

Data Exchange (DEX)

TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
05/06/2024 - Department of Health and Human Services (HHS) Center for Medicare and Medicaid Services (CMS) Cloud Product Engineering & Operations (CPEO).....	1
04/22/2024 - Centers for Medicare and Medicaid Services (CMS) Unified Case Management (UCM).....	2
04/05/2024 – Centers for Medicare & Medicaid Services (CMS) Advanced Provider Screening (APS) Technical Factor 1: Corporate Experience	2
02/29/2024 – HRSA NPDC CSPOC Past Performance Datacall	3
11/10/2023 - USDA National Agricultural Statistical Service (NASS) Secure Enclave Services.	4
10/31/2023 - Federal Emergency Management Agency CBRN Responder Network	5
10/24/2023 – CMS Customer Support Front End System (CSFES) Response to: Sources Sought Notice.....	5
08/24/2023 – CMS Medical Review Accuracy Contractor (MRAC) – as FedPath	6
08/21/2023 – CMS CERT.....	7
07/17/2023 - Centers for Medicare and Medicaid Services (CMS) Innovation Design, Development and Operations Contract (IDDOC).....	7
04/28/2023 – CMS - Medicare Exclusion Database (MED)	8

05/06/2024 - Department of Health and Human Services (HHS) Center for Medicare and Medicaid Services (CMS) Cloud Product Engineering & Operations (CPEO)

1. Describe your organization's experience in managing large-scale infrastructure services inclusive of on-premises and cloud-based infrastructure.

CMS Data Exchange (DEX) 2.0: RELI supports the O&M and development activities on the DEX 2.0 System hosted in CMS AWS Cloud. We use open-source software and commercial off-the-shelf (COTS) products, adopting an Agile method for software delivery and providing hosting, support, security, and enhancements. The DEX front-end application interface is built on Java and integrated with the CMS Enterprise Portal. DEX integrates with CMS Enterprise Identity Management for user authentication. DEX receives monthly personally identifiable information data files from NPPES via TIBCO Managed File Transfer (MFT). We use Jira, Confluence, and GitHub tools for gathering user requirements, project documentation, and code version control.

2. Describe your organization's approach for delivery of infrastructure and shared services to a large federal organization with varying levels of DevSecOps maturity and experience.

RELI's approach for delivering infrastructure and shared services focuses on optimizing resource utilization, scalability, and operational management. We use Infrastructure as Code (IaC) alongside our continuous integration and continuous delivery (CI/CD) pipeline to manage infrastructure such as networks, containers, and virtual machines; to control and test installations; and ensure deployment processes align with security best practices.

CMS DEX 2.0: RELI manages the system at AWS, following the Government's Cloud First policies and ensures the DEX system is always operated, maintained, and further developed using the CMS AWS Cloud in a cost-efficient, secure manner. The current DEX hosting environment consists of three environments (DEV, TEST, and PROD) using the CMS three zone architecture. RELI operates, maintains, and further develops the DEX application, which consists of a custom client server application that runs asynchronous jobs via Optical Character Recognition software to be stored within the DEX application. DEX uses AWS S3 buckets for files, reports, and exports. The DEX data store consists of a MongoDB cluster and can serve queries with the DEX data constructs. AWS CloudFormation or Terraform Infrastructure as Code (IaC) can be used to replicate hosting features across functional environments. RELI has expertise in using AWS IaC and knows how to customize the application using an environment variable file to match the different sizes of Elastic Cloud Compute (EC2) instances and autoscaling features in the three DEX environments. This ensures consistency in hosting features across all functional environments. RELI has experience in designing robust and secure web applications in a cloud environment, building and using automated test frameworks, and employing DevSecOps (CI/CD) techniques to develop and support the complex systems. Operating in an AWS environment is beneficial to CMS because of 1.) Quicker time to market, 2.) Better control on operational costs based on usage, and 3.) Improved ability to shift priorities to business instead of managing IT resources.

