

**Amendment 2 to RFP 2024-PM-01**

**February 26, 2024**

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2024-PM-01. THIS AMENDMENT MUST BE INCLUDED IN THE BIDDER'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE BIDDER MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

**1. Procurement Library Document PL19 2022 MMIS Stats Replaced with new version PL19 2022 MMIS Stats V2– Replaced as follows:**

*Original Posted File (Name):*

*The original posted file [PL19\\_2022 MMIS Stats.pdf](#) has been removed in its entirety.*

*Replaced File (Name):*

*File [PL19\\_2022 MMIS Stats V2.pdf](#) has been posted and replaced.*

**2. Procurement Library Document PL18 Response to Narrative Questions Template Replaced with new version PL18 2 Response to Narrative Questions Template Replaced V2, replaced as follows:**

*Original Posted File (Name):*

*The original posted file [PL18\\_Response to Narrative Questions Template.pdf](#) has been removed in its entirety.*

*Replaced File (Name):*

*File [PL18\\_PL 18 Response to Narrative Questions Template V2.pdf](#) has been posted and replaced.*

**3. RFP Section II. Scope of Work, Sub-Section E. Security 1. Security and Access, pages 37-39, Changed as follows:**

*Currently Reads as:*

**Security and Access**

The Agency's data contains Personally Identifiable Information (PII) and Protected Health Information (PHI) and is considered sensitive. As such, the security of the data is critical to the success of the project, and the solution must include physical and virtual security methods, as well as role-based access to all environments, tools, and data at the proper levels. The PM Services solution will include the protection of all data including, but not limited to:

- Provision of access
- Storage of all user access accounts
- Audit trails of all events performed by PM users and the PM itself
- Backup of all data
- Protection against viruses and threats, including, but not limited to, ransomware, rogue security software, Trojan horses, worms, denial of service, and SQL injection

The Agency envisions the PM Services module to integrate into a centralized role-based account store controlled by the Agency for Single Sign-On access across the MES. The role-based Single Sign-On solution will be built and managed by the SIS. The PM Services Contractor will work with the SIS Contractor to implement Single Sign-On for PM and other modules as required. The solution must provide the flexibility to adapt to changing security and access approaches during the evolution of the MES, as well as State and/or Federal rules/regulations, and must account for both direct user access and access through the tools and capabilities outlined in [RFP Section II.H. Tools and Capabilities](#).

*Revised as:*

**Security and Access**

The Agency's data contains Personally Identifiable Information (PII) and Protected Health Information (PHI) and is considered sensitive. As such, the security of the data is critical to the success of the project, and the solution must include physical and virtual security methods, as well as role-based access to all environments, tools, and data at the proper levels. The PM Services solution will include the protection of all data including, but not limited to:

- Provision of access
- Storage of all user access accounts
- Audit trails of all events performed by PM users and the PM itself
- Backup of all data
- Protection against viruses and threats, including, but not limited to, ransomware, rogue security software, Trojan horses, worms, denial of service, and SQL injection

*The Contractor shall provide a solution that is able to support multiple user roles as defined and approved by the Agency. User Roles and estimated numbers are estimates and subject to change. User Roles and estimated numbers shall include, but not be limited to: Authorized Agency personnel, its Contractors, and stakeholders – the Agency estimates 60 users.*

The Agency envisions the PM Services module to integrate into a centralized role-based account store controlled by the Agency for Single Sign-On access across the MES. The role-based Single Sign-On solution will be built and managed by the SIS. The PM Services Contractor will work with the SIS Contractor to implement Single Sign-On for PM and other modules as required. The solution must provide the flexibility to adapt to changing security and access approaches during the evolution of the MES, as well as State and/or Federal rules/regulations, and must account for both direct user access and access through the tools and capabilities outlined in [RFP Section II.H. Tools and Capabilities](#).

**4. RFP Section II. Scope of Work, Sub-Section L. Enterprise and General Services, 1. Enterprise and General Services Management1, e. Reporting Management Table II-55, page 156 Changed as follows:**

*Currently Reads as:*

**Table II-1: List of Provider Management Reconciliation Reports**

Report Name	Report Description
Provider Directory - Providers Suppressed after 12+ Months	Requirement Master ID 5404

*Revised as:*

**Table II-2: List of Provider Management Reconciliation Reports**

Report Name	Report Description
Provider Directory - Providers Suppressed after 12+ Months	Requirement Master ID <del>5404</del> 6404

**5. RFP Section II. Scope of Work, Sub-Section L. Enterprise and General Services, 1. Enterprise and General Services Management1, e. Reporting Management Table II-59, pages 163-164 and Appendix D, pg 284, Changed as follows:**

*Currently Reads as:*

**Table II-3: End of Contract and Turnover – End of Contract and Turnover Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
TUR_03	4783	Turnover Status Report	The Contractor shall provide a Turnover Status Report monthly during the first three quarters of the turnover period, with weekly updates thereafter until the term of the Contract. The Turnover and Closeout phase is defined as the last twelve (12) months before to the end of the Contract.	Twelve (12) months prior to the term of the contract	Monthly for the first three (3) quarters of the Turnover and Closeout Phase; weekly for the fourth quarter of the Turnover and Closeout Phase

*Revised as:*

**Table II-4: End of Contract and Turnover – End of Contract and Turnover Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
TUR_03	<del>4783</del> 6500	Turnover Status Report	The Contractor shall provide a Turnover Status Report monthly during the first three quarters of the turnover period, with weekly updates thereafter until the term of the Contract. The Turnover and Closeout phase is defined as the last twelve (12) months before to the end of the Contract.	Twelve (12) months prior to the term of the contract	Monthly for the first three (3) quarters of the Turnover and Closeout Phase; weekly for the fourth quarter of the Turnover and Closeout Phase

**RFP Appendix D Contract Deliverables, page 284, Changed as follows:**

*Currently Reads as:*

**Appendix D Contract Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
TUR_03	4783	Turnover Status Report	The Contractor shall provide a Turnover Status Report monthly during the first three quarters of the turnover period, with weekly updates thereafter until the term of the Contract. The Turnover and Closeout phase is defined as the last twelve (12) months before to the end of the Contract.	Twelve (12) months prior to the term of the contract	Monthly for the first three (3) quarters of the Turnover and Closeout Phase; weekly for the fourth quarter of the Turnover and Closeout Phase

