center Systems etc

# FY24 IT Strategy

## Cybersecurity

1

- Enhanced Security
- Disaster Recovery
- Business Continuity
- Security Awareness & Training

## Operations

4

- Public Health Emergency (PHE) Unwinding
- Policy Implementations
- System Enhancements



2

## Innovation

- More Robotic Process Automation
- Conversational AI Integration
- Consumer Engagement Channels
- Data Analytics Platform

3

## Collaboration

- Easy Enrollment
- Integration with Medicaid
- Real-time Enrollment with Carriers

# FY 2024 Technology Goals



## Security & Disaster Recovery

Enforcing zero-trust security across user, application, data, network, and devices

- Next-Gen Firewall
- Endpoint Security
- Business Continuity



## Consumer Engagement

Personalizing consumer experience across touchpoints

- Personalization
- Journey data analysis
- Predictive Intelligence



## Solutions at Scale and Speed

Transforming technology practices to support the continuous delivery at scale

- DevOps
- Test Automation
- Containerization



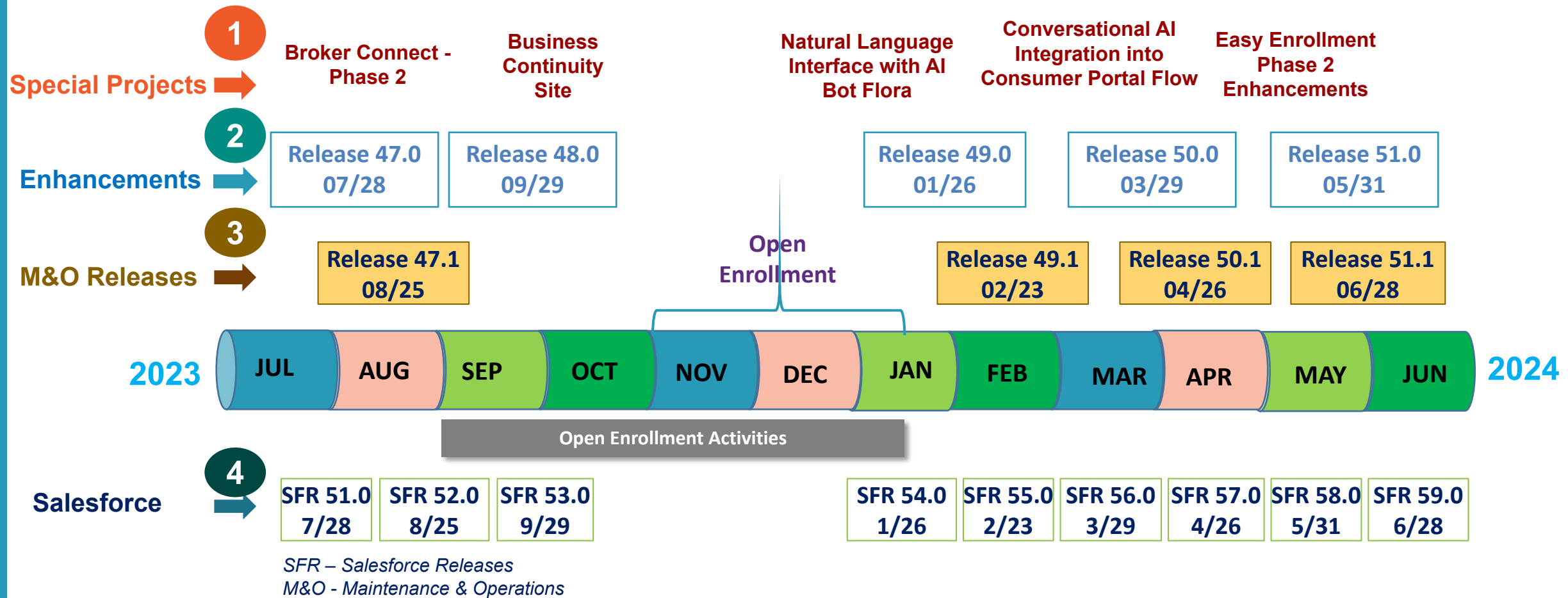
## Unified Digital Experience

Integrating user experience across channels in real-time

- Multi-channel integration
- Chatbot 2.0
- AI, OCR & RPA\*

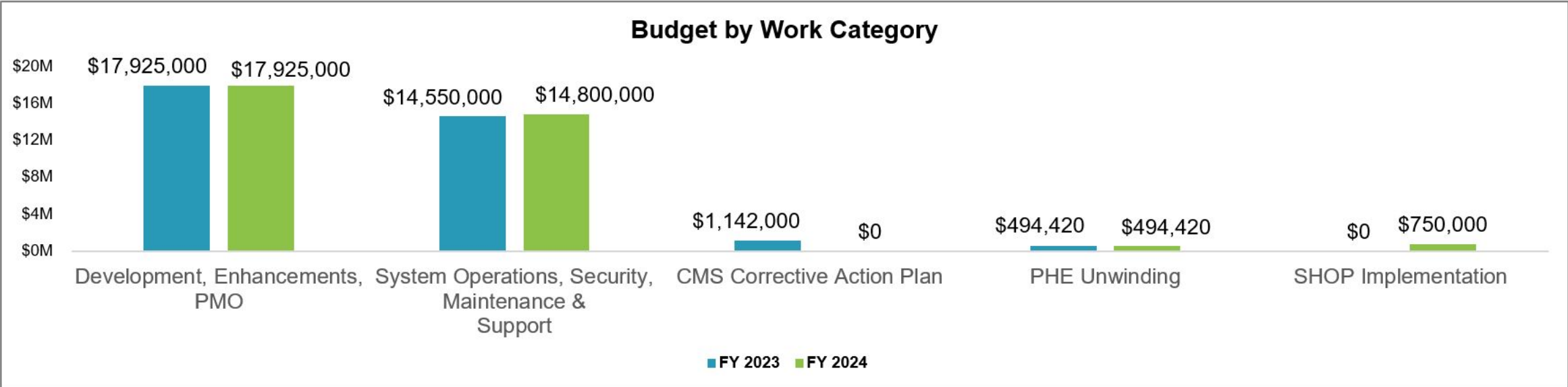
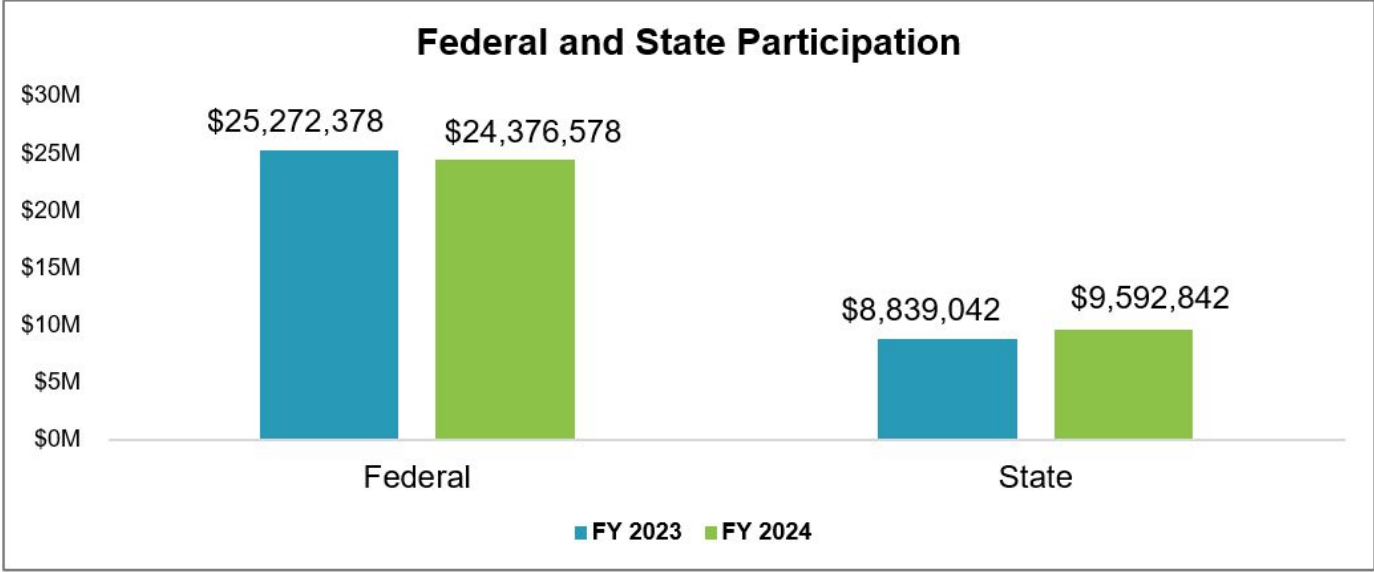
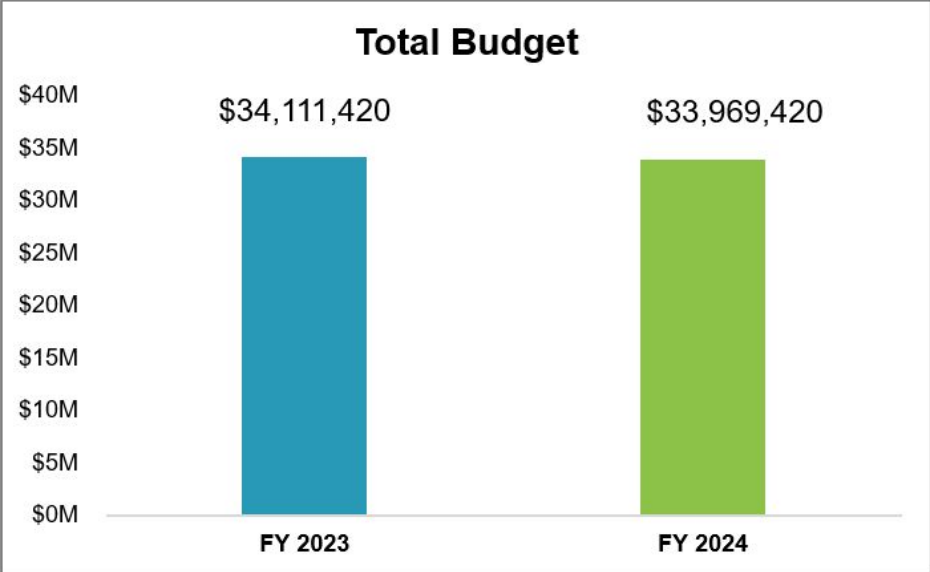
*\*Artificial Intelligence, Optical Character Recognition and Robotic Process Automation technologies*