RELI manages the DevSecOps pipeline required to support development activities. Each environment in the development lifecycle is designed using AWS infrastructure to be multi-tiered, secure, and isolated Virtual Private Cloud while being compliant with CMS Technical Reference

Architecture. The environments use a combination of AWS Services, containerized services and tools, and native hosted tools to provide application functionality as well as operational management, monitoring, and scaling capabilities. Our DevOps Infrastructure Lead plays a key role in providing AWS infrastructure management and automated configuration management, creating CI/CD pipelines, performing security assessments, and reporting.

04/22/2024 - Centers for Medicare and Medicaid Services (CMS) Unified Case Management (UCM)

Exhibit 1: Demonstrated Experience in AWS Cloud and other Enterprise Shared Services

Relevant Corporate Experience
Data Exchange (DEX) 2.0: RELI supports the O&M and development activities on the DEX 2.0 System hosted in CMS AWS Cloud. We use open-source software and commercial off-the-shelf (COTS) products, adopting an Agile method for software delivery and providing hosting, support, security, and enhancements. The DEX front-end application interface is built on Java and integrated with the CMS Enterprise Portal. DEX integrates with CMS Enterprise Identity Management for user authentication. DEX receives monthly personally identifiable information data files from NPPES via TIBCO Managed File Transfer (MFT). We use Jira, Confluence, and GitHub tools for gathering user requirements, project documentation, and code version control.

04/05/2024 – Centers for Medicare & Medicaid Services (CMS) Advanced Provider Screening (APS) Technical Factor 1: Corporate Experience

Corporate Experience Narrative

CPI seeks a contractor skilled in Agile software development to manage and operate the APS system, encompassing CMS's hosting infrastructure, third-party data integration, and system enhancements. This effort contributes to CPI's National Fraud Prevention Program, enhancing provider screening to safeguard Medicare and Medicaid. RELI offers comprehensive APS support by collaborating with incumbent BAH (a national IT and data management leader), NGS (experienced in provider fraud, waste, and abuse from the MAC perspective), and TurningPoint (proficient in CPI provider systems such as the National Plan and Provider Enumeration System [NPPES] and the Provider Enrollment, Chain, and Ownership System [PECOS]). RELI is ready from day one, leveraging the experience of BAH and NGS from the last Transition-In, offering a low-risk entry with our skilled team adept at handling daily APS processing, business rules evaluation, reporting, and alerting to enable program eligibility and combat fraud, waste, and abuse.

The sources of experience cited in this narrative ([Error! Reference source not found.](#)) showcase the depth and breadth of RELI's experience on projects performing functions, using tools and architectures, and collaborating with stakeholders similar to those under APS. RELI's role was that of a prime contractor on all projects cited, and RELI will serve as the prime on any contract awarded under the solicitation.

1.1.4 Systems Monitoring (SOO 4.4)

Systems Monitoring (SOO 4.4): RELI uses best in class performance, security, costs, and effectiveness monitoring tools.
<ul style="list-style-type: none">Data Exchange (DEX): RELI maintains a resilient AWS infrastructure to support development activities, encompassing auto-scaling, additional computing resources, storage policies, archiving, and integration efforts across development teams, including DevSecOps, data management, and application developers. Alongside our infrastructure maintenance responsibilities, we prioritize continuous monitoring, alerting, and application performance management. We monitor our hosting environment daily, including resources, systems, jobs, logging, auditing, and processes, to enable seamless functionality as per design expectations. DEX integrates with Jira, Confluence, and GitHub for project documentation and code version control, and uses Jenkins CloudBees, Splunk, and New Relic for systems monitoring on the CMS AWS V4 environment. We regularly evaluate the environment's operational readiness, encompassing high availability, backups, auditing, cost

optimization, and continuous monitoring. This comprehensive strategy ensures our environment remains secure and efficient, meeting the requirements of stakeholders such as State Medicaid Agency users, State Representatives, and federal CMS users.

1.2 Demonstrated Experience with Relevant Technologies, Architectures, and Tools (SOO 2.2)

RELI's corporate experience with technologies, architectures, and tools overlaps significantly with those referenced in the APS Technical Overview (SOO 2.2) presenting CMS with a skilled team of experts to oversee and maintain this mission-critical program.