Revised as:

**RFP Appendix D Contract Deliverables, page 279, Changed as follows:**

**Appendix D Contract Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
TUR_03	<del>4783</del> 6500	Turnover Status Report	The Contractor shall provide a Turnover Status Report monthly during the first three quarters of the turnover period, with weekly updates thereafter until the term of the Contract. The Turnover and Closeout phase is defined as the last twelve (12) months before to the end of the Contract.	Twelve (12) months prior to the term of the contract	Monthly for the first three (3) quarters of the Turnover and Closeout Phase; weekly for the fourth quarter of the Turnover and Closeout Phase

**6. RFP Section II. Scope of Work, Sub-Section E. Security 1. Security and Access, Table II-7, requirement #5757 pages 38-39 moved to Section II. Scope of Work, Sub-Section I. Provider Enrollment, 5. Finalize Provider Enrollment, Table II-30 page 89, Changed as follows:**

Currently Reads as:

**Table II-5: Provider Management Security and Access Requirements**

Master ID	Requirement Description
5757	The Contractor shall provide a solution that is able to capture and record all decisions and associated dates as required by the Agency.

Revised as:

**Table II-6: Provider Management Security and Access Requirements**

Master ID	Requirement Description
<del>5757</del>	<del>The Contractor shall provide a solution that is able to capture and record all decisions and associated dates as required by the Agency.</del>

**Added to Table II-30 page 89:**

Currently Reads as:

Revised as:

Master ID	Requirement Description
5757	The Contractor shall provide a solution that is able to capture and record all provider application decisions and associated dates as required by the Agency.

**7. RFP Section II. Scope of Work, Sub-Section D. Technical Architecture and Environments, 1. Technical Architecture and Environments, c. Technical Architecture and Environments Requirements Table II-6, requirement #5694, pages 34-35, Changed as follows:**

*Currently Reads as:*

**Table II-7: Provider Management Architecture and Environments Requirements**

Master ID	Requirement Description
5694	The Contractor shall provide a solution that remains compliant with all Agency, State, and Federal policies, regulations, and standards. All necessary changes to the solution to remain compliant must be in place ninety (90) calendar days prior to the effective date of the policy, regulation, or standard.

*Revised as:*

**Table II-8: Provider Management Architecture and Environments Requirements**

Master ID	Requirement Description
5694	The Contractor shall provide a solution that remains compliant with all Agency, State, and Federal policies, regulations, and standards. All necessary changes to the solution to remain compliant must be in place ninety (90) calendar days prior to the effective date of the policy, regulation, or standard <a href="#">or in a timeframe agreed upon by the Agency.</a>

**8. RFP Section II. Scope of Work, Sub-Section D. Security 1. Security and Access, page 30-31, Changed as follows:**

*Currently Reads as:*

User Acceptance Testing:

- Environment, nearly identical of Production, to allow users to provide feedback on the system’s functionality in a real-world situation
- Environment for UAT using identifiable data containing PHI/PII for the Agency and TCOE Contractor to verify and validate test cases and test execution
- Environment where a small group of end-users test the application to ensure it meets expectations
- Environment using de-identified data where PHI/PII is obscured

*Revised as:*

User Acceptance Testing:

- Environment, nearly identical of Production, to allow users to provide feedback on the system’s functionality in a real-world situation
- Environment for UAT using identifiable data containing PHI/PII for the Agency and TCOE Contractor to verify and validate test cases and test execution
- Environment where a small group of end-users test the application to ensure it meets expectations
- ~~Environment using de-identified data where PHI/PII is obscured~~

**9. RFP Section II. Scope of Work, Sub-Section L. Enterprise and General Services, 2. Enterprise and General Services DDI OPS and Maintenance, d. Certification Management, requirement #6517 pages 192-193, Table II-67, Table II-68 page 194 and Appendix D page 284 Changed as follows:**

*Currently Reads as:*

**Table II-9: Certification Management Requirements**

Master ID	Requirement Description
6517	The Contractor shall provide Operational Readiness Review Evidence, Documentation, and Support to the Agency for review and approval six (6) months prior to the start Implementation Phase.

*Revised as:*

**Table II-10: Certification Management Requirements**

Master ID	Requirement Description
6517	The Contractor shall provide Operational Readiness Review Evidence, Documentation, and Support to the Agency for review and approval six (6) <del>months</del> weeks prior to the start Implementation Phase.

*Currently Reads as:*

**Table II-11: Certification Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
CRT_03	4554, 4555, 4558, 4561, 4562, 4563, 5284, 6465, 6467	Operational Readiness Review Evidence, Documentation, and Support	Develop and provide necessary evidence needed to prepare for the Operational Readiness Review with CMS/MITRE. Includes advance preparation support, presentation support, and follow-up responses to CMS provided to the Agency before, during, and following the ORR for PM, culminating in Operational Readiness approval from CMS.	Six (6) months prior to the start Implementation Phase	One time submission

*Revised as:*

**Table II-12: Certification Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
CRT_03	4554, 4555, 4558, 4561, 4562, 4563, 5284, 6465, 6467 <a href="#">6517</a>	Operational Readiness Review Evidence, Documentation, and Support	Develop and provide necessary evidence needed to prepare for the Operational Readiness Review with CMS/MITRE. Includes advance preparation support, presentation support, and follow-up responses to CMS provided to the Agency before, during, and following the ORR for PM, culminating in Operational Readiness approval from CMS.	Six (6) <del>months</del> <i>weeks</i> prior to the start Implementation Phase	One time submission

*Currently Reads as:*

*Appendix D page 284*

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
CRT_03	4554, 4555, 4558, 4561, 4562, 4563, 5284, 6465, 6467	Operational Readiness Review Evidence, Documentation, and Support	Develop and provide necessary evidence needed to prepare for the Operational Readiness Review with CMS/MITRE. Includes advance preparation support, presentation support, and follow-up responses to CMS provided to the Agency before, during, and following the ORR for PM, culminating in Operational Readiness approval from CMS.	Three (3) months prior to the start Implementation Phase	One time submission

