



**OFFICE OF PROCUREMENT**

**Request for Applications (RFA)**

**Managing Consultant of IT Systems / Platform Administrator**

**RFA # 20250425**

**RFX # 3150006211**

The Mississippi Division of Medicaid (DOM) through the Office of Procurement and Contracts is soliciting a Request for Application (RFA) for qualified applicants for the position of Managing Consultant of IT Systems, acting as a Platform Administrator in the Office of Information Technology.

DOM is seeking an accomplished IT professional with a robust technical background and proven management experience. This person must be willing to be onsite at Medicaid's facilities in Jackson Mississippi 95% of the time.

The initial contract term will be six (6) years, commencing on July 1, 2025, and concluding on June 30, 2031. This contract will be subject to renewals for successive one-year periods unless either party provides written notice of termination at least thirty (30) days prior to the expiration of the then-current term. Price adjustments will be considered no sooner than every two (2) full fiscal years following the contract's initial start date. Adjustment amount determination will be based on the contract employee's performance not to exceed the lesser of either 5% or the annual increase in the Consumer Price Index for all Urban Consumers (CPI-U) as published by the United States Bureau of Labor Statistics. Any adjustment that is granted will be effective only once per review period as previously stated. Any request for a price adjustment must be accompanied by a performance evaluation demonstrating satisfactory work performance and a justification of memorandum outlining the rationale for the proposed increase. Price adjustments are subject to departmental, Human Resources and Executive leadership approval.

The rate of pay shall be \$70 an hour (plus travel) not to exceed 1840 hours annually. The maximum compensation payable for the contract shall be \$128,800 per year. DOM will pay travel in an amount not to exceed \$2,000 and the fringe rate of 7.65% FICA employer's share.

## Scope of Services

- Configure and manage SharePoint Online and Teams environments, including permissions, site collections, and integrations with other systems.
- Administer and customize the ServiceNow platform, including workflow automation, scripting, and configuration of modules to support IT service management.
- Digital Signature Solutions: Oversee the technical setup, configuration, and maintenance of DocuSign, ensuring seamless integration with business systems.
- Entra ID (Azure AD): Manage Entra ID for identity and access management, including user provisioning, security group management, and implementing multi-factor authentication (MFA).
- Develop, configure, and maintain Access Packages for third-party managed file transfers, ensuring robust security measures and compliance with data protection standards.
- Monitor and audit access package usage and permissions to prevent unauthorized access and ensure optimal performance.
- Design and implement integrations between various IT platforms to streamline workflows and data exchange.
- Utilize scripting and automation tools to enhance system performance, reduce manual intervention, and ensure consistency across platforms.
- Continuously monitor system performance and health metrics across all managed platforms.
- Diagnose and resolve technical issues swiftly, applying advanced troubleshooting techniques and escalating to vendor support when necessary.
- Perform regular system audits, updates, and patches to ensure security, compliance, and optimal functionality.
- Develop and maintain detailed technical documentation, including configuration guides, system architectures, and operational procedures.
- Ensure that all systems comply with internal security policies and relevant industry standards, including implementing necessary controls and audits.
- Other duties as assigned.

## Minimum Qualifications

### Education

- Bachelor's degree from an accredited four-year college or university in Computer Science, Data Processing, Business Information systems, or a related field.

### Experience

- 10+ years of experience in IT Systems Administration

## Preferred Qualifications / Experience

***The following are desired and may be given additional consideration but are not required.***

- In-depth experience administering Microsoft 365 environments, specifically configuring and managing SharePoint Online, Teams, Entitlement Management, and Access Packages
  - Add or Remove Users – Add or remove users from the Environment Admin or Environment Make role
  - Create and Manage Environments – Create new environments or modify existing ones
  - Monitor Capacity Usage
  - Monitor Inactive Environments
  - Review Usage Data and Resource Details
  - Management Settings, Security and Permissions
  - Delete Unused Environments to Free Up Capacity
  - Implementing a Process for Users to Request Access to New Resources
  - Review User Access to Ensure it Aligns with Current Roles
  - Monitor User Activity and Access Patterns to Detect Potential Security Risks
- Proven expertise in configuring, customizing, and troubleshooting ServiceNow, including workflow automation and integrations.
  - Incident Management
  - System Configuration and Customization
  - User and Database Management
  - Platform Maintenance
  - Troubleshooting and Support
  - Data Management
  - Documentation and Training
- Hands-on experience with digital signature platforms such as DocuSign, ensuring robust configuration and seamless integration.
  - Centrally Manage Capabilities and Users
  - Reduce Risk and Enforce Access
  - Aggregate Reporting and Analytics of Accounts
- Demonstrated skills in managing identity and access through Entra ID (Azure AD), including user provisioning, security group management, and multi-factor authentication.
  - Create Users and Groups
  - Manage Device Setting
  - Managing Roles and Administrators
  - Identity Governance
  - Identity Protection
  - Multifactor Authentication
- Adept at leveraging scripting and automation tools to streamline processes and reduce manual intervention across multiple platforms.