- DEX: Software: Jira, Confluence, and GitHub. Cloud Hosting: AWS. Data Processing and UI Components: The DEX front-end application interface is Java-based and seamlessly integrated with the CMS Portal. TIBCO Managed File Transfer (MFT) Jenkins CloudBees, Splunk, New Relic, into the CMS Greenfield AWS Environment (V4).

02/29/2024 – HRSA NPDC CSPOC Past Performance Datacall

Contract Name	Customer Name	Customer POC	Total Contract Value	Period of Performance	Is there a CPARS available, yes or no?
Data Exchange (DEX) 2.0	CMS CPI	John Marshall, COR 410-786-3100 john.marshall@cms.hhs.gov	\$6,988,678.00	12/1/2022 – 11/30/2027	No
<p>Description of Services: RELI supports the operational maintenance and development activities on the DEX 2.0 System by making use of open-source software and commercial off-the-shelf (COTS) products, adopting agile method for software delivery, and providing hosting, support, security, and enhancements.</p> <p>Task 1: CSPOC Management support: RELI provides management support through a centralized point of contact (POC) and a tiered support structure for users covering all 50 states. User Support is provided through phone, email, and training sessions and a resource e-mailbox to manage end user communication. Customer communication is conducted through Slack, prioritizing feature implementation. Work progress is tracked and managed using Jira.</p> <p>We collaborate with customer to improve existing features for better user experience. We streamline processes with other contracts/contractors that interfaces with DEX such as NPPES and MED, aiming to automate tasks and reduce user burden. Additionally, we develop and implement SOPs, guidance documents, and smart templates to support users, including error-identification features to minimize user burdens further.</p> <p>Task 2: Customer Service Support: We offer Customer Service Support by managing a resource e-mailbox, maintaining records of request types, and communicating through various channels such as phone, email, and a secure web application for sensitive information. We provide support for major efforts like Multi-Factor Authentication and ID Proofing, where we handle aspects of the ID Proofing process, understanding the complexities involved, including sharing Personally Identifiable Information (PII) data and verifying security measures are in place.</p> <p>Task 3: NPDB Program Operations Support: We provide program operations support for DEX, including analyzing requirements and new feature requests to assess technical feasibility. We also provide customer service through a help desk, verifying adherence to Service Level Agreements (SLAs). Additionally, we research and address data discrepancies and implement updates or fixes as directed by the customer.</p> <p>Task 4: Outreach: For outreach purposes, RELI implemented a release notification process prompting users to pose questions over a 1–2-week period. Subsequently, we work with our customer to compile</p>					

received questions and forwarded these inquiries to CMS, enabling them to disseminate response answers to the user community.

Task 5: Reporting: For DEX, RELI provides meeting minutes and monthly reports. We also adhere to Agile Sprint ceremonies, such as sprint planning, daily stand-ups, sprint reviews, and sprint retrospectives, which play a crucial role in the reporting process and provide opportunities for team members to discuss progress, challenges, and achievements during each sprint.

Task 6: Use of Plain Language: RELI makes certain that plain language is used along with other standards and best practices derived from USDS Playbook.

Task 7: Transition-In: RELI effectively planned and executed a 60-day transition period during the holidays. Throughout this process, we successfully addressed architectural challenges that had not been previously identified.

Task 8: Transition-Out (Optional): For DEX, RELI has a transition out plan in place that uses agile and ensures continuity of service, meeting all requirements at the end of the contract.

11/10/2023 - USDA National Agricultural Statistical Service (NASS) Secure Enclave Services

Contract Name	Customer Name	Customer POC	Total Contract Value	Period of Performance	Is there a CPARS available?
Data Exchange (DEX) System	Centers for Medicare & Medicaid Services (CMS)	John Marshall 410-786-3100 john.marshall@cms.hhs.gov	\$6,988,678	12/1/2022 - 11/30/2027	No

Description of Services: RELI supports the operational maintenance and development activities on the DEX 2.0 System by making use of open-source software and commercial off-the-shelf (COTS) products, adopting agile method for software delivery, and providing hosting, support, security, and enhancements.

RELI is responsible for all development associated with the DEX system, including product accountability for usability, effectiveness, adoption, and overall success of the product; business needs and goals of system users; recommending innovation/enhancements for features and integrations, processes, and user interactions; managing compliance with CMS technology policies, standards, environments, and schedules; managing all system development deliverables specified in the Project Process Agreement (PPA).

