

MEMORANDUM

To: Health Connector Board of Directors
Cc: Louis Gutierrez, Executive Director
From: Jason Hetherington, Chief Information Officer
Date: June 3, 2016
Re: Work Order for Dell Marketing, LLP for Enhancements to Exchange Portal (hCentive) Integration with Dell 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. The Health Connector has previously obtained approval for three work orders in December 2014 (\$2.9M), June 2015 (\$4.9M) and November 2015 (\$900K) to support the integration of the hCentive and Dell systems for eligibility, enrollment and case management related to new Health Connector members. At the upcoming Health Connector Board meeting, Health Connector staff intend to seek approval for an additional work order not-to-exceed \$2,907,810 related to the work required to develop, test and integrate capabilities between Dell's Financial Management System (FMS) and the hCentive portal to support Open Enrollment 2017 and hCentive releases for Fiscal Year (FY) 2017 (July 1, 2016 through June 30, 2017). As the Health Connector's FY2017 administrative budget has yet to be approved by the Board, payment for work under this work order will not occur unless and until the Board approves a budget that includes costs for this work.

This work order accounts for the development work to integrate with new functionalities in hCentive, including integration of Dell's payment portal, a redesigned enrollment interface and display of carrier enrollment confirmation. Additionally, this work order supports testing staff for renewals, redeterminations and carrier testing for Open Enrollment 2017. Finally, this work order enables Dell to support all testing and integration activities required to maintain functionality between the hCentive and Dell systems during all hCentive releases for FY2017. As with prior memoranda on this topic, the functionality and capabilities defined here constitute new projects and enhancements to the hCentive and FMS platforms and are not related to the initial deployment of the Health Insurance Exchange/Integrated Eligibility System (HIX/IES) in November 2014.

INTEGRATION WITH FINANCIAL MANAGEMENT SYSTEM

Scope

The scope of the work order consists of additional staffing to support the integration with, and testing for, releases in the hCentive portal during FY2017. Three hCentive releases are currently scheduled for FY2017: Release 9.0 in August 2016, Release 10.0 in October 2016 and Release 11.0 in February/March 2017. One additional release in late FY2017 is also currently contemplated. Collectively, among other functionality, these releases improve renewals and redetermination functionality to support Open

Enrollment 2017. These releases include significant changes to the enrollment and notice interfaces between hCentive and Dell and require testing of all aspects of these services. Additionally, this work order provides for testing of the enrollment interface (834) with both the Centers for Medicare & Medicaid Services and carriers for changes to renewals, reinstatements, enrollments and other enhancements. Finally, this work order provides for full performance and regression testing of the FMS quoting, billing, enrollment, noticing and lockbox components for each release.

Terms of Work Order

The term of this work order extends from July 1, 2016 through June 30, 2017. The work order provides for staff augmentation of the existing Dell team. The contractor’s team may consist of the personnel set forth in the table below, for the periods specified. The Health Connector and Dell will meet weekly to review staffing and scope and adjust the team as necessary.

		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Role	Rate												
Delivery/Program Manager	170	0.5	0.5	0.5	0.5	0.5	0.5	0.25	0.25	0.25	0.25	0.25	0.25
Senior Project Manager	142	1.5	1.5	1.5	1.5	1.5	1.5	0.5	0.5	0.5	0.5	0.5	0.5
Functional Analyst (Senior Business Analyst)	111	2	2	2	2	2	1	0.5	0.5	0.5	0.5	0.5	0.5
Tester (QA/Testing)	79	5	5	5	5	4	4	1	1	1	1	1	1
Tech Lead (Senior Systems Engineer)	111	4	4	4	4	4	4	1	1	1	1	1	1
Database Administrator	90	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Project Manager	114	0.5	0.5	0.5									
Tester (QA/Testing)	79	4	4	4	4	4	4						
Engineer	111	0.5	0.5	0.5	0.5								

The total cost of this work order is not to exceed \$2,907,810 and comprises necessary staff time and hourly rates, per the table above, through the term of the contract. The major components of the work order are detailed below:

Cost Category	Cost
Project Initiation and start up	\$599,130.00
Governance and Oversight through 6/30/17 (time & materials)	\$444,420.00
Development and QA through 6/30/17 (time & materials)	\$1,864,260.00
Total	\$2,907,810.00

BOARD RECOMMENDATION

We recommend that the Health Connector enter into the work order with Dell Marketing, LLP that is described above for an amount not to exceed \$2,907,810. Funding for this activity will be included in the

Health Connector's Fiscal Year 2017 Administrative Budget, which will come before the Board for consideration at the July 14, 2016 meeting. Payment for work under this work order will occur only if funding for it is approved in the budget by the Board. We look forward to presenting the above information and providing our formal recommendation at the Board meeting on June 9, 2016.