

REQUEST FOR PROPOSAL

AA/ICAMA System Re-Development



Open: 06/15/2022

Type: Request for Proposal

Currency: US Dollar

Close: 08/01/2022

Number: RFP01

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The ICAMA System: The Interstate Compact on Adoption and Medical Assistance System
SOLICITATION #RFP01

This Request for Proposal (“RFP”), having been determined to be the appropriate procurement method to provide the best value to the Conducting Procurement Unit, is designed to provide interested Offerors with sufficient basic information to submit proposals. It is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability.

It is anticipated that this RFP will result in a single contract award to the responsive and responsible Offeror with the highest score justified by the procurement code.

The Association of Administrators of the Interstate Compact on Adoption and Medical Assistance (AAICAMA, see Attachment A) is the Conducting Procurement Unit for this RFP. The reference number for this RFP is Solicitation #RFP01. This solicitation number must be referred to on all proposals, correspondence, and documentation submitted to AAICAMA.

Purpose of this Solicitation

The purpose of this RFP is to enter a contract to:

- Develop a Cloud-based User Application,
- Provide Ongoing Operation and Maintenance of that Application (5-year minimum,)
- Provide Data Migration of current database (DB2) to new Application,
- Provide Data Storage,
- Provide Reporting (ad hoc, system use, system performance, system users,)
- Provide Data Security, system access security, automated password change (60 days,)
- Provide the ability for Users to change password,
- Provide automated email notification function when Data is changed,
- Provide complete System Documentation,
- Provide defect and enhancement procedures,
- Provide 24/7 support.

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Length of the Contract

The total length of a contract resulting from this RFP will be for FIVE (5) years (development and ongoing) with options for renewal.

Questions and Answers

AAICAMA will accept questions by email up to the COB on 07/15/2022. Offerors' questions will be directly answered within three (3) business days from the date of receipt and available to all Offerors upon request.

- User Requirement Documentation will be provided to Offerors that submit a written intent to respond to the RFP.

Closing Date and Time

The closing date and time for this sourcing event is 08/01/2022 at 05:00 PM Eastern Time. If your time zone is different from Eastern Time, it is the Offerors' responsibility to submit responses by the date and time indicated above.

Additional Information to be Provided:

- Firm's legal, company name
- Federal tax identification number
- Firm's contact information, including the name, phone number, and email address of firm's authorized representative
- Firm's type of business
- References from and qualifications of similar work
Offerors may be required to submit product samples to assist the Procurement Unit in evaluating whether a Procurement Item meets the specifications and other requirements set forth in the Request for Proposal.
 - Product samples must be furnished free of charge. If not destroyed by testing, the sample will be returned by 8/01/2022 to the Offeror at the Offeror's expense. Returns are upon written request.
 - Samples must be labeled or otherwise identified as specified in the Request for Proposal by the Procurement Unit.

AAICAMA reserves the right to conduct discussions with the Offerors who submit proposals determined to be reasonably susceptible of being selected for award, followed by an opportunity to make best and final offers, but proposals may be accepted without discussions.

- Communications regarding this RFP should be with the AAICAMA Executive Coordinator overseeing the RFP.

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- Whenever in this RFP an item is defined by using a trade name, brand name, or a manufacturer and/or model number, it is intended that the words “or equivalent” apply and invites the submission of equivalent products by the Offerors.
- Any awarded contract(s) may be modified to incorporate new technology or technological upgrades associated with the Procurement Item being solicited. This includes new or upgraded systems, apparatuses, modules, components, and other supplementary items. Any Contract modification incorporating new technology or technological upgrades will be specific to the Procurement Item being solicited and substantially within the scope of the original Procurement or Contract.
- After the evaluation and final scoring of proposals is completed, AAICAMA will award the Contract as soon as practicable to the eligible responsive and responsible Offeror.
- Offeror’s cost proposals will be evaluated independently.
- Responses should be concise, straightforward, and prepared simply and economically.

Prerequisites

- Any Offeror requesting that part of its bid be protected shall include with the bid a Claim of Business Confidentiality.
- Offerors bear sole responsibility for the items included or not included within the proposal submitted by the Offeror.
- The issuing Procurement Unit may not accept a proposal after the time for submission of a proposal has expired.
- Proposals must be submitted electronically to the AAICAMA Executive Coordinator.
- Offeror acknowledges the requirements to submit a proposal to AAICAMA.

Scope of Work

The Provider shall:

- Make available certain platforms, services, and other technology for access and use over the internet (the “**Cloud Services**”).
- Allow access to the Cloud Services over the Internet and provide secure and confidential storage of all information transmitted to and from the Cloud Services.
- Supply hardware, security protocols, software, and communications support structure(s) to facilitate connection to the Internet in accordance with the requirements set forth herein.
- Maintain a back-up server at a geographically different site from where the Server is located to ensure continuous service in the event of disaster.
- Review security notifications and alerts relevant to the hosting platform (e.g., Provider notifications of bugs, attacks, and/or patches,) and apply, as appropriate, to maintain the highest level of defense.