RELI develops and maintains the system with agile development that aligns with the CMS Expedited Lifecycle (XLC) model with iterative demonstrations, identifying dependencies and maintaining architecture documents. RELI ensures that DEX adheres to all CMS technical standards, policies, standards, and preferences including cloud hosting. RELI performs account management and authentication. RELI performs ongoing enhancements to the system, including four full releases, four minor patch releases, and multiple hot fixes as needed and approved by CMS. We manage continual enhancements through Agile development/DevOps methods and meet all CMS standards and policies associated with system releases, including those in the CMS Expedited Lifecycle (XLC).

10/31/2023 - Federal Emergency Management Agency CBRN Responder Network

Cybersecurity & Hosting

CMS Data Exchange (DEX) System - RELI supports the operational maintenance and development activities on the DEX 2.0 System by making use of open-source software and commercial off-the-shelf (COTS) products, adopting agile method for software delivery, and providing hosting, support, security, and enhancements. RELI is responsible for hosting the system, and managing, supporting, and executing a full development, deployment and maintenance pipeline for new interactive website tools using React/JavaScript integrated into the Content Management Platform used by data.cms.gov, ensuring 508 compliance and conformance to current Web Content Accessibility Guidelines (WCAG). RELI develops and maintains the system with agile development that aligns with the CMS Expedited Lifecycle (XLC) model with iterative demonstrations, identifying dependencies and maintaining architecture documents. RELI ensures that DEX adheres to all CMS technical standards, policies, standards, and preferences including cloud hosting. RELI performs account management and authentication.

10/24/2023 – CMS Customer Support Front End System (CSFES) Response to: Sources Sought Notice

- 1.) Providing full system life cycle from requirements, design, development, integration, acceptance testing, deployment, and production support in compliance with the CMS Target Life Cycle (TLC) at CMMI Level 3 or higher (company level) or a similar Life Cycle.

Customer & Contract Name	Prime Contractor	Role of Subcontractor	Period of Performance
CMS Data Exchange (DEX) System	RELI Group	N/A	12/1/2022 – 11/30/2027

Description of Relevant Services: RELI holds the responsibility for all aspects of the DEX system development. This includes ensuring the product's usability, effectiveness, adoption, and overall success. RELI also considers the business needs and goals of the system users and suggests improvements for features, integrations, processes, and user interactions. Moreover, RELI ensures compliance with CMS technology policies, standards, environments, and schedules, while also managing all project process deliverables related to system development. To facilitate effective requirements and change management, RELI utilizes Agile development that aligns with the CMS eXpedited Lifecycle (XLC) model with iterative demonstrations, identifying dependencies and maintaining architecture documents. DEX uses CMS Enterprise tools (e.g., Enterprise Portal, IDM, GitHub, Jira, Confluence, Slack, and SharePoint) to track and maintain documentation related to the DEX application support and

enhancements. RELI uses Atlassian Suite for all system and issue-tracking activities. RELI participates in the DEX Change Management process regarding changes to web interfaces, business workflows, data validation rules, ad hoc data transfer work requests, data structures, migration, and integration of data. This approach resulted in streamlining the requirement process to align with CPI's enterprise strategy.

6.) Developing and maintaining a Data Warehouse.

Customer & Contract Name	Prime Contractor	Role of Subcontractor	Period of Performance
CMS DEX	RELI Group	N/A	12/01/22 -11/30/27
Description of Relevant Services: RELI manages the Data Exchange (DEX) system at CMS. Our team ensures DEX is a collaborative environment able to support various CMS staff, Federal and State data contributors and consumers. The DEX system supports the Government in its efforts to aggregate and distribute information about providers across Medicare and Medicaid, a requirement of the Affordable Care Act, Section 6501. RELI is responsible for all development associated with the DEX system, including product accountability for usability, effectiveness, adoption, and overall success of the product; business needs and goals of system users; recommending innovation/enhancements for features and integrations, processes, and user interactions; managing compliance with CMS technology policies, standards, environments, and schedules; managing all system development deliverables specified in the Project Process Agreement (PPA).			