*Revised as:*

*Appendix D page 284*



Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
CRT_03	4554, 4555, 4558, 4561, 4562, 4563, 5284, 6465, 6467	Operational Readiness Review Evidence, Documentation, and Support	Develop and provide necessary evidence needed to prepare for the Operational Readiness Review with CMS/MITRE. Includes advance preparation support, presentation support, and follow-up responses to CMS provided to the Agency before, during, and following the ORR for PM, culminating in Operational Readiness approval from CMS.	<del>Three (3) months</del> Six (6) weeks prior to the start Implementation Phase	One time submission

**10. RFP VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure, pages 224-225, Changed as follows:**

*Currently Reads as:*

**1. Proposal Structure**

Proposal Responses shall be in clear, concise language. This is defined as easy-to-understand, non-technical information unless describing technology and/or architecture requirements.

Proposals must demonstrate the ability to meet all RFP specifications. Failure to address any of the required specifications will result in the proposal not meeting the responsiveness requirement. See [Section VII. Evaluation and Selection Process](#). Proposals deemed not responsive will not be considered. The Proposal must include the specifications with ten separate sections with named/labeled tabs presented in the following order:

**a. Tab 1 – RFP Cover Sheet**

The proposal response for this tab must ONLY contain a completed RFP Cover Sheet. The completed RFP Cover Sheet must identify a contact person for the proposal including full name, title, address, telephone number, e-mail address and fax number. All correspondence regarding the proposal will be directed to this individual.

**a. Tab 2 – Proposal Compliance Checklist**

The Proposal Response in this tab should ONLY contain a completed copy of Appendix A – Proposal Compliance Checklist.

*Revised as:*

**a. Tab 1 – RFP Cover Sheet**

The proposal response for this tab must ONLY contain a completed RFP Cover Sheet. The completed RFP Cover Sheet must identify a contact person for the proposal including full name, title, address, telephone number, e-mail address and fax number. All correspondence regarding the proposal will be directed to this individual.

**b. ~~a~~b. Tab 2 – Proposal Compliance Checklist**

The Proposal Response in this tab should ONLY contain a completed copy of Appendix A – Proposal Compliance Checklist.

**11. RFP Section II. Scope of Work II. , Subsection E. Security, 2. Security and Compliance, pages 39-40, Changed as follows:**

Currently Reads as:

**b. System Security Plan**

The PM Services Contractor is required to provide a System Security Plan that meets the Security Specifications as described in the Medicaid Enterprise Security Policy, which is based on Federal OMB Circular A-130, NIST FIPS 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST Special Publications.

The PM Services Contractor shall submit the PM Services Solution System Security Plan (SSP) through the Agency GRC Management Tool within twelve (12) weeks of Contract start. The PM Services Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal (as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).

**c. Authorization Package**

The PM Services Contractor should understand there is an Authorization Process (PM-10) for all Medicaid Systems and services, as part of the Information Security Program Management Policy. This process incorporates all applicable laws, Executive Orders, directives, regulations, policies, standards, and guidelines of the requirements specified by the following sources:

- Internal Revenue Service (IRS) Publication 1075
- Social Security Administration (SSA) Technical Systems Security Requirements (TSSR)
- Center for Medicare & Medicaid Services (CMS) Acceptable Risk Safeguards (ARS)
- Health Insurance Portability and Accountability Act (HIPAA) Security Rule

The PM Services Contractor shall, in collaboration with the Agency Information Security Office as the third-party security control assessor, develop and complete an Authorization Package for submission to the Medicaid Authorizing Official that contains the following:

- PL-2: System Security Plan – Managed as a project package within the Information Security Office GRC management tool
- CA-2: Assessment’s security assessment results
- CA-5: Plan of Action & Milestones (POAM) inclusive of a Risk Register specific to system in scope for Authorization step
- Other supporting assessment evidence and documentation as needed
- Authorization to Operate certificate (prior to Authorization To Operate (ATO) signature)

This Authorization Package is considered accepted once the Medicaid Authorizing Official approves the Authorization to Operate, which means the system is authorized to operate with current SSP and POAM. The PM Services Contractor shall maintain and update all Security Documentation per Agency Continuous Monitoring Strategy.

**d. Requirements– Security and Compliance**

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II 8: Security and Compliance – Security and Compliance Requirements, Table II 9: Security and Compliance – Security and

Compliance Deliverables, and all related requirements located in Appendix E – Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions.

*Revised as:*

~~b. System Security Plan~~

*a. System Security Plan*

The PM Services Contractor is required to provide a System Security Plan that meets the Security Specifications as described in the Medicaid Enterprise Security Policy, which is based on Federal OMB Circular A-130, NIST FIPS 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST Special Publications.

The PM Services Contractor shall submit the PM Services Solution System Security Plan (SSP) through the Agency GRC Management Tool within twelve (12) weeks of Contract start. The PM Services Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal (as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).

~~c. Authorization Package~~

*b. Authorization Package*

The PM Services Contractor should understand there is an Authorization Process (PM-10) for all Medicaid Systems and services, as part of the Information Security Program Management Policy. This process incorporates all applicable laws, Executive Orders, directives, regulations, policies, standards, and guidelines of the requirements specified by the following sources:

- Internal Revenue Service (IRS) Publication 1075
- Social Security Administration (SSA) Technical Systems Security Requirements (TSSR)
- Center for Medicare & Medicaid Services (CMS) Acceptable Risk Safeguards (ARS)
- Health Insurance Portability and Accountability Act (HIPAA) Security Rule

The PM Services Contractor shall, in collaboration with the Agency Information Security Office as the third-party security control assessor, develop and complete an Authorization Package for submission to the Medicaid Authorizing Official that contains the following:

- PL-2: System Security Plan – Managed as a project package within the Information Security Office GRC management tool
- CA-2: Assessment’s security assessment results
- CA-5: Plan of Action & Milestones (POAM) inclusive of a Risk Register specific to system in scope for Authorization step
- Other supporting assessment evidence and documentation as needed
- Authorization to Operate certificate (prior to Authorization To Operate (ATO) signature)

This Authorization Package is considered accepted once the Medicaid Authorizing Official approves the Authorization to Operate, which means the system is authorized to operate with current SSP and POAM. The PM Services Contractor shall maintain and update all Security Documentation per Agency Continuous Monitoring Strategy.

