STATE OF HAWAIʻI

Department of Human Services

REQUEST FOR INFORMATION (RFI)

Medicaid Enterprise Systems

Staffing Services

RFI–MQD–2025-001

Med-QUEST Division – Systems Office

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SECTION 1.   PURPOSE OF THE REQUEST FOR INFORMATION (RFI)

   A) This Request for Information (RFI) is issued by the State of Hawai'i Department of Human Services (DHS), Med-QUEST Division (MQD) to survey the vendor community to gather information on information technology (IT) staffing services. The MQD seeks to understand the availability and capabilities to provide MQD with staffing services to support the Medicaid Enterprise System (MES) Modernization Project.

SECTION 2.   RFI KEY ACTION DATES

   A) The delivery schedule set forth herein represents DHS's best estimate of the schedule of this procurement. If a component of this schedule, such as Proposal Due date, is delayed, the rest of the schedule will likely be shifted by the same number of days. The estimated procurement schedule is as follows:

Table 2-1 RFI Key Action Dates

ACTIVITY	DATE
Issue RFI	Friday, August 9, 2024
Last day to submit questions for clarification purposes	Monday, August 19, 2024
Questions received will be considered and if needed, a Q&A document will be released	Monday, August 26, 2024
RFI responses due	Thursday, September 5, 2024

SECTION 3.   BACKGROUND

A) The MQD administers the State's Medicaid and other health coverage programs. Medicaid, a Federal program created by Congress in 1965, was designed to provide access to medical care for the low-income population.

B) The MQD provides health coverage through several Medicaid programs under Title XIX of the Social Security Act, as well as the Children's Health Insurance Program (CHIP) under Title XXI of the Act. The health coverage includes the Medicaid Fee-For-Service program and the comprehensive Medicaid managed care programs QUEST Integration. Other smaller programs include State-funded medical assistance programs. By providing payment for medical, dental, and other medically necessary health care services, these programs collectively enable low-income adults and children to maintain and improve their health.

C) The MQD houses and partners with many systems within and outside its MES environment and a lack of seamless data exchange in healthcare has historically detracted from patient care, leading to poor health outcomes, and higher costs. The Centers for Medicare & Medicaid Services (CMS) Interoperability and Patient Access final rule establishes policies that break down barriers in the nation's health system to enable better patient access to their health information, improve interoperability and unleash innovation, while reducing burden on payers and providers.

D) Dedicated to improving patient care, the MQD has embarked on a journey to achieve compliance with CMS requirements to improve interoperability and sustainability of technology solutions that support Medicaid service delivery through the Medicaid Enterprise System Modernization Project.

SECTION 4.   BUSINESS NEED

A) An assessment conducted in the planning phase of the MES Modernization Project found that while highly motivated and very capable of performing the work, MQD staff are however, overworked and understaffed. Multiple critical positions were identified as having a single person responsible, with no defined backups, and manual and time-consuming processes. Also impacting staffing shortages is the length of time to backfill positions.

B) The findings of the assessment identified a need for MQD to augment and supplement the capacity of its staff by resources possessing specialized technical knowledge.

C) Responses should provide options(s) for IT staffing to meet the needs of the MES Modernization Projects. The following positions have been identified as potentially in scope:

1. Application Developer

2. Architect

3. Asset Management Administrator

4. Business Analyst

5. Business Relationship Manager

6. Data Analyst

7. Data Entry Operator

8. Data Backup Administrator

9. Database Administrator/Analyst/Architect

10. Functional Architect

11. Help Desk Systems Support Analyst

12. IT Procurement/Contract Specialist

13. IT Service Continuity Specialist

14. IT Service Management Tool Configuration and Customization Specialist

15. Infrastructure Architects/Engineers

16. Mobile Specialist

17. Network Administrator

18. Network Architect / Engineer

19. Operational Support Analyst

20. Performance Specialist

21. Product Specialist

22. Program Manager

23. Project Manager

24. Programmer

25. Quality Assurance Specialist

26. Risk Assessment and Implementation Analyst/
    Specialist/Architect/Manager

27. Security Administrator/Analyst/Architect

28. Service Desk Management and Operations

29. Software Process Engineer

30. Storage Administrator

31. System Administrator

32. Systems Analyst

33. Systems Architect

34. System Specialist

35. Team Lead

36. Technical Specialist

37. Technical Writer

38. Technology Consultant

39. Telecommunications Engineer

40. Tester

41. Third Party Software Consulting Specialist - Software Platform Upgrade, Conversion, or Migration

42. Third Party Software Product Specialists

43. Video Conference Specialist

44. Voice/Data Engineer

D) The MQD is seeking information on staffing services that will allow for:

1. Multiple resources on a single request or purchase order

2. Ability to balance and substitute staff (exchange skills)

3. Variable staffing levels (ability to ramp up or down as needed)

4. Flexible Staffing Models for emerging and legacy technologies

5. Best staffing rates

E) The MQD is particularly interested in seeking information on IT staffing service providers that are based locally, in Hawai'i and specialize in sourcing and placing local IT talent for work in Kapolei, Hawai'i.

SECTION 5.   QUESTIONS FOR RESPONDENTS

A) Responses are requested to help MQD understand the market and capacity of staffing services in Hawaiʻi to provide local resources with specialized technical knowledge.

