



NEW MEXICO HEALTH INSURANCE EXCHANGE (NMHIX)  
REQUEST FOR INFORMATION FOR

# Health Insurance Exchange System Integrated Services

RFI No. 2015/01

**RFI Issued:** 01/22/2015

**Addendum No 1. Issued:**  
**January 30, 2015**

**Information**  
**Due:** 02/12/2015

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# 1 Introduction

## 1.1 Background on the New Mexico Health Insurance Exchange

The New Mexico Legislature passed SB 221 and 589 as amended, the “New Mexico Health Insurance Exchange Act,” (the “Act”) during the 2013 Regular Session, and Governor Susanna Martinez signed the Act on March 28, 2013 that created the New Mexico Health Insurance Exchange (NMHIX).

Our mission is to provide qualified individuals and employers with increased access to health insurance in New Mexico. NMNIX is governed by a 13-member board of directors that was appointed in April 2013.

The Exchange is operating a state-supported marketplace where New Mexico operates enrollment Small Business Health Options Program (SHOP) and Healthcare.gov facilitates the eligibility and enrollment of individuals and families of New Mexico. New Mexicans are enrolling via Healthcare.gov for 2014 and 2015, however NMHIX is implementing an Integrated Eligibility and Enrollment system for 2016 Open Enrollment and beyond.

## **1.2 Purpose of This RFI**

The New Mexico Health Insurance Exchange (NMHIX) is seeking information for System Integration Services from qualified vendors to manage and execute the development and implementation of the Integration of an Eligibility and Enrollment System (Medicaid and Qualified Health Plans).

Information submitted in response to this RFI shall not be binding on the respondent.

Responders should have experience in providing system integration services.

The work required by NMHIX shall include but is not limited to:

1. The creation of a Shared State HUB based on Service Oriented Architecture (SOA) to integrate with the Federal Data Services HUB.
2. Provide for Storage, Management and Metrics Reporting of Accounts Created in the form of a Single Sign On (SSO) solution.
3. Staff Augmentation services in the form of various technically proficient: API Integration Developers, Business Analysts, Project Managers, Network Analysts, QAT Analysts and Java Developers/Engineers.
4. A ready COTS based, customizable, solution to assist in expediting such services.
5. Provide a detailed quote of expected cost, and an aggregated breakdown of cost based on multiple solution/support options including but not limited to onsite, offsite (onshore, near shore, offshore models), combination of onsite & offsite etc. models.

### 1.3 Key Dates

<b>EVENT</b>	<b>DATE</b>
Issuance of RFI	Thursday, January 22,2015
Deadline to Submit Questions	Wednesday, January 28, 2015
Response to Written Questions/RFP Amendments	Friday, January 30, 2015
Submission of Hard Copy Information Must Arrive at NMHIX Office	Thursday, February 12, 2015

## 2 Administrative Information

### 2.1 Request Administrator

The Request Administrator for this RFI shall be:

Raj Shethia  
IT Director  
New Mexico Health Insurance Exchange (NMHIX)  
6301 Indian School Road NE, Suite 100  
Albuquerque, NM 87110  
[rfp@nmhix.com](mailto:rfp@nmhix.com)

Please include “System Integration Services Vendor RFI” as the subject line of any emails.

### 2.2 Restriction on Communications

All communications related to this RFI must be with the Request Administrator, and all such communications must be in written form via email to [rfp@nmhix.com](mailto:rfp@nmhix.com). The Request Administrator will respond only to written questions regarding the response process and this RFI. Oral questions will not be accepted.

### 2.3 Questions, Requests for Clarification, and Suggested Changes

If needed, Respondents are invited to submit written questions and requests for clarifications regarding this RFI. The NMHIX is not obligated to provide answers to written questions. If the questions, requests for clarifications, or suggestions pertain to a specific section of this RFI, Respondent shall reference the page and section number. If NMHIX decides to answer a question or adopt a suggestion that modifies this RFI, NMHIX will issue an addendum to this RFI.

### 2.4 Submission of Information

The Request Administrator requests all responses by the deadline listed under “Key Dates.”

### 2.5 Costs of Preparing the Information

The costs of preparation and delivery of the Information is solely the responsibility of the Respondent.

### 2.6 No Commitment to Issue Procurement or Contract

This RFI is intended to seek information so that the NMHIX can manage and execute the development and implementation of the Integration of an Eligibility and Enrollment System (Medicaid and Qualified Health Plans). By issuing this RFI, NMHIX solely intends to solicit information to facilitate the initial assessment of potential solutions.