~~d. Requirements – Security and Compliance~~

*c. Requirements – Security and Compliance*

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II 8: Security and Compliance – Security and Compliance Requirements, Table II 9: Security and Compliance – Security and Compliance Deliverables, and all related requirements located in Appendix E – Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions.

**12. RFP Section II. Scope of Work, Subsection H. Tools and Capabilities, 9. SLA's and KPI's- Tools and Capabilities, page 79, Changed as follows:**

*Currently Reads as:*

**9. SLAs and KPIs – Tools and Capabilities**

The PM Services Contractor shall provide in the Service Level Agreement (SLA) Plan how they will follow their best practices and tools for providing the PM solution. Unless otherwise noted, a threshold of 100% to SLAs and Key Performance Indicators (KPI)s is expected.

**Key Performance Indicator – Validation of Provider Directory Information by Providers**

The PM Services Contractor shall provide a report to the Agency that provides insight into the percentage of providers who validate their Provider Directory information via the Provider Portal. The baseline percentage, including a yearly increase in that percentage, of providers who validated their information shall be agreed upon with the Agency.

- 1) **Measurement Item.** Providers who updated their Provider Directory Information
- 1) **Measurement Description.** Percentage with yearly increase of providers who validated their information
- 2) **Measurement Logic.** The measurement logic is Percentage  $\geq$  baseline percentage agreed upon by the Agency
- 3) **Measurement Period.** Monthly

*Revised as:*

**9. SLAs and KPIs – Tools and Capabilities**

The PM Services Contractor shall provide in the Service Level Agreement (SLA) Plan how they will follow their best practices and tools for providing the PM solution. Unless otherwise noted, a threshold of 100% to SLAs and Key Performance Indicators (KPI)s is expected.

**Key Performance Indicator – Validation of Provider Directory Information by Providers**

The PM Services Contractor shall provide a report to the Agency that provides insight into the percentage of providers who validate their Provider Directory information via the Provider Portal. The baseline percentage, including a yearly increase in that percentage, of providers who validated their information shall be agreed upon with the Agency.

- 1) **Measurement Item.** Providers who updated their Provider Directory Information
- ↔ 2) **Measurement Description.** Percentage with yearly increase of providers who validated their information
- ↔ 3) **Measurement Logic.** The measurement logic is Percentage  $\geq$  baseline percentage agreed upon by the Agency
- ↔ 4) **Measurement Period.** Monthly

**13. RFP Section II. Scope of Work, A. Business Goals, Table II-1: PM Services Solution Business Objectives, page 12, Changed as follows:**

*Currently Reads as:*

**Table II-13: PM Services Solution Business Objectives**

Objectives
Procure a solution to provide a web based, self-service portal that allows providers to more easily and efficiently enroll in Medicaid programs that provide service options for Alabama citizens.
Validate provider information using automated interfaces for screening and monitoring with, including, but not limited to, CMS, Excluded Parties List System (EPLS), Internal Revenue Service (IRS), List of Excluded Individuals/Entities (LEIE), National Plan and Provider Enumeration System (NPPES), and Social Security Administration (SSA).
Procure a solution that provides qualified staff to serve as Provider Enrollment Advocates conducting outreach at conferences, professional meetings, healthcare association meetings, etc. to: <ul style="list-style-type: none"> <li>• Encourage enrollment in Alabama Medicaid</li> <li>• Demonstrate best practices</li> <li>• Provide information</li> <li>• Identify enrollment process improvements benefiting the Agency and the provider community</li> </ul>
Develop and implement a Training and Knowledge Plan in alignment with the Organizational Change Management (OCM) strategy to provide training across all stakeholder groups in the use and operation of the PM Services solution.
Create operational and managerial dashboards with reports necessary for monitoring PM Services solution operations.
Ensure the proposed solution meets or exceeds the CMS Certification and Federal Requirements, including the CMS Conditions for Enhanced Funding (see <a href="#">Section II.L.2.c.1</a> regarding expected Certification outcomes for Provider Management).
Improve metrics, measurements, and outcomes from the PM Services solution to enable informed decision making.
Improve provider quality of service through system functionality automation.

Revised as:

**Table II-14: PM Services Solution Business Objectives**

Objectives
Procure a solution to provide a web based, self-service portal that allows providers to more easily and efficiently enroll in Medicaid programs that provide service options for Alabama citizens.
Validate provider information using automated interfaces for screening and monitoring with, including, but not limited to, CMS, Excluded Parties List System (EPLS), Internal Revenue Service (IRS), List of Excluded Individuals/Entities (LEIE), National Plan and Provider Enumeration System (NPPES), and Social Security Administration (SSA).
Procure a solution that provides qualified staff to serve as Provider Enrollment Advocates conducting outreach at conferences, professional meetings, healthcare association meetings, etc. to: <ul style="list-style-type: none"> <li>• Encourage enrollment in Alabama Medicaid</li> <li>• Demonstrate best practices</li> <li>• Provide information</li> <li>• Identify enrollment process improvements benefiting the Agency and the provider community</li> </ul>
Develop and implement a Training and Knowledge Plan in alignment with the Organizational Change Management (OCM) strategy to provide training across all stakeholder groups in the use and operation of the PM Services solution.
Create operational and managerial dashboards with reports necessary for monitoring PM Services solution operations.

Objectives
Ensure the proposed solution meets or exceeds the CMS Certification and Federal Requirements, including the CMS Conditions for Enhanced Funding (see <a href="#">Section II.L.2.e.1</a> <a href="#">Section II.L.2.d.1</a> regarding expected Certification outcomes for Provider Management).
Improve metrics, measurements, and outcomes from the PM Services solution to enable informed decision making.
Improve provider quality of service through system functionality automation.

