

SOLICITATION BC-21112-M
HEDIS Software
September 27, 2018

1. OVERVIEW

The University of Maryland, Baltimore County (UMBC) is soliciting competitive proposals from qualified firms to provide software to allow the Hilltop Institute to calculate Healthcare Effectiveness Data Information Set (HEDIS) measures using administrative data sources.

2. BACKGROUND

Established in 1966, the University of Maryland, Baltimore County (UMBC) is one of twelve institutions that along with two regional centers constitute the University System of Maryland. UMBC combines the emphasis on teaching found at the best liberal arts colleges with the innovation of a research university. UMBC's students take full advantage of the educational, business, cultural, and recreational resources of Baltimore and Washington, D.C. At UMBC, students work alongside faculty who are leaders in their fields; think about the hard questions of society, science, and creative expression; and then move beyond the classroom to make a difference.

UMBC is increasingly recognized as a major resource for building the State's economy and addressing its social concerns. More than 70% of UMBC's 53,600 active alumni live and work in Maryland, contributing significantly to the State's economic and social vitality. In Fall 2017, UMBC had 13,662 enrolled students of which 50% were minority enrollments from nearly all 50 states and more than 80 nations, creating a richly diverse student body. UMBC's research expenditures totaled \$78.5M for fiscal year 2017. UMBC is ranked among the Top 20 U.S. universities in NASA funding and is classified by the Carnegie Foundation as a Doctoral University – Higher Research Activity.

The Hilltop Institute is a non-partisan health research center at UMBC dedicated to advancing the health and wellbeing of people and communities. Hilltop has expertise in Medicaid and improving publicly financed health care systems and conducts research, analysis, and evaluations on behalf of government agencies, foundations, and nonprofit organizations at the national, regional, and local levels. Since its inception in 1994, Hilltop has maintained a nationally recognized partnership with the Maryland Department of Health (MDH) to analyze state health policies and develop solutions for the Maryland Medicaid program.

Hilltop specializes in working with Medicaid data and maintains a secure, Health Insurance Portability and Accountability Act (HIPAA)-compliant data repository containing Maryland Medicaid and Medicare administrative data, hospital discharge data, nursing home assessment data (the federal Minimum Data Set), and assessment data for individuals receiving long-term services and supports. Under its Master Agreement with MDH, renewed every five years, Hilltop is responsible for calculating HEDIS and HEDIS-like measures for the Maryland Medicaid program. HEDIS-like measures allow for the modification of a HEDIS measure to accommodate state-specific performance measures (e.g., adding a Current Procedural Terminology code to an existing HEDIS measure). Approximately 85 percent of Maryland Medicaid enrollees are enrolled in mandatory managed care, HealthChoice, and currently there are nine (9) managed care organizations (MCOs) participating in the HealthChoice

program. There are approximately 1.4 million Maryland Medicaid full and partial benefit enrollees in both managed care and fee-for-service (FFS).

3. REQUIREMENTS FOR THE SOFTWARE

The HEDIS software shall be installed on-premise at Hilltop for up to 10 users to calculate HEDIS and HEDIS-like measures for the entire Maryland Medicaid population, as well as by MCO, and allow for flexibility to measure for certain populations of enrollees. The software must include the new HEDIS 2019 Technical Specifications for Long Term Services and Supports (LTSS) Organization to assess whether Medicaid LTSS are delivering high-quality, person-centered care. The software shall be provided by a firm that is a National Committee for Quality Assurance (NCQA) certified software vendor. The firm shall also provide technical assistance for software installation, training, and software customization. The firm shall maintain NCQA HEDIS certified status through the contract period.

4. IMPLEMENTATION AND ONGOING SUPPORT

The selected firm shall furnish all of the necessary services, qualified personnel, material, equipment, and facilities as needed to perform the requirements of this Scope of Work. The Hilltop Institute will assist the selected firm by facilitating access to information and documentation on Hilltop's Medicaid data warehouse and technology infrastructure and will assist with scheduling meetings with key Hilltop resources.

Project Management

Within five (5) days of award, the selected firm will schedule a kick-off meeting with The Hilltop Institute at UMBC to discuss project goals and the work plan. As requested, the firm will schedule telephonic meetings every two (2) weeks with The Hilltop Institute to discuss project progress and address any issues that may have arisen. For all meetings, the selected firm will provide an agenda for the meetings at least 24 hours in advance of the meetings and submit meeting notes to Hilltop within 48 hours after the conclusion of the meetings.