While NMHIX intends to issue a request for proposals to competitively solicit services related to the subject matter of this RFI, NMHIX does not make any promise or

guarantee that it will issue a request for proposals or that NMHIX will award a contract pursuant to a request for proposals, in the event that NMHIX issues a related request for proposals.

## **2.7 Information Clarification Process**

NMHIX may contact a Respondent after the submission of the RFI for the purpose of clarifying any Information.

## **2.8 Disposition of Information**

All Information becomes the property of NMHIX and shall not be returned to Respondent. NMHIX does not make any promises regarding the confidentiality of any information submitted to NMHIX in response to this RFI.

## **2.9 Respondent Interviews**

At the sole discretion of NMHIX, some Respondents may be asked to participate in oral interviews, presentations, and/or demonstrations. This process is intended to allow Respondents to clarify any elements of their Information. Any cost associated with interviews, presentations, and/or demonstrations will be borne solely and entirely by the Respondent. The presentation may occur at NMHIX's offices, via the Internet, or at another location as specified by NMHIX.

## **2.10 Conflict of Interest and Prohibited Bidding**

If this RFI leads to a request for proposals being issued by NMHIX, an offeror shall be required to warrant that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance or services required under any potential Agreement. The Offeror shall certify that requirements of the Governmental Conduct Act, Sections 10-16-1 through 10-16- 18, NMSA 1978, regarding contracting with a public officer or state employee or former state employee, have been followed. The Respondent also shall certify compliance with all federal provisions related to conflicts of interest, including but not limited to those contained in 45 C.F.R. 92.36, the Affordable Care Act, and the HHS Grants Policy Statement, published January 1, 2007.

Respondents are further notified that the New Mexico Governmental Conduct Act prohibits the NMHIX from accepting "a bid or proposal from a person who directly participated in the preparation of specifications, qualifications or evaluation criteria on which the specific competitive bid or proposal was based." NMSA 1978, § 10-16-3. Respondents to this RFI shall not directly participate in the preparation of specifications, qualifications, or evaluation criteria on which a request for proposal will be based. As stated in Section 2.6, above, NMHIX issues this RFI solely for information purposes to facilitate the initial assessment of potential solutions.

# 3 Scope of Work

Vendor will be asked to provide information for the implementation of System Integration Services.

Should this RFI lead to an RFP, the chosen Vendor will be required to work collaboratively with NMHIX and NM HSD staff and vendors. Additional tasks of similar nature may be developed as based on a mutually agreed upon Scope of Work between the vendor and NMHIX.

## 3.1 Overview

As previously noted, New Mexico's intended SBM will partner with the States YES-NM and ASPEN systems for assistance applications to support the ACA single streamlined application process and enrollment of eligible applicants.

The following are the primary features of the YES-NM/ASPEN/NMHIX Eligibility and Enrollment Partnership:

- ASPEN will receive applications from YES-NM through a web service call which will then be validated
- A valid application received from YES-NM will then be processed to associate with an existing case or to create a new case. The case data will also be populated in ASPEN.
- Client provided data will be validated against State sources and the Shared Hub in real time as per the appropriate verification plan
- Eligibility will be determined without worker intervention for cases that have been successfully created/associated
- For a valid application, if the case creation fails, ASPEN will run Medicaid assessment based on the data received on SBM application
- At successful completion of eligibility determination, ASPEN will also determine individual APTC/CSR eligibility for use by NMHIX
- For a valid application, if the case creation fails, ASPEN will run APTC/CSR assessment based on the data received on the NMHIX application
- ASPEN will create a task for case worker intervention if the Real Time eligibility process terminates but it will continue with MA/APTC/CSR assessment to send real time response to NMHIX

Respondents must provide an explanation of expertise pertaining to the following sections.



## 3.2 Shared HUB Build

State-based Health Insurance Marketplaces (Exchanges, or HIX) are required to use the Federal Data Service Hub (FDSH) developed by Centers of Medicare & Medicaid Services (CMS), to access verification sources required to determine MAGI-based eligibility.

The FDSH provides a single integration point with federal trusted data sources. Consequently, all consumers of FDSH services will be required to complete a series of onboarding actions before they are granted the Authority to Connect (ATC). With ATC, the NMHIX will verify application data, determine eligibility, and facilitate enrollment.