**14. RFP Section II. Scope of Work, B. Alabama MES Modernization Program, 3. Project Roles, c. AMMP Entities, 5) Medicaid Enterprise Systems (MES) Division, page 21, Changed as follows:**

*Currently Reads as:*

- Testing Center of Excellence (TCOE): Through the oversight of the EQP, the Agency has procured the services of a contractor to manage testing efforts across projects by creating a Testing Center of Excellence (TCOE). The PM Services Contractor shall collaborate with the TCOE Contractor. The TCOE Contractor’s responsibilities include:
  - Oversight of AMMP/MES contractor’s planned test activities
  - Monitoring of contractor actionized test activities
  - Coordination and support of test bed data and environments coupled with oversight and support of System Integration Testing (SIT), End-to-End testing (E2E), and User Acceptance Testing (UAT)
  - Creation and maintenance of program test plans and templates
  - Contractor shall coordinate with TCOE to provide a weekly extract/export of test related activities showing traceability to requirement from contractor's test management tool as specified in the Test Phase Acceptance (TPA) document
- The PM Services Contractor shall work with both the TCOE Contractor and the EQP team. The PM Services Contractor shall provide test resources to:
  - Manage schedule, process, and tools
  - Design and execute testing
  - Provision test environments and test bed data for all stages and phases of testing

*Revised as:*

- d) Testing Center of Excellence (TCOE): Through the oversight of the EQP, the Agency has procured the services of a contractor to manage testing efforts across projects by creating a Testing Center of Excellence (TCOE). The PM Services Contractor shall collaborate with the TCOE Contractor. The TCOE Contractor’s responsibilities include:
  - Oversight of AMMP/MES contractor’s planned test activities
  - Monitoring of contractor actionized test activities
  - Coordination and support of test bed data and environments coupled with oversight and support of System Integration Testing (SIT), End-to-End testing (E2E), and User Acceptance Testing (UAT)
  - Creation and maintenance of program test plans and templates
  - Contractor shall coordinate with TCOE to provide a weekly extract/export of test related activities showing traceability to requirement from contractor's test management tool as specified in the Test Phase Acceptance (TPA) document



- The PM Services Contractor shall work with both the TCOE Contractor and the EQP team. The PM Services Contractor shall provide test resources to:
  - Manage schedule, process, and tools
  - Design and execute testing
  - Provision test environments and test bed data for all stages and phases of testing

**15. RFP Section II. Scope of Work, Subsection G. Data Integration and Management Services, 3. Provider Management Database, page 62:**

*Currently Reads as:*

The PM Services solution shall provide a provider management database that includes the data elements to support, and provider management activities defined in this RFP, including but not limited to, the critical data elements identified by the Agency in the publication Provider Management Critical Data Elements (see PL33\_Provider Management Master Data Elements Reference Guide). The PM Services Contractor shall obtain approval from the Agency prior to implementing any programs or edits that populate, correct, or normalize a data element identified by the Agency as a provider management critical data element. In addition, the Contractor shall provide a solution that can be modified to add or update data elements in the provider management database resulting from operational or policy changes mandated by CMS and/or the Agency.

*Revised as:*

The PM Services solution shall provide a provider management database that includes the data elements to support, and provider management activities defined in this RFP, including but not limited to, the critical data elements identified by the Agency in the publication Provider Management Critical Data Elements (see PL~~33~~30\_Provider Management Master Data Elements Reference Guide). The PM Services Contractor shall obtain approval from the Agency prior to implementing any programs or edits that populate, correct, or normalize a data element identified by the Agency as a provider management critical data element. In addition, the Contractor shall provide a solution that can be modified to add or update data elements in the provider management database resulting from operational or policy changes mandated by CMS and/or the Agency.

**16. RFP Section II Scope of Work, Subsection I. Provider Enrollment, 3. Perform Provider Site Visits, page 85, Changed to the following:**

*Currently Reads as:*

The PM Services Contractor shall be responsible for conducting all site visits (see [RFP Section II.K. Provider Management Operations and Support Services](#)) for the Agency in accordance with standards and timelines agreed upon in SLAs (see [RFP Section II.F.4. SLAs and KPIs – Performance](#)) and CMS Outcomes for Provider Management.

*Revised as:*

The PM Services Contractor shall be responsible for conducting all site visits (see [RFP Section II.K. Provider Management Operations and Support Services](#)) for the Agency in accordance with standards and timelines agreed upon in SLAs (see [RFP Section ~~II.F.4. SLAs and KPIs – Performance~~ II.I.6. SLAs and KPIs – Provider Enrollment](#)) and CMS Outcomes for Provider Management.

**17. RFP Section II Scope of Work, Subsection I Provider Enrollment, 6.SLAs and KPIs- Provider Enrollment, b. Service Level Agreement- Notification of Exclusions to CPMS via the SIP, page 90, Changed to the following:**

*Currently Reads as:*

***b. Service Level Agreement – Notification of Exclusions to CPMS via the SIP***

Notification of CPMS. The PM Services Contractor shall monitor State licensure, certification, and exclusion data every business day. The PM Services Contractor shall notify CPMS via the SIP daily of the findings, even if there are no exclusions found.

- 1) Measurement Item. Notification to CPMS via the SIP
- 5) Measurement Description. Sanction Information Current
- 2) Measurement Logic. The measurement logic is Time <= one (1) business day
- 3) Measurement Period. Daily

*Revised as:*

***b. Service Level Agreement – Notification of Exclusions to CPMS via the SIP***

Notification of CPMS. The PM Services Contractor shall monitor State licensure, certification, and exclusion data every business day. The PM Services Contractor shall notify CPMS via the SIP daily of the findings, even if there are no exclusions found.