# FY 2024 IT Roadmap





# Comparison – FY 2023 NTE<sup>1</sup> & FY 2024 Estimate<sup>2</sup>



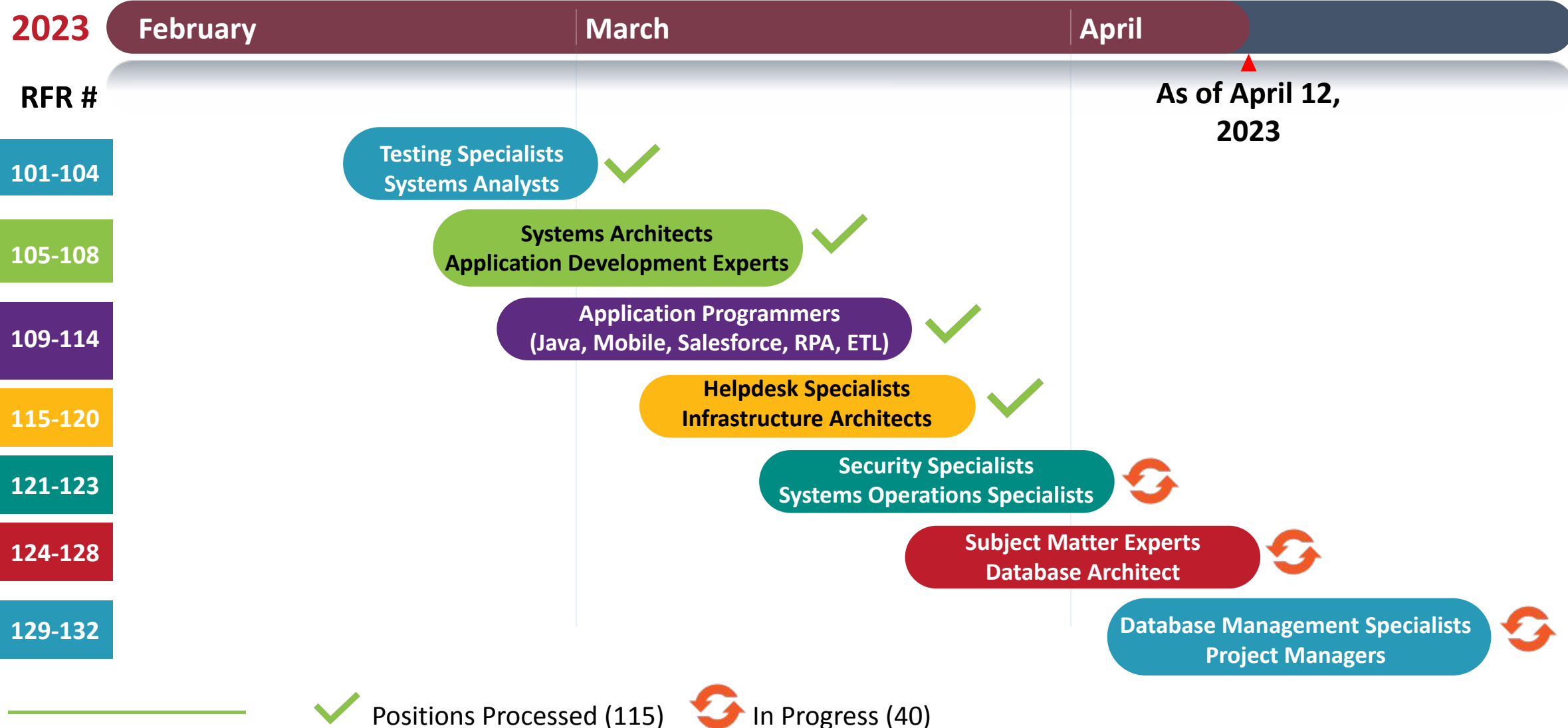
<sup>1</sup> NTE: Not-to-Exceed Amount

<sup>2</sup> Subject to the availability of federal and state funds

# IDIQ Procurement Process

1. Procurement Officer issues Request for Response (RFR) to Master Vendors
2. Procurement Officer receives Evaluation Consent signed by each Evaluation Committee members
3. Procurement Officer sends valid Technical Proposals to Evaluation Committee
4. Evaluation Committee shortlists candidates for interviews
5. Evaluation Committee conducts interviews, and ranks candidates
6. Evaluation Committee requests for the Financial Proposals
7. Procurement Officer opens, reviews and shares valid Financial Proposals
8. Evaluation Committee reviews and ranks Financial Proposals
9. Evaluation Committee determines overall rankings and recommends selections
10. Procurement Officer determines awardees

# Procurement Status



# Request to Approve

## **MHBE Requests the Board To:**

Approve a total Not-to-exceed (NTE) amount of **\$33,969,420**, with the Federal Financial Participation amount of **\$24,376,578** and State Participation amount of **\$9,592,842** for the IT IDIQ contracts for the Fiscal Year 2024, subject to the availability of Federal and State funds;