The Shared HUB will be a broker for data exchange among federal, state, and other organizations. It also offers the following key benefits:

- Provides authoritative data sources that meet ACA requirements
- Offers flexibility to integrate with diverse environments and technologies encountered across states, agencies, and organizations
- Provides accuracy, consistency, and timeliness of exchange information
- Ensures greater access control of exchange information

This functionality will be provided as services that are made available for use by both HSD and NMHIX. Definition and specification of the design of these services should be recommended by the Respondent. YES-NM will use the services that are provided to perform Remote Identity Proofing (RIDP) and verification of information provided by clients during the application process.

The current NMHIX application architecture and supporting infrastructure provides end-to-end protection of all data 'in transit' over the Internet or 'at rest' in encrypted databases. The application infrastructure also supports the segmentation of network and server resources, and partitioning of database components, including derived FTI data elements such as verification results.

Pertaining to the Shared HUB Build the respondent should provide information regarding how to:

- 1.1. Create a Shared HUB based on Service Oriented Architecture (SOA) to integrate with Federal Data Services HUB
- 1.2. Provide access to all Federal Data Services HUB Verification services (real-time and batch)
- 1.3. Utilize the Shared Hub RIDP service to verify the identity of applicants
- 1.4. Provide a simplified separate Application Program Interface (API) for each verification service
- 1.5. Incorporate flexibility on adapting the simplified API to meet changing requirements
- 1.6. Allow for requesting entity to pass minimum parameters required and have it come back with verified or not verified response
- 1.7. Provide storage and encryption of Federal Tax Information (FTI)
- 1.8. Encrypted communication channel with Federal data services HUB
  - 1.8.1. Application services consuming FTI data never cache, store or modify the FTI or any data received from other Federal data services
  - 1.8.2. FTI data must only be accessible to internal application module (Verification Engine) running behind the firewalls

- 1.8.3. Data received from FTI services and data derived such as verification results, stored in complete isolation with application data.
- 1.9. Be Fully compliant with HUB security requirements such as
  - 1.9.1. WS Security 1.1
  - 1.9.2. SHA-1 as hashing algorithm with Base 64 encoding
  - 1.9.3. WS Security user name token profile 1.1
  - 1.9.4. Trusted CA signed SSL certificate
  - 1.9.5. SOAP Version 1.2
  - 1.9.6. Verification results must be stored separately from applicant's data and these results,
    - 1.9.6.1. Used for Audit/appeals purposes
    - 1.9.6.2. Must be consumed by Account Transfer service and sent to HSD
    - 1.9.6.3. Must not indicate the source of verification.
- 1.10. Development of embedded compatibility/verification rules based on requesting entity
- 1.11. Provide ID proofing
- 1.12. Follow XML SOAP web service standards
- 1.13. Provide secure, traceable, customizable access to service APIs
- 1.14. Provide metrics on usage
- 1.15. Provide Audit logging and reporting
- 1.16. Provide Management Console
- 1.17. Provide electronic notification for scheduled or unanticipated down time
- 1.18. Allow for role based access and use of services
- 1.19. Allow for different input and output formats including, but not limited to, web services, ftp, sftp, flat file, odbc, direct sql, etc.

### 3.3 Shared Entity Manager (SEM) / Single Sign On (SSO)

This functionality will be provided as services that are made available for use by both HSD and NMHIX. Definition and specification of the design of these services should be recommended by the Respondent. YES-NM will use the services that are provided to provide authentication, authorization and access control to the shared portal.

YES-NM currently provides account management functionality for clients to create and manage their online accounts. This functionality shall be enhanced to utilize the SEM/SSO services to improve consumer experience rather than performing local authentication and authorization. Additional functionality shall be added to YES-NM to allow proxy authorization for brokers, assisters, customer service representatives and PE/MOSAA.

Pertaining to the Shared Entity Manager (SEM) / Single Sign On (SSO) the respondent should provide information regarding how to:

- 2.1. Store all user-ids, passwords, secret questions, address, first and last name, email, DOB etc. as defines the full user profile
- 2.2. Store/Indicate if a user has been proofed
- 2.3. Store the various roles of the user
- 2.4. Store all client account relationships, i.e. accounts they have been granted access to
- 2.5. Provide options to Reset passwords
- 2.6. Provide options to Recover accounts
- 2.7. Provide options to Unlock accounts
- 2.8. Support all standard password policies
- 2.9. Not require YES NM clients to not reset passwords
- 2.10. Assume all conversion migration of data from FFM and YES NM to new HUB
- ~~2.11. Assume all conversion migration of data from NMHIX SHOP user account~~
- 2.12. Follow XML SOAP web service standards
- 2.13. Provide metrics
- 2.14. Search for accounts based on profile and criteria
- 2.15. Support CSR password resets ~~to temporary and/or expiring passwords to ensure security and continued access~~
- 2.16. Enable Single Sign-on across multiple portals on separate domains
- 2.17. Implement Single Sign-On solution utilizing SAML 2.0 compliant product
- 2.18. Provide an implementer/administrator the flexibility of adapting the simplified API to meet changing requirements
- ~~2.19. Link to the MCI for purpose of linking accounts to individuals~~
- 2.20. Provide a solution to be leveraged by multiple sites and applications