08/24/2023 – CMS Medical Review Accuracy Contractor (MRAC) – as FedPath

CMS	75FCMC2 3F0003 Data Exchange (DEX)	Donald Bozinski, CO, 410-786-1355, Donald.Bozinski@cms.hhs.gov Charles Dell, COR, 410-786-1658, Charles.Dell@cms.hhs.gov	\$6,988,678.00	12/01/22-11/30/27	RELI supports the operational maintenance and development activities on the DEX 2.0 System by making use of open-source software and commercial off-the-shelf (COTS) products, adopting agile method for software delivery, and providing hosting, support, security, and enhancements.	N	All work performed under this contract was satisfactory to the customer.
-----	---	--	----------------	-------------------	--	---	--



08/21/2023 – CMS CERT

Response to Sources Sought Notice Questions

Experience with the Medicare FFS Program and Improper Payment Activities and Methodologies either inside of CMS or in other areas outside of CMS

Team RELI works with the CMS Center for Program Integrity (CPI) and Office of Financial Management (OFM), as well as the Consumer Product Safety Commission (CPSC) to perform claim and coding reviews, Part C Improper Payment Measure efforts reported to Congress, and data collection used in consumer product injury prevention supporting initiatives across improper payments, and the fraud, waste, and abuse spectrum including:

Table 1 – Subset of Active Team RELI Projects Supporting FWA Initiatives

Project	Description
CMS CPI Data Exchange (DEX)	Team RELI provides support in Agile project management with USDS Playbook, system development, system configuration to support business processes, operations & maintenance, scheduled releases and enhancements, hosting, licensing & development, and transition. Our support ensures CPI has the most up-to-date and complete data on enrolled providers to detect and prevent healthcare fraud, waste, abuse, and errors across CMS programs.

07/17/2023 - Centers for Medicare and Medicaid Services (CMS) Innovation Design, Development and Operations Contract (IDDOC)

Contract Name	Customer Name	Customer POC	Total Contract Value	Period of Performance	Prime/Subcontractor	Is there a CPARS available, yes or no?
Data Exchange (DEX)	CPI	Charles Dell 410-786-1658 Charles.Dell@cms.hhs.gov v	\$6,988,678	12/01/22 - 11/30/27	Prime	No

Brief Description of Services: ELI ensures the Data Exchange (DEX) is a collaborative environment able to support various CMS staff, Federal and State data contributors and consumers. The DEX system supports the Government in its efforts to aggregate and distribute information about providers across Medicare and Medicaid, a requirement of the Affordable Care Act, Section 6501.

- Project management: RELI provides project management services including coordinating the kickoff meeting and participating in status meetings, manage staffing, submit deliverables, provide program and financial reports and updates, coordinate with CMS and other contractors as needed.
- System Development: RELI is responsible for all development associated with the DEX system, including product accountability for usability, effectiveness, adoption, and overall success of the product; business needs and goals of system users; recommending innovation/enhancements for features and integrations, processes, and user interactions; managing compliance with CMS technology policies, standards, environments, and schedules; managing all system development deliverables specified in the Project Process Agreement (PPA). RELI develops and maintains the system with agile development that aligns with the CMS Expedited Lifecycle (XLC) model with iterative demonstrations, identifying dependencies and maintaining architecture documents. RELI ensures that DEX adheres to all CMS technical standards, policies, standards, and preferences including cloud hosting. RELI performs account management and authentication.
- Operations & Maintenance: RELI is responsible for all operations and maintenance activities associated with the new system, including coordination (collaborative Project Environment, change Control,

repairs, compliance Management, and status calls), reporting (ad hoc system reporting, data support), and user support.

- **Scheduled Releases and Enhancements:** RELI is responsible for releasing ongoing enhancements to the system, including four full releases, four minor patch releases, and multiple hot fixes as needed and approved by CMS. We manage continual enhancements through Agile development/DevOps methods and meet all CMS standards and policies associated with system releases, including those in the CMS Expedited Lifecycle (XLC).
- **Hosting, Licensing & Development:** RELI is responsible for hosting the system, and managing, supporting and executing a full development, deployment and maintenance pipeline for new interactive website tools using React/JavaScript integrated into the Content Management Platform used by data.cms.gov.