Approve the Task Orders issued under the IT IDIQ contracts as submitted.

# Appendix

# IDIQ Budget Comparison

Work Category	Federal/ State	FY 2023 (Not-to-Exceed Amount)			FY 2024 (Estimated)		
		Federal Amount (\$)	State Amount (\$)	Total Amount (\$)	Federal Amount (\$)	State Amount (\$)	Total Amount (\$)
<b>Development, Enhancements, PMO</b>	<b>90/10</b>	14,196,600	3,728,400	<b>17,925,000</b>	14,196,600	3,728,400	<b>17,925,000</b>
<b>System Support , Maintenance, Operations &amp; Security</b>	<b>75/25</b>	9,603,000	4,947,000	<b>14,550,000</b>	9,735,000	5,065,000	<b>14,800,000</b>
<b>SHOP Implementation</b>	<b>100% State</b>	-	-	-	-	750,000	<b>750,000</b>
<b>CMS Corrective Action Plan Implementation</b>	<b>90/10*</b>	1,027,800	114,200	<b>1,142,000</b>	-	-	-
<b>PHE Unwinding</b>	<b>90/10*</b>	444,978	49,442	<b>494,420</b>	444,978	49,442	<b>494,420</b>
<b>Total Amount</b>		<b>25,272,378</b>	<b>8,839,042</b>	<b>34,111,420</b>	<b>24,376,578</b>	<b>9,592,842</b>	<b>33,969,420</b>

*\*Note: The 90/10 participation applies to 100% of the total amount*