

MEMORANDUM

To: Health Connector Board of Directors
Cc: Louis Gutierrez, Executive Director
From: Jason Hetherington, Chief Information Officer
Date: August 7, 2015
Re: Work Order for Dell Marketing, LLP to Maintain and Disposition of a Second Financial Management System (FMS)

BACKGROUND

As part of the transition to national health care reform, the Health Connector has worked closely with Dell Marketing, LLP (Dell), our Customer Service Contact Center and Business Operations Services vendor, to implement a broad range of activities to support customers, promote compliance with the Affordable Care Act (ACA) and supplement website technology. During this collaboration, Dell has developed and implemented two sets of systems to support both the legacy and current Health Connector Health Insurance Exchange (HIX) solutions. Two separate builds were necessary as the 2.0 legacy HIX system varied from the 3.0 hCentive system now in place for the Massachusetts Marketplace, a largely out-of-the-box solution that required distinct integration to the Dell Financial Management Systems (FMS).

In addition to enrollment received from the CGI-developed HIX/IES, the Dell FMS 2.0 systems supported, and continue to support, dental enrollments both for individual and group policies. Those policies sold through December 1, 2014 were initiated in the Dell FMS 2.0, while those policies sold beginning January 1, 2015 were initiated in the Dell FMS 3.0. These policies are active in the Dell FMS 2.0 with a latest end date of November 30, 2015 and require ongoing maintenance through March 31, 2016 to support any potential retroactive changes. The Dell FMS 3.0 systems, as outlined in the Board memoranda from June and December 2014, were implemented to support the hCentive HIX and will serve as the FMS for all non-group and small group dental enrollments going forward.

MAINTENANCE AND DISPOSITION OF DELL FMS 2.0

Scope

The scope of the work order consists of all maintenance and support activities for the existing Dell 2.0 environments. The maintenance and support activities include all staff for operational support, such as release and delivery management; technical infrastructure activities, such as network maintenance, storage and scheduler maintenance; interface support and maintenance for all trading partners and application licensing; and technical application support, such as incident and request management, reporting and configuration management. Finally this work order provides for archiving of Dell 2.0 enrollment and financial data and delivery of such data to the Health Connector for retention purposes.

Terms of Work Order

The term of this work order extends through March 31, 2016. The work order maintains existing staff and support within the Dell team.

The total cost of this work order is \$1.2M and consists of monthly fees through the remainder of 2015. This spending amount and work effort was already budgeted in the Board-approved FY2016 budget. It is also within the \$4.8M that was budgeted for Dell technical efforts approved at the June Board meeting, as the scope of work under that work order is not expected to reach the \$4.8M cap. But we are, via this memorandum, informing the Board of our intent to proceed with a new work order for the scope of services outlined in this memorandum, subject to Board approval.

BOARD RECOMMENDATION

We recommend that the Health Connector enter into the work order with Dell Marketing, LLP that is described above for \$1,200,000.