Member Management Request for Information (RFI) #1

February 15, 2011

Instructions for Responses

1. The State would like to receive responses to this RFI by **March 4, 2011**. Please submit your response via email to <fbo@scdhhs.gov>. The email system does not accept attachments larger than about 15 MB. If your response is near this size or greater, please mail two identical CDs containing your response to:

   > Member Management RFI #1
   > Clemson University
   > Attn: John Supra
   > 934 Old Clemson Highway
   > Seneca, SC 29672

2. The State may copy your response to other storage media to facilitate review by its staff.

3. Vendors may mark portions of their responses as confidential in accordance with South Carolina Code of Laws and Regulations. Guidance on the proper marking of your response can be found at:

   > http://www.mmo.sc.gov/MMO/webfiles/MMO_Legal/Documents/FOIA_page.pdf

   While this document is intended for vendor bids, the general guidance and references to statutes and rules are relevant to an RFI response.

4. This RFI is in reference to a potential future Request for Proposals (RFP) for a technology framework for use in the development of the State's Medicaid Eligibility and Member Management System. This RFI is issued solely for market research, planning, and informational purposes and is not to be construed as a commitment by the State to acquire any product or service or to enter into a contractual agreement.

5. Any costs incurred by a party in preparing or submitting information in response to the RFI are the sole responsibility of the submitting party.

1 Purpose

The South Carolina Department of Health and Human Services and Clemson University (collectively, the "State") are seeking sources for a technology framework to assist in its development of a replacement Medicaid Eligibility and Member Management System ("System" or "the System").

The State encourages vendors and other interested parties to provide feedback in response to this RFI.

This document is not an RFP. The State is not seeking proposals at this time.

2 Background

Building on the partnership and experience between the South Carolina Department of Health and Human Services ("SCDHHS") and Clemson University ("Clemson") in developing and supporting the State's Medicaid Management Information System (MMIS), Clemson developed the State's existing Medicaid Eligibility Determination System (MEDS).

MEDS is a legacy mainframe system that was developed to aid SCDHHS in its Medicaid eligibility determination and overall Medicaid member management. The MEDS system was developed using Cullinet's CA-IDMS/R and CA-ADS/O technologies and currently serves SCDHHS's eligibility workers and manages the member information for the State's more than 800,000 Medicaid beneficiaries.

Again in partnership, SCDHHS and Clemson are working together to replace MEDS in order to improve SCDHHS's business processes and operations with regard to eligibility determination and member management. The State is focused on this replacement to prepare for the flexibility required to meet future changes in Medicaid eligibility that may required and to better align its eligibility and member management activities with the Centers for Medicare and Medicaid Services' (CMS) Medicaid Information Technology Architecture (MITA).

3 Concepts of Interest and Submission Requests

The State is currently evaluating the best approach(es) to meeting the needs of the State's next generation eligibility determination and member management system. The State is considering the benefits and risks associated with a fully custom software development effort as well as the use of a technology framework to accelerate development and/or some combination of the two. To this end, the State has identified the following concepts and questions that it is requesting vendors and interested parties to respond to:

1. ***Architecture*** – Describe the technical architecture of your framework.

2. ***Developer Environment*** – Describe your developer environment and developer tool suite including what industry standard tools your framework uses for end-developer use.

3. ***Functionality*** Explain how your framework would assist the State in developing a replacement eligibility determination and member management system.

4. ***Interoperability and External Services*** The State will need to use your framework to integrate many systems together. Describe how your framework provides tools, adapters, application programming interfaces (APIs) to support integration with existing and new third party systems including other State systems such as a commercial document management system, single sign-on system, customer/business relationship management systems (CRM), state and federal data exchanges including with CMS, the Social Security Administration (SDX), Internal Revenue Service (IRS) and the Department of Homeland Security.

5. ***Long-term Use*** Describe your approach to updates to the framework over time including how your user's customizations and extensions are preserved across updates as well as tools or techniques used to assist developers in planning, preparing and testing the updates. Also describe how you ensure your framework remains current with broader advances in software development and technology.

6. ***Documentation, Training and Support*** – Describe your training approach for users of the framework including documentation, support systems included with the framework as well as formal training programs that support developers working with your framework. Also describe your developer support services including methods/types and tiers of support and/or other developer training such as conferences and users groups.

7. ***Integrators*** – Describe how your framework is supported by third party integrators and if applicable include integrators that are qualified/certified to develop in your framework.

8. ***Licensing Considerations*** – Describe how your technology framework is licensed (per user, server, CPU, etc.) as well as any other software required to use your framework.

9. ***Hosting Considerations*** – Describe the hosting environment (hardware, operating systems, configuration, use of virtualization) that your technology framework is designed to work within and provide an example hosting configuration for a typical client.

10. ***Scalability*** – Describe how your technology framework is designed to support high volume Web-based transaction applications along with how the framework supports scaling vertically and horizontally.

11. ***Evaluation*** – Describe your approach to supporting an "evaluation" that would enable the State's development team to evaluate the framework including the time required to setup an evaluation and how you would support the evaluation.

12. ***Background & Experience*** – Provide background information on your organization/company including examples of client(s) that may have used your technology framework in a manner similar to that intended by the State.

Thank you for your interest in the State of South Carolina