Agile Tools Used: Atlassian Suite (Jira, Confluence)

DevOps Tools Used: GitHub, Jenkins, AWS CodeDeploy

04/28/2023 – CMS - Medicare Exclusion Database (MED)

Data Exchange (DEX) 2.0

Client Organization CMS/CPI **Period of Performance** 12/1/2022 – 11/30/2027

Project Description: RELI provides support in Agile project management with United States Digital Service (USDS) Playbook, system development, system configuration to support business processes, operations and maintenance, scheduled releases and enhancements, hosting, licensing and development, and transition to DEX. RELI ensures the DEX is a collaborative environment able to support various CMS staff, Federal and State data contributors, and consumers. The DEX system supports the Government in its efforts to aggregate and distribute information about providers across Medicare and Medicaid, a requirement of the Affordable Care Act (ACA), Section 6501. MED is similar to DEX in size, skillsets of personnel, and usage of AWS in the technology stack.

Relevant Experience and Expertise Executing on the SOO Requirements:

- **Experience analyzing legislative and regulatory requirements and translating them into specific business and technical requirements:** Section 6501 of the ACA mandates that States terminate Medicaid providers when they are terminated from another State's Medicaid program or when CMS revokes them from Medicare. However, there is no centralized Medicaid enrollment system or provider dataset that can facilitate these terminations across all State Medicaid programs. To address this challenge, RELI analyzes legislative and regulatory requirements and translates them into specific business and technical requirements, leveraging the USDS Playbook to manage DEX. DEX technical requirements, like MED, utilize project management practices such as Agile, Open-Source design, cloud computing services, and Project Management Body of Knowledge processes to increase data transparency and support a core legislative requirement of the mission.
- **Experience implementing and maintaining robust requirements and change management systems and processes with end-to-end traceability and transparency to the client:** RELI is responsible for all development associated with the DEX system, including product accountability for usability, effectiveness, adoption, and overall success of the product; business needs and goals of system users; recommending innovation/enhancements for features and integrations, processes, and user interactions; managing compliance with CMS technology policies, standards, environments, and schedules; and managing all system development deliverables specified in the Project Process Agreement. To facilitate effective requirements and change management, RELI utilizes Agile development that aligns with the CMS eXpedited Lifecycle (XLC) model with iterative demonstrations, identifying dependencies and maintaining architecture documents. Similar to MED, DEX uses CMS Enterprise tools (e.g., Enterprise Portal, IDM, GitHub, Jira, Confluence, Slack, and SharePoint) to track and maintain documentation related to the DEX application support and enhancements. RELI uses Atlassian Suite for all system and issue-tracking activities. RELI participates in the DEX Change Management process regarding changes to web interfaces, business workflows, data validation rules, ad hoc data transfer work requests, data structures, migration, and integration of data. This approach resulted in streamlining the requirement process to align with CPI's enterprise strategy.