- 1) Measurement Item. Notification to CPMS via the SIP
- ↗ 2) Measurement Description. Sanction Information Current
- ↗ 3) Measurement Logic. The measurement logic is Time <= one (1) business day
- ↗ 4) Measurement Period. Daily

**18. RFP Section II. Scope of Work, Subsection L. Enterprise and General Services, 1.Enterprise and General Services Management, c. General Staffing,5)Key Personnel Table-49-52, pages145-150 , Changed to the Following:**

*Currently Reads as:*

Table II- 15: Key Personnel – Provider Management Call Center Manager

Table II- 49: Key Personnel – Data Steward

Table II- 50: Key Personnel – Operations Manager

Table II- 51: Key Personnel – Configuration Manager

Table II- 52: Key Personnel – Data Manager

*Revised as:*

Table II- ~~16~~ 49: Key Personnel – Provider Management Call Center Manager

Table II- ~~49~~ 50: Key Personnel – Data Steward

Table II- ~~50~~ 51: Key Personnel – Operations Manager

Table II- ~~51~~ 52: Key Personnel – Configuration Manager

Table II- ~~52~~ 53: Key Personnel – Data Manager



**19. RFP Section II. Scope of Work, Subsection L. Enterprise and General Services, 1.Enterprise and General Services Management, c. General Staffing,6)Lead Personnel and Table II-53, pages150-152 , Changed to the Following:**

Currently Reads as:

6) Lead Personnel

The awarded PM Services Contractor must, over the base contract duration and all future contract amendments, staff and manage all Lead Personnel based upon the current and anticipated demands and complexity of maintaining and operating the implemented solution.

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-53: Lead Personnel and all related requirements located in [Appendix E –Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions. The Table lists the Lead Personnel roles, Agency-required responsibilities, and required experience and qualifications.

Revised as:

6)Lead Personnel

The awarded PM Services Contractor must, over the base contract duration and all future contract amendments, staff and manage all Lead Personnel based upon the current and anticipated demands and complexity of maintaining and operating the implemented solution.

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II- ~~53~~ **54**: Lead Personnel and all related requirements located in [Appendix E –Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions. The Table lists the Lead Personnel roles, Agency-required responsibilities, and required experience and qualifications.

Currently Reads as:

**Table II-17: Lead Personnel**

Revised as:

**Table II-~~18~~ **54**: Lead Personnel**

**20. RFP Section II. Scope of Work, Subsection L. General and Enterprise Services, Tables II-54-, page 153-217, Changed as follows:**

Currently Reads as:

Pg 153

1) Requirements – Document Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-54: Document Management – Document Management Requirements and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-19: Document Management – Document Management Requirements**

Revised as:

Pg 153

1)Requirements – Document Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~54~~ **55**: Document Management – Document Management Requirements and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-~~20~~**55**: Document Management – Document Management Requirements**

Currently Reads as:

Pg 154

1)Report Library Reconciliation Document

In addition to the reports required in other sections of this RFP, a standard suite of Provider Management Report Library Reconciliation related reports shall be provided by the PM Services Contractor including, but not limited, to the reports listed in Table II-55: List of Provider Management Reconciliation Reports:

**Table II-21: List of Provider Management Reconciliation Reports**

Revised as:

Pg 154

1)Report Library Reconciliation Document

In addition to the reports required in other sections of this RFP, a standard suite of Provider Management Report Library Reconciliation related reports shall be provided by the PM Services Contractor including, but not limited, to the reports listed in Table II-~~55~~ **56**: List of Provider Management Reconciliation Reports:

**Table II-~~22~~**56**: List of Provider Management Reconciliation Reports**

Currently Reads as:

Pg 157

4) Requirements – Reporting Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-56: Reporting Management – Reporting Management Requirements, deliverables listed in Table II-57: Reporting Management – Reporting Management Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-23: Reporting Management – Reporting Management Requirements**

**Table II-24: Reporting Management – Reporting Management Deliverables**

Revised As:

Pg 157

4) Requirements – Reporting Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~56~~ **57**: Reporting Management – Reporting Management Requirements, deliverables listed in Table II-57: Reporting Management – Reporting Management Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-~~25~~ 57: Reporting Management – Reporting Management Requirements**

**Table II-~~26~~ 58: Reporting Management – Reporting Management Deliverables**

Currently Reads as:

Pg 161

5)Requirements – Turnover and Closeout Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-58: End of Contract and Turnover – End of Contract and Turnover Requirements, Table II-59: End of Contract and Turnover – End of Contract and Turnover Deliverables, and all related requirements located [Appendix E –Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-27: End of Contract and Turnover – End of Contract and Turnover Requirements**

**Table II-28: End of Contract and Turnover – End of Contract and Turnover Deliverables**

Revised as:

Pg 161

5)Requirements – Turnover and Closeout Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~58~~ 59: End of Contract and Turnover – End of Contract and Turnover Requirements, Table II-~~59~~ 60: End of Contract and Turnover – End of Contract and Turnover Deliverables, and all related requirements located [Appendix E –Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-~~29~~ 59: End of Contract and Turnover – End of Contract and Turnover Requirements**

**Table II-~~30~~ 60: End of Contract and Turnover – End of Contract and Turnover Deliverables**

Currently Reads as:

Pg 171

12)Requirements – DDI

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-60: DDI – DDI Requirements, Table II-61: DDI – DDI Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-31: DDI – DDI Requirements**

**Table II-32: DDI – DDI Deliverables**

Revised as:

Pg 171

12)Requirements – DDI

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~60~~ 61: DDI – DDI Requirements, Table II-~~61~~ 62: DDI – DDI Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-33-61: DDI – DDI Requirements**

**Table II-34 62: DDI – DDI Deliverables**

Currently Reads as:

Pg 178

4)Requirements - Testing Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-62: Testing Management – Testing Management Requirements, all deliverables listed in Table II-63: Testing Management – Testing Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-35: Testing Management – Testing Management Requirements**

**Table II-36: Testing Management – Testing Deliverables**

Revised as:

Pg 178

4)Requirements - Testing Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-62 63: Testing Management – Testing Management Requirements, all deliverables listed in Table II-63 64: Testing Management – Testing Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-37-63: Testing Management – Testing Management Requirements**

**Table II-38 64: Testing Management – Testing Deliverables**

Currently Reads as:

Pg 182

6)Requirements – Operations

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-64: Operations – Operations Requirements, deliverables listed in Table II-65: Operations – Operations Deliverables, and all related requirements located in in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-39: Operations – Operations Requirements**

**Table II-40: Operations – Operations Deliverables**

Revised as:

Pg 182

6)Requirements – Operations

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-64 65: Operations – Operations Requirements, deliverables listed in Table II-65 66: Operations – Operations Deliverables, and all related requirements located in in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-41 65: Operations – Operations Requirements**

**Table II-42 66: Operations – Operations Deliverables**

Currently Reads as:

Pg 185

2)CMS Outcomes for Provider Management

The PM Services Contractor shall be responsible for meeting outcomes listed in Table II-66: Provider Management Outcomes and producing required metrics in the CMS-designated format and timeframe, as indicated in the Operational Report Workbook available on the CMS MES Certification Repository.