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- Provide adequate firewall protection to secure AAICAMA and Employee Information and other confidential information of AAICAMA and Users of the Cloud Services from unauthorized access by third parties.
- Perform data collection function.
- Provide data storage within the United States of America.
- Provide for both the regular back-up of standard file systems relating to the Server and Cloud Services and the timely restoration of such data on request by AAICAMA due to a site failure.
- Provide predetermined reports, system performance reports, and the ability to do ad hoc reporting.
- Provide system-generated notification through email when case data is updated.
- Provide the ability for AAICAMA to add/delete Users and add/delete/modify contact information.
- Provide professional services, including, but not limited to, support services, consulting, development, customization, implementation, and training services.
- Perform the obligations described in this Proposal and in the Procurement Order. Provider may not assign, delegate, or subcontract any of its rights, duties, or obligations without AAICAMA's prior, express, written consent.
- Provide defect resolution and enhancement procedures.
- Provide development methodology and deliverables.
- Provide 24/7 support for ongoing operations.
- Provide methodology for software upgrades.
- Provide test procedures.
- Provide service-level and Performance Standards.
- Provider shall provide training. In addition, AAICAMA may participate, at no additional charge, in any training seminars that may be held, at Provider's discretion, for the benefit of all its customers.
- Provide professional service rates that will be fixed for a period of five (5) years from the effective date of Contract.
- Provide Business Continuity and Disaster Recovery Plan.
- Maintain and enforce safety and physical security procedures with respect to its access, use, and possession of AAICAMA's Confidential Information.
- Provide pricing for development and implementation phases as well as ongoing operations.
- Guarantee its pricing for the period described in this RFP.
- Provide development methodology.

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Attachment A

The AAICAMA: Who We Are, Why It Matters

The Association of Administrators of the Interstate Compact on **Adoption** and Medical Assistance (AAICAMA)

BACKGROUND BRIEF: Modernizing the ICAMA Information System

The AAICAMA is a nonprofit, state association committed to promoting permanency. We've been removing barriers to the adoption of children and youth with special needs from foster care since 1986. We are apolitical, tiny, and mighty. We are advocates and allies. This is who we are and why it matters.

WHO WE ARE: The Association oversees and operates *The Interstate Compact on Adoption and Medical Assistance* (ICAMA, the Compact.) Interstate compacts provide uniform policies and practices that aid states in achieving a collective, interstate goal. For ICAMA, the goal is children's permanency. The Compact aids state, administrative practices- easing case management and saving critical, state budget dollars. We increase access to Medicaid for adopted children when they move or are placed across state lines. AAICAMA opens Medicaid cases interstate via its ICAMA System of electronic, case transfer and saves families from navigating the bureaucracy that is state, Medicaid systems. AAICAMA's network of designated, state Administrators from child welfare staff implement the Compact and operate the ICAMA System in all states and the District of Columbia. Think of us this way- the Compact is the vehicle overcoming obstacles to permanency, the Administrators are the drivers, and the Association is the garage that houses them both.

WHAT WE ASK: The ICAMA System is a HIPAA-compliant, interactive database implemented in 2015. The System stores ICAMA Forms that represent cases of children receiving adoption assistance and uses the Forms to confirm eligibility for benefits and notify states of the need to open and close Medicaid cases. It supports both states and families and strengthens permanency by facilitating the receipt of support services to children and youth determined to have special needs.

The System increases the speed and accuracy of Medicaid receipt. It replaced the use of the US Postal Service to send ICAMA Forms interstate. However, *the needs of the ICAMA System for security, reliability, and functionality have grown beyond the ability of the Association's resources to meet.* The System is currently in Tasica- an antiquated coding language that is no longer supported by its developer, IBM. Upgrading, developing, and ensuring the System protects the information of the children it serves is vital.

The ICAMA System is operating on outdated software and a vendor chosen for their affordability. AAICAMA is in search of a new vendor, a development project, and financial support. Specifically, we seek financial support of the interactive system developed, purchased, and maintained by the Association for the electronic transfer of ICAMA cases which, in turn, are used to transfer Medicaid cases interstate.

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WHY IT MATTERS: Medicaid must happen for youth in foster care and adopted from foster care. The medical needs of children served by the ICAMA- physical, emotional, and mental health- are disproportionately high. All children need healthcare, and the need is heightened for children in and from foster care. Children served by the ICAMA are eligible for Medicaid through their eligibility for adoption assistance and they remain eligible interstate. However, receiving Medicaid interstate is not assured.

Medicaid is a federal-state partnership and received through the state of residence. When children move between states, Medicaid must move with them. ICAMA makes that happen. We provide the framework and electronic system to eliminate the delays created by the differing policies and practices of individual, state Medicaid agencies. That's the importance of our interstate compact. We expeditiously transfer Medicaid cases interstate, and we serve as an expert to states in the cross-section of Medicaid and child welfare law.

The Compact was born out of a directive in federal, child welfare law that directs states to protect the benefits of children adopted with special needs interstate. However, a lack of knowledge and understanding of the cross-section of Medicaid and child welfare law has led to the loss of Medicaid or the denial of benefits. The Association is there to support the operation of the Compact by educating states and mediating disagreements between states that result in the delay and denial of Medicaid benefits.

WHY IT IS IMPORTANT: *Medicaid compliance regarding children receiving adoption assistance is inconsistent* across states and there are no external, enforcement mechanisms to promote and ensure compliance. AAICAMA works to educate states on federal law and state obligation, serving as a bridge between across states to increase understanding and compliance. The funding we seek will aid AAICAMA's work eliminating state inconsistencies and ensuring the receipt of Medicaid services. A note that, when a child is denied eligibility or a specific service under Medicaid, most families do not know that they can appeal an adverse decision and do not follow through with an appeal if they do know. If they do seek a formal redress, it is necessary for them to exhaust all, administrative remedies before attempting an alternate form of resolution. The administrative remedy is a Fair Hearing held in the same agency that denied them and it is likely that the agency is as unclear on the protections and processes meant to ensure the continued receipt of Medicaid interstate for this vulnerable population. This population of children is significantly smaller than the nation's population of youth in foster care. However, the promise made to adoptive families to support the adoption of their children from foster care must be upheld. This includes the promise of Medicaid. AAICAMA seeks federal support in assisting states in meeting this promise.