1. Company Overview – Provide company name, brief description of services, brief history and current company ownership, business size, industries or sectors agency specializes in serving, home office location and all other offices (by city and state), location from which any contract would be administered, and point(s) of contact, including name, address, phone, and e-mail address.

   Please keep response to no more than one half page.

2. Staffing Model Structure – Provide an overview of IT staffing option(s) to meet the needs described in Section 4. Please include information such as:

   i. How flexible is the staffing model to adapt to changing IT needs?

   ii. Under this staffing model, how long does it take to fulfill a request?

   iii. What other support services/roles might be needed to support the staffing model?

   iv. How cost-effective is the staffing model?

  v. What are anticipated challenges or risks associated with this option(s)?

 No page limits.

3. Resource Skills – What are the common ways to ensure that highly specialized IT talent is available in Hawaiʻi?

 i. What are the optimal methods to ensure competent skills levels are engaged at an individual level?

 ii. What is the recommended methodology to identify skills necessary for a position?

 iii. What is the recommended methodology to ensure adequate bench strength?

 Please keep response to no more than one half page.

4. Worksite

 i. What are the ramifications of requiring onsite resources in Kapolei, Hawaiʻi?

 ii. What roles could be performed at remote locations and why?

 Please keep response to no more than one half page.

5. Contract Model

i. What contracting model is recommended, e.g., a prime contractor, who may provide services through subcontractors, as well as its own resources?

ii. What level of subcontracting, if any, would be utilized to provide the listed services?

iii. What type of vehicle would you suggest for IT staffing services?

iv. What would be the optimal base period of performance and option years to ensure the optimal pricing of services?

Please keep response to no more than one page.

v. Please provide a copy of any terms and conditions that your company has executed for these types of services.

No page limits.

6. Cost Methodology – Please provide a cost methodology that your company utilizes for these types of services. The MQD is seeking information on costing model only. Please do NOT include pricing in response.

i. What cost saving measures or industry best practices should the MQD consider to ensure the optimal pricing?

No page limits.

7. Service Level Agreements – What Service Level Agreements (SLAs) typically apply to these services?

    i. What metrics are suggested?

    ii. At what frequency?

    Please keep response to no more than one half page.

    iii. Please provide sample SLAs that your company would recommend for these types of services.

    No page limits.

8. General

    i. Based on a review of the breadth and scope of requested services, what additional information would be needed to better scope and price the requested services?

    ii. What are the primary reasons large outsourcing projects, similar to the scope described in this RFI, fail or fall short of intended goals?

    iii. What concerns, issues or roadblocks can be anticipated when delivering the scope of services described?

    Please keep response to no more than one page.

SECTION 6.　　RFI RESPONSE SUBMISSION

A) Responses to this RFI are due by the date and time specified in the section entitled, RFI Key Action Dates. RFI submission must include the name, organization (if applicable), and contact information of the person/organization submitting the response. Each organization is limited to one response. Submitted responses may address all or some of the questions.

B) Please comply with the page limits indicated for each RFI question group. Responses shall be submitted in size 12 Arial font or equivalent (also applies to tables and graphics). Additional information about your organization's services may be included as appendices.

C) MQD accepts the following file types: Word (.doc or .docx); Excel (.xls or .xlsx); Portable Document format (.pdf). Page margins must be 1 inch.

D) Indicate "Med-QUEST MES Staffing Services RFI-MQD-2024-00X" on the cover of the document or in the subject line on the email response. Responses should be e-mailed to eadams@dhs.hawaii.gov.

SECTION 7.　　RFI VENDOR QUESTIONS

A) Vendors may submit clarifying questions regarding this RFI via e-mail by the date and time specified in Table 2-1 RFI Key Action Dates.

B) Email questions to: eadams@dhs.hawaii.gov

C) The following must be included in the email inquiry:

1. On the subject line of the email, include "Med-QUEST MES Staffing Services RFI-MQD-2025-001 Vendor Question"

2. Vendor name, contact person, telephone number, and e-mail address

3. The vendor's question(s).

SECTION 8.   CONFIDENTIAL INFORMATION

A) If respondents believe portions of their RFI response should remain confidential, respondents shall clearly identify those portions of their response and include a statement detailing the reasons the information should not be disclosed. There shall be no blanket labeling of the entire document as "proprietary" or "confidential." This shall invalidate the confidentiality of the document and it will not be reviewed as such.

B) The detailed reasons shall include the specific harm or perceived prejudice that may arise. The DHS Director, MQD Administrator, and the MQD Systems Officer shall determine whether the identified information should remain confidential. Notice shall be provided to the respondent prior to any information which was requested to be confidential became part of public distribution/information.

SECTION 9.   COST OF RESPONSE

A) DHS will not reimburse any respondent for the cost of preparing and submitting a response to this RFI.

SECTION 10.   USE OF INFORMATION

A) DHS reserves the right to incorporate in a solicitation, if issued for such a contract, any recommendations presented in response to this RFI. Please note that participation in this RFI process is optional and is not required in order to respond to any subsequent procurement by DHS. Neither DHS nor the responding party has any obligation under this RFI. This is an RFI only, and as such, will NOT result in any award of contract. DHS and MQD are not obligated to share information obtained through this RFI and shall not respond to submitters' requests for further feedback.