**Table II-43: Provider Management Outcomes**

Revised as:

Pg 185

2)CMS Outcomes for Provider Management

The PM Services Contractor shall be responsible for meeting outcomes listed in Table II-66 67: Provider Management Outcomes and producing required metrics in the CMS-designated format and timeframe, as indicated in the Operational Report Workbook available on the CMS MES Certification Repository.

**Table II-44 67: Provider Management Outcomes**

Currently Reads as:

Pg 191

4)Requirements – Certification

As a part of the response to this RFP, the Vendor must describe how they plan to meet all CMS required Provider Management outcomes in Table II-67: Certification Management Requirements , complete all deliverables listed in Table II-68: Certification Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-45: Certification Management Requirements**

**Table II-46: Certification Deliverables**

Revised as:

Pg 191

4)Requirements – Certification

As a part of the response to this RFP, the Vendor must describe how they plan to meet all CMS required Provider Management outcomes in Table II-67 68: Certification Management Requirements , complete all deliverables listed in Table II-68-69: Certification Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-~~67~~ 68: Certification Management Requirements**

**Table II-~~68-69~~: Certification Deliverables**

Currently Reads as:

Pg 197

4)Requirements – Change Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-69: Change Management – Change Management Requirements, deliverables listed in Table II-70: Change Management – Change Management Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-47: Change Management – Change Management Requirements**

**Table II-48: Change Management – Change Management Deliverables**

Revised as:

Pg 197

4)Requirements – Change Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~69~~ 70: Change Management – Change Management Requirements, deliverables listed in Table II-~~70~~ 71: Change Management – Change Management Deliverables, and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-~~69~~ 70: Change Management – Change Management Requirements**

**Table II-~~70~~ 71:Change Management – Change Management Deliverables: Change Management – Change Management Deliverables**

Currently Reads as:

Pg 200

3)Requirements – Maintenance and Modification

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-71: Maintenance and Modification – Maintenance and Modification Requirements and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-49: Maintenance and Modification – Maintenance and Modification Requirements**

Revised as:

Pg 200

3)Requirements – Maintenance and Modification

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~71~~ 72: Maintenance and Modification – Maintenance and Modification Requirements and all related requirements located in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-~~71~~ 72: Maintenance and Modification – Maintenance and Modification Requirements**

Currently Reads as:

Pg 204

5)Requirements – Technical and User Support

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-72: Technical and User Support – Technical and User Support Requirements, deliverables listed in Table II-73: Technical and User Support – Technical and User Support Deliverables, and all related requirements located in in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-50: Technical and User Support – Technical and User Support Requirements**

**Table II-51: Technical and User Support – Technical and User Support Deliverable**

Revised as:

Pg 204

5)Requirements – Technical and User Support

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~72~~-73: Technical and User Support – Technical and User Support Requirements, deliverables listed in Table II-~~73~~ 74: Technical and User Support – Technical and User Support Deliverables, and all related requirements located in in [Appendix E – Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-~~72~~-73: Technical and User Support – Technical and User Support Requirements**

**Table II-~~73~~ 74: Technical and User Support – Technical and User Support Deliverable**

Currently Reads as:

Pg 210

**Table II-52: Organizational Change Management – OCM Requirements**

Revised as:

Pg 210

**Table II-~~53~~ 75: Organizational Change Management – OCM Requirements**

Currently Reads as:

Pg 212

2)Requirements -Training Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-75: Training Management – Training Management Requirements, deliverables listed in Table II-76: Training Management – Training Management Deliverables, and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Revised as:

Pg 212

2)Requirements -Training Management

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-~~75~~-76: Training Management – Training Management Requirements, deliverables listed in Table II-~~76~~-77: Training Management – Training Management Deliverables, and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

**Table II-75-76: Training Management – Training Management Requirements**

**Table II-76-77: Training Management – Training Management Deliverables**

**21. RFP Section II. Scope of Work, K. Provider Management Operations and Support Services, 2. Provider Management Call Center, a. Requirements – Provider Management Call Center, Table II-37, Req #5471, page 106, Changed to the following:**

*Currently Reads as:*

**Table II-54: Provider Management Support Services – Provider Management Call Center Requirements**

Master ID	Requirement Description
5471	The Contractor shall track, store, monitor, maintain, and report Call Center statistics on a dashboard to be updated daily. The statistics on the dashboard will include, but not limited to: <ol style="list-style-type: none"> <li>1. Abandon rate</li> <li>2. Hold time before answer</li> <li>3. Average speed of answer</li> <li>4. Call duration (e.g., minutes, seconds)</li> <li>5. Call volume</li> <li>7. One call resolution rate</li> <li>8. Peak hour statistics</li> <li>9. Identification of historical trends</li> <li>10. Busy signal</li> <li>11. Disconnected calls</li> </ol>

*Revised as:*

**Table II-55: Provider Management Support Services – Provider Management Call Center Requirements**

Master ID	Requirement Description
5471	The Contractor shall track, store, monitor, maintain, and report Call Center statistics on a dashboard to be updated daily. The statistics on the dashboard will include, but not limited to: <ol style="list-style-type: none"> <li>1. Abandon rate</li> <li>2. Hold time before answer</li> <li>3. Average speed of answer</li> <li>4. Call duration (e.g., minutes, seconds)</li> <li>5. Call volume</li> <li><del>7.</del> 6. One call resolution rate</li> <li><del>8.</del> 7. Peak hour statistics</li> <li><del>9.</del> 8. Identification of historical trends</li> <li><del>10.</del> 9. Busy signal</li> <li><del>11.</del> 10. Disconnected calls</li> </ol>

**22. RFP Section II. Scope of Work, Subsection I. Provider Enrollment, 3. Perform Provider Site Visit, page 86, Table II-28, Req#5354, page 86, Changed to the following:**

*Currently Reads as:*

**Table II-56: Provider Enrollment – Perform Provider Site Visit Requirements**



Master ID	Requirement Description
5354	The Contractor shall complete 100% of all on-site visits within fifteen (15) calendar days from the date an application is received.