HEDIS Software License

The software must have the ability to calculate HEDIS and HEDIS-like measures for the Medicaid managed care and FFS populations. For HEDIS-like measures, the software must have the ability to be modified to accommodate state-specific performance measures and populations, with minimal programming effort. The software must allow for measurement for the most recent 5 years.

Delivery and Installation of HEDIS Software

The selected firm will deliver the HEDIS software to Hilltop via Secure File Transfer Protocol (SFTP) or other agreed upon secure method of transfer. An on-premise solution that can be installed at UMBC or managed by UMBC in Amazon Web Services (AWS) using SAS and Structured Query Language (SQL) is preferred.

The selected firm will provide Hilltop with infrastructure and operating system requirements for the software and provide technical assistance as needed to install and integrate the HEDIS software into the Hilltop network. The installation of the software shall be completed as promptly as feasible following award. After software installation is complete, the firm shall provide an overview and instructions for Hilltop staff on the HEDIS software and be available for ongoing consultation and support services during regular business hours.

The firm shall provide patches to the HEDIS software as necessary to address errors or NCQA-required updates, and provide the latest updated versions of the HEDIS software to Hilltop within 30 days of availability.

At the end of the contract, the firm shall provide transition services as necessary.

5. CONTRACT TERM

The initial contract term shall be for a period of one (1) year. There will be four (4) additional one-year terms at the University's sole discretion. The price of the software shall remain the same for all contract renewals. Cost increases are not allowed.

Additionally, based on the determination by the University that the functions to be performed in accordance with this solicitation constitute Business Associate functions as defined in HIPAA, the selected firm shall execute a Business Associate Agreement as required by HIPAA regulations at 45 C.F.R. §164.501. This Agreement must be executed at the same time as the contract.

6. FIRM'S RESPONSE REQUIREMENTS

Firms shall submit a cover letter signed by an officer or member authorized to bind the firm to the proposed fees, rates, and terms. The cover letter shall include the name, address, phone number, and email address for the contact for the solicitation. Only firms that have obtained, and will maintain, a NCQA certification to provide support services and software license to enable HEDIS reporting during the term of the agreement will be considered.

Provide the following information:

A. Narrative describing how the Proposer's prior experience, skill set, and proposed services, including the services of any proposed subcontractors, will meet or exceed the requirements for implementation and ongoing support. This section shall clearly demonstrate the Proposer's knowledge of the NCQA HEDIS software, as well as prior experience in delivery and installation of HEDIS software.

B. Proposed Work Plan including a description of the specific tasks that will be carried out and the timeline for completing those tasks.

C. Management Plan for the project, including an organizational chart showing the organization and reporting relationships for key project personnel and any subcontractors, as well as a description of project management and control mechanisms. It is expected that a senior-level project manager will be included that is capable of effectively managing HEDIS software delivery and installation.

D. Information about help desk support as well as a Problem Escalation Procedure that includes, at a minimum, names, titles, and contact information of individuals to be contacted by The Hilltop Institute's Contract Monitor should problems arise under the Contract and explain how problems with work under the Contract will be escalated in order to resolve any issues in a timely manner.

E. Description of process to provide patches and updated versions of the software. Include information that details the frequency of patches and the communication provided to customers prior to release.

F. Three (3) references from customers who are capable of affirming the Proposer's ability to provide the services required.

G. A copy of the firm's NCQA certification to provide support services and HEDIS software licenses.

All responses shall be provided electronically by **October 25, 2018 at 2:00 pm (Eastern Time)** to: Technic.qs56u39zi56rssz4@u.box.com. Proposers should receive an automatically generated verification from Box when the file has successfully uploaded. Proposers that do not receive verification should immediately contact the Procurement office to confirm that their response has been received.

7. EVALUATION PROCESS

Firms shall be shortlisted based on their proposal responses. Shortlisted firms shall provide a demonstration of the software on November 14 and 15, 2018. Key personnel are to set aside this date on their calendar to avoid conflicts. After the demonstration, another technical evaluation will be performed and firms will again be shortlisted. Shortlisted firms shall provide a price proposal submittal on November 26, 2018. The University reserves the right to modify these phases as necessary to best meet the needs of the University.

If you have any questions regarding this solicitation, please contact Elizabeth Moss, Executive Director of Procurement and Strategic Sourcing at emoss@umbc.edu. It is preferable that questions be provided in writing via email for ease of distribution within UMBC. Responses shall be provided to all other proposers, but without identification of the inquiring firm. All questions shall be submitted by 12:00 p.m. on October 18, 2018 to allow for sufficient time to respond before proposals are due. To maintain the integrity of the procurement Elizabeth Moss shall be the sole point of contact for this solicitation.