- Map Current Processes – Document the existing workflows across all platforms to identify redundancies and areas for improvement
  - Identify Integration Points – Determine which platforms need to communicate with each other and what data needs to be shared
  - Leverage APIs and Middleware – Utilize application programming interfaces (APIs) provided by different platforms to connect them directly and facilitate data exchange automatically
  - Implement Workflow Automation Tools – Employ dedicated software that can trigger actions on multiple platforms based on specific events or conditions
  - Central Data Hub – Management of central data repository can act as a single source of truth, allowing data to flow seamlessly between different systems
  - Utilize Low Code / No Code Solutions – Explore low-code or no-code platforms to build integrations with minimal coding required
  - Monitor and Refine – Monitor the performance of integration, identify issues, and adjust as needed to optimize efficiency
- Proven experience managing technical projects, including planning, deployment, and ongoing system optimization in a multi-site environment.
  - Minimum of 5 years' experience in technical IT administration in a similar enterprise or government environment.
  - Demonstrated history of successfully managing diverse IT systems and projects, with a preference for candidates with over 10 years of IT experience.
  - Familiarity with IT service management frameworks, software testing/quality assurance processes, and compliance standards.
  - Prior experience working within Medicaid entities, with a strong understanding of the unique technical and regulatory challenges in these environments.
  - Familiarity with Centers for Medicare & Medicaid Services (CMS) guidelines and compliance requirements, ensuring system configurations align with federal standards.

### Special Skillsets / Experience

***The following are considered valuable but are not evaluated for consideration.***

- Knowledge of the MARS-E security framework, with hands-on experience implementing or maintaining security controls that adhere to its guidelines.
- Experience managing data systems and regulatory reporting processes within Medicaid contexts, ensuring accuracy and compliance with state and federal mandates.
- Proven ability to collaborate with cross-functional teams in regulated healthcare settings, effectively translating technical solutions into outcomes that support Medicaid program objectives.

## Other

Questions shall be submitted no later than **Wednesday, April 2, 2025, by 2:00 p.m. CST**, using the Questions and Answers template found at:

<https://medicaid.ms.gov/resources/procurement/>.

Questions must be submitted using the referenced template and sent via e-mail to:

[procurement@medicaid.ms.gov](mailto:procurement@medicaid.ms.gov),

with the subject line:

**Managing Consultant of IT Systems/Platform Administrator RFA -- Questions.**

DOM anticipates written answers will be available no later than **Friday, April 4, 2025, by 5:00 p.m. CST** via DOM's website at <https://medicaid.ms.gov/resources/procurement/>. Questions and answers documents shall be treated as an amendment and will require acknowledgment from bidders at time of submission of application.

DOM will provide space at its central office at the Walter Sillers Building, 550 High Street, Suite 1000, Jackson, MS 39201. The contractor will be expected to work in DOM's central office. It is DOM's expectation that the observance of aspects of DOM, as well as working directly with DOM staff and vendors, will enhance the contractor's ability to successfully perform contract requirements as intended.

Successful applicant must comply with *Miss. Code Ann., Title 25, Chapter 4, Article 3, Conflict of Interest; Improper Use of Office.*

It is understood that this award requires approval by the Public Procurement Review Board (PPRB) and/or the Mississippi Department of Finance and Administration Office of Personal Service Contract Review (OPSCR) and if this award is not approved by the PPRB and/or OPSCR, it is void and no payment shall be made hereunder.

## Restrictions on Communication with the Division of Medicaid

From the issue date of this RFA until a Contractor is selected and the contract is signed, applicants and/or their representatives are not allowed to communicate with any DOM staff regarding this procurement except the RFA Issuing Officer. For violation of this provision, DOM shall reserve the right to reject any application.

## Responsiveness and Responsibility of the Applicant

- Ensure that the signed completed application, including resume, are received in the Office of Procurement by the deadline. **Applicant assumes all risks of delivery via email and mail.**
- At the time of receipt of the application, the date and time of receipt for both the hand delivered and electronically submitted applications will be recorded and filed in the Office of Procurement and Contracts.

- Applications and modifications received after the time designated in the RFA will be considered **late** and shall be governed by Section 7.5.4 of the *PPRB OPSCR Rules and Regulations*, Title 12, Part 9 of the Mississippi Administrative Code.
- Incomplete applications will not be evaluated and will not be returned for revisions.
- No faxed submissions will be accepted.
- We strongly recommend that you plan to submit the application early to allow for unforeseen circumstances.

### **[Application Information](#)**

DOM will accept applications for the above-mentioned position, including resumes and three (3) references, until **Friday, April 11, 2025, at 2:00 p.m. CST.**

Applications can be found, along with this request, online at <https://medicaid.ms.gov/resources/procurement/>.

**To apply, please submit your application, resume and three (3) references to the following email address:**

**[procurement@medicaid.ms.gov](mailto:procurement@medicaid.ms.gov)**.

For more information, please contact Sharon Clark by email at [Sharon.clark@medicaid.ms.gov](mailto:Sharon.clark@medicaid.ms.gov).

DOM reserves the right to reject applications at any time during the procurement process even after negotiations have begun.