- Experience migrating IT systems to a Cloud environment; experience with modernization of IT systems and designing solutions using latest technology that is best fit in Cloud environment:*** RELI manages the DEX system at AWS. RELI follows the Government's Cloud First policies and ensures the DEX system is always operated, maintained, and further developed using the CMS AWS Cloud in a cost-efficient, secure manner. Similar to MED, the current DEX hosting environment consists of three environments (DEV, TEST, and PROD) using the CMS three zone architecture. RELI operates, maintains, and further develops the DEX application, which consists of a custom client server application that runs asynchronous jobs via Optical Character Recognition software to be stored within the DEX application. DEX uses AWS S3 buckets for files, reports, and exports. The DEX data store consists of a MongoDB cluster and can serve queries with the DEX data constructs. AWS CloudFormation or Terraform Infrastructure as Code (IaC) can be used to replicate hosting features across functional environments. RELI has expertise in using AWS IaC and knows how to customize the application using an environment variable file to match the different sizes of Elastic Cloud Compute (EC2) instances and autoscaling features in the three DEX environments. This ensures consistency in hosting features across all functional environments. RELI has experience in designing robust and secure web applications in a cloud environment, building and using automated test frameworks, and employing DevSecOps (CI/CD) techniques to develop and support the DEX system. Operating in an AWS environment is beneficial to CMS because of 1.) Quicker time to market, 2.) Better control on operational costs based on usage, and 3.) Improved ability to shift priorities to business instead of managing IT resources.
- Experience operating in a multi-contractor environment which includes shared areas of responsibility requiring continuous coordination, cooperation, alignment of schedules and resources, documentation of requirements and testing and verification support:*** RELI identifies dependencies while analyzing/developing user stories and coordinates with related systems like EIDM, TIBCO MFT processes, PECOS, NPPEs, and Death Master File (DMF). RELI convenes regular project meetings, discusses resource estimation per each project phase, provides periodic status updates, and publishes detailed documentation to all the impacted external contractors regarding the upcoming changes, impacts, or system downtimes related to ongoing maintenance.
- Experience with application and infrastructure monitoring tools and capabilities:*** RELI maintains the infrastructure to support development efforts (e.g., auto scaling features), additional computing resources, setting up storage policies, archiving, and integration efforts from other development teams (e.g., DevSecOps, data, EA, and application developers). Apart from maintaining updates of dependent system software and security patches of the infrastructure, RELI also maintains platform and infrastructure tools to support continuous monitoring, alerting, and application performance management. On a periodic basis, RELI checks on operational readiness for high availability, backups, auditing, cost optimization, and continuous monitoring. RELI also configures and provisions necessary infrastructure environments for accessibility to DEX stakeholders (State Medicaid Agency [SMA] users, State Representatives, and Federal CMS Users). RELI has analyzed the existing platform infrastructure and delivered an Operations & Management (O&M) manual which addresses maintaining, managing, and developing the present state of infrastructure. Similar to MED, DEX is planning to move to the AWS Greenfield environment because of the availability of advanced infrastructure monitoring tools like Splunk and NewRelic.
- Experience in DevSecOps and Continuous Integration/Continuous Delivery (CI/CD):*** RELI manages the DevSecOps pipeline required to support development activities. Each environment in the development lifecycle is designed using AWS infrastructure to be multi-tiered, secure, and isolated Virtual Private Cloud while being compliant with CMS Technical Reference Architecture. The environments use a combination of AWS Services, containerized services and tools, and native hosted tools to provide application functionality as well as operational management, monitoring, and scaling capabilities. Similar to MED, a DevOps Infrastructure Lead plays a key role on the DEX contract in providing AWS infrastructure management and automated configuration management, creating CI/CD pipelines, performing security assessments, and reporting.
- Experience with authentication and profile resolution of business entities:*** The DEX application caters to SMA users, State Representatives, and Federal CMS Users. They use the EIDM and Okta Services for authentication and authorization of user profiles for the DEX application. The CMS DEX application owner controls the approvals for users. These aspects of the business process correlate closely with usage of a similar authentication mechanism in MED (Okta, Enterprise IDM, Enterprise Portal).
- Experience with identifying, hiring, and retaining specialized leadership positions, such as Program Manager, System and Data Architect and other key personnel. In your response indicate the number of key personnel transitions per period of performance and the duration of all vacancies:*** RELI's 10-member Human Resources team acted strategically to identify and hire resources for the DEX program. They combed through the internal talent pool, advertised the job requirements using multiple listing services and offered attractive salary and benefit packages to retain the talent. RELI provided two KP—a Software Engineer and a DevOps Engineer—for this contract. We filled our KP and all specialized positions prior to contract start and there have been no vacancies for these roles.

Experience in the following tools or comparable tools and services:

Large interactive user based, web and data intensive Java-based application: The DEX front-end application interface is built on Java and integrated with the CMS Portal.

TIBCO EFT: DEX receives monthly PII data files from NPPES via TIBCO MFT.

JIRA, Confluence, GitHub: DEX uses these tools for gathering user requirements, project documentation, and code version control.

Integration with Enterprise Shared Service Tools: DEX integrates with EIDM for user authentication, with a plan to use Jenkins CloudBees, Splunk, NewRelic, etc. on the CMS Greenfield AWS Environment.