### 3.4 Staff Augmentation Recommended to Build the Single Portal

The following table denotes the NMHIX anticipated staffing needs to assist in the execution of the above described scope of work. Respondents should evaluate this table and provide estimates for positions, or recommendations for omissions based on professional experience.

**Table 1 – Anticipated NMHIX / HSD System Integration Staffing Needs**

Anticipated Staffing Needs						
Team	Position	ESTIMATE				Hours
		Quantity	Months	Rates*	Hours	
Administration	Business Analyst	2	8		1376	2752
Administration	Technical Writer	1	6		1032	1032
Administration	Project Manager	1	12		2064	2064
Administration	Administrative Assistant	1	10		1720	1720
Development	User Experience Designer	1	6		1032	1032
Development	Front End Engineer	4	10		1720	6880
Development	Senior Front End Engineer	4	10		1720	6880
Development	Java Engineer	16	10		1720	27520
Development	Senior Java Engineer	8	10		1720	13760
Development	Team Lead	4	10		1720	6880
Development	Development Manager	1	10		1720	1720
Quality Assurance	QAT Manager	1	8		1376	1376
Quality Assurance	QAT Senior Analyst / Team Leads	3	8		1376	4128
Quality Assurance	QAT Analyst	15	6		1032	15480
Quality Assurance	UAT Senior Analyst / Team Lead	2	8		1376	2752
Quality Assurance	UAT Analyst	8	6		1032	8256
Operations	Build Master / Systems Administrator	1	7		1204	1204
Operations	Network Administrator	0.5	8		1376	688
Operations	Manager	0.5	8		1376	688
Operations	Desktop Support	1.5	10		1720	2580
Operations	Database Administrator	1	8		1376	1376
Operations	Security Analyst	0.5	5		860	430

*\*To be provided by respondents within attached rate card in responses delivered in terms of onsite, offsite (onshore, near shore, offshore models) or a combination of onsite & offsite etc. options.*

■ Incorrect Total | XXXX Correct Total

# 4 Form and Content of Information

## 4.1 RFI Deliverables

NMHIX requests that respondents submit two hard copies of the Information. In addition, please provide an electronic copy of the Information (including all attachments, exhibits, etc.) in Portable Document Format (“PDF”).

## 4.2 Format and Length

Information should be submitted with single spaced text in 12-point font with one-inch margins. Information should be spiral bound and keep the Scope of Work Sections 3.2, 3.3 and 3.4 response limited to (5) pages. The complete response should be no more than five (5) pages in length, plus a rate card or rate worksheet to address the Staff Augmentation Recommended to Build the Single Portal Table.

## 4.3 Cover Letter

Provide a one-page cover letter identifying the main contact person for the Information.

## 4.4 Content of Information

The following information is required to be included in the response in the order given below:

### 4.4.1 Qualifications and Experience

Provide a brief, descriptive statement describing the Respondent’s ability and past experience in delivering the services sought under this RFI.

### 4.4.2 Services Overview and Description

Please address the Scope of Work and provide information regarding how to address each element detailed in Sections 3.1 – 3.4. This section of your Information should follow the organizational structure and order of the Scope of Work. Respondents must include all items specifically identified in Section 3 Scope of Work.

### 4.4.3 Price Estimate

NMHIX seeks information regarding potential cost of the project for planning and budget purposes.

Provide a detailed and complete Price Estimate for completion of all tasks included in the Scope of Work – Section 3. Please include an estimated hourly rate and an estimated number or minimum number of hours to complete each task.

The price estimate must be inclusive of all taxes, travel expenses, materials, and print. Where applicable, please break out these costs to the greatest extent possible.

Please complete rate card and include fees for services suggested that may be outside of the proposed scope in order to provide a basis for the price estimate. This rate card is presented

with 3 separate tabs pertaining to sections 3.2 through 3.4 from the previous scope of work. All information must be provided in these tabs as requested.