

## Arkansas State Exchange Consulting Support

The following provides a high-level definition of each grouping of Consulting support included within the Level of Effort.

### Vendor Grouping #1 (recommended)

#### Program Planning/Governance Support –

Strategic planning support and program governance support including –

- Development and implementation of Program Governance including Board-level decision-making and communication planning.
- Development and implementation of a Stakeholder Engagement model including design/definition of Stakeholder Management plan and External Communication plan.
- Ongoing support and management of the Program-level management plans.

#### Project Management/Federal Documentation Support –

Project-level management including the development of the initial project schedule and project management plan including Risk/Issue Management and communications in support of the Program-level management plans.

Federal Documentation support including, but not limited to –

- Level 1/Level 2 Grant development
- Blueprint development
- Federal status reporting
- Related regular AID/CCIIO communication

#### Research/Assessment –

For necessary Exchange Program Areas, the research/assessment activities include –

- National State Exchange research business practices, automation support, policy decisions and budget considerations;
- State of Arkansas Business/IT asset re-use analysis

The timing of the research/assessment activities will be scheduled to best support the critical project timelines, accommodate resource availability & timing, and leverage shared Program areas.

## **Business Analysis –**

Leveraging the Research/Assessment results, the Business Analysis activities must define the business processes and business/functional requirements necessary to support the State of Arkansas Exchange Marketplace Business model.

For the necessary Exchange Program Areas, the business model design will be a primary component in the definition of additional procurement requirements as well as the key communication material to manage the collaboration with other State/national entities associated with the asset re-use strategy.

## **Technical Analysis –**

Leveraging the Research/Assessment results, the Technical Analysis will initially focus on developing an Alternatives Analysis in conjunction with the parallel Business Analysis activities. These Alternative Analyses will serve as a key element in supporting the Exchange Board's strategic decisions for future Exchange IT procurements.

The Technical Analysis will also be responsible for defining and managing the technical requirements to be included in the related IT procurements. The Technical Analysis responsibilities will include technical architecture, application architecture, and security components.

## **Procurement –**

The procurement support activities include the initial development of an RFP which includes the incorporation of related Business Analysis, Technical Analysis and procurement policy guidelines. The development of each procurement includes initial analysis/design of the procurement vehicle including procurement design alternatives analysis, procurement development, procurement support (Bidders Conference, Q&A support, and evaluation support).

Initial procurements include the Integrated IT RFP, Call Center RFP, IV&V RFP, and Services RFPs (Market Analysis/Business Financial Model and 3Rs Analysis).

## **Vendor Grouping #2 (recommended)**

### **Market Analysis/Business Financial Model –**

Leveraging the previous actuarial analyses and market predictions, the exchange will require updated market analysis utilizing the 2014 market behavior to establish predictive data regarding future exchange participation and related insurance rates. This market analysis and the Exchange Business Analysis/Technical Analysis data must be utilized to devise a future Business Financial Model to define

the Self-sufficiency model for the Arkansas State Exchange. The State Exchange must be self sufficient within calendar year 2017.

### **Vendor Grouping #3 (recommended)**

#### **3Rs Analysis -**

For the purposes of submitting the Level 2 grant in October 2014, research of both the nation and the State of Arkansas insurance marketplace Risk management tools must be conducted to produce an alternatives analysis and recommendations to the State Exchange Board to define the future State of Arkansas Insurance Marketplace Risk Management methods.