*Revised as:*

**Table II-57: Provider Enrollment – Perform Provider Site Visit Requirements**

Master ID	Requirement Description
5354	The Contractor shall complete 100% of all on-site visits within fifteen (15) <del>calendar</del> <i>business</i> days from the date an application is received.

**23. RFP Section II Scope of Work, Subsection E. Security, 2. Security and Compliance, b. Security Plan and Table II-8 Security and Compliance – Security and Compliance Requirements page 41, Table II-9 Security and Compliance- Deliverables page 42, and Appendix D page 270, Changed to the following:**

*Currently Reads as:*

The PM Services Contractor shall submit the PM Services Solution System Security Plan (SSP) through the Agency GRC Management Tool within twelve (12) weeks of Contract start. The PM Services Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal (as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).

**Table II-58: Security and Compliance – Security and Compliance Requirements**

Master ID	Requirement Description
6458	The Contractor shall submit a System Security Plan (SSP) through the Agency GRC Management Tool twelve (12) weeks after Contract Start. The Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal (as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).

**Table II-9: Security and Compliance – Security and Compliance Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
SEC_01	6458	System Security Plan	The Contractor shall submit a System Security Plan (SSP) through the Agency GRC Management Tool twelve (12) weeks after Contract Start. The Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than	Twelve (12) weeks after contract start	Every twelve (12) months

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			twelve (12) months after prior submittal (as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).		

**Appendix D Contract Deliverables Table, pg 270**

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
SEC_01	6458	System Security Plan	The Contractor shall submit a System Security Plan (SSP) through the Agency GRC Management Tool twelve (12) weeks after Contract Start. The Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal (as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).	Twelve (12) weeks after contract start	Every twelve (12) months

Revised as:

The PM Services Contractor shall submit the PM Services Solution System Security Plan (SSP), [that meets the Security Specifications as described in the Medicaid Enterprise Security Policy](#), through the Agency GRC Management Tool within twelve (12) weeks of Contract start. The PM Services Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal. ~~(as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).~~

**Table II-59: Security and Compliance – Security and Compliance Requirements**

Master ID	Requirement Description
6458	The Contractor shall submit a System Security Plan (SSP), <a href="#">that meets the Security Specifications as described in the Medicaid Enterprise Security Policy</a> , through the Agency GRC Management Tool twelve (12) weeks after Contract Start. The Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal <del>(as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).</del>

**Table II-60: Security and Compliance – Security and Compliance Deliverables**

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
SEC_01	6458	System Security Plan	The Contractor shall submit a System Security Plan (SSP), that meets the Security Specifications as described in the Medicaid Enterprise Security Policy, through the Agency GRC Management Tool twelve (12) weeks after Contract Start. The Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal ( <del>as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems</del> ).	Twelve (12) weeks after contract start	Every twelve (12) months

**Appendix D Contract Deliverables Table, pg 270**

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
SEC_01	6458	System Security Plan	The Contractor shall submit a System Security Plan (SSP), that meets the Security Specifications as described in the Medicaid Enterprise Security Policy, through the Agency GRC Management Tool twelve (12) weeks after Contract Start. The Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the PM SSP no more than twelve (12) months after prior submittal ( <del>as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems</del> ).	Twelve (12) weeks after contract start	Every twelve (12) months

**24. RFP Section II. Scope of Work, Subsection G. Data Integration and Management Services, 2. Data Integrations, c. Requirements- Data Integration Services, Table II-5, Req #6072 page 61, Changed to the**

**following:**

*Currently Reads as:*

**Table II-61: Data Integration and Management – Data Integration Requirements**

Master ID	Requirement Description
6072	The Contractor shall work with the SI Contractor to establish data exchanges between the CARES module and the PM Services module.

*Revised as:*

**Table II-62: Data Integration and Management – Data Integration Requirements**

Master ID	Requirement Description
<del>6072</del>	<del>The Contractor shall work with the SI Contractor to establish data exchanges between the CARES module and the PM Services module.</del>

**25. Appendix C. Pricing (Schedule) – Replaced as follows:**

*Original Posted File (Name):*

The original posted file *PM Appendix\_C\_Pricing Schedule Final.xls* has been removed in its entirety.

*Replaced File (Name):*

File *PM Appendix\_C\_Pricing Schedule Final Amendment 2.xls* has been posted and replaced.

**26. Appendix E. Requirements Response Matrix – Replaced as follows:**

*Original Posted File (Name):*

The original posted file *Appendix\_E\_RFP AMMP\_PM\_RRM Final.xls* has been removed in its entirety.

*Replaced File (Name):*

File *Appendix\_E\_RFP\_AMMP\_PM\_RFP\_RRM Final Amendment 2.xls* has been posted and replaced.

**27. RFP Section II. Scope of Work, Subsection L Enterprise and General Services, 1. Enterprise and General Services Management, f. Turnover and Closeout, 5 Requirements- End of Contract and Turnover Requirements, Table II-5.8 Req #4542, page 162, Changed to the following:**

*Currently Reads as:*

**Table II-63: End of Contract and Turnover – End of Contract and Turnover Requirements**

Master ID	Requirement Description
4542	The Contractor shall, in the event of an executed contract amendment or contract extension, provide the Agency with the following: <ul style="list-style-type: none"> <li>a. Replacements for all data and reference files, computer programs, control language, and system software;</li> <li>b. All other documentation as required by the Agency or its agent to operate the solution.</li> </ul>

*Revised as:*

**Table II-64: End of Contract and Turnover – End of Contract and Turnover Requirements**

Master ID	Requirement Description
4542	<del>The Contractor shall, in the event of an executed contract amendment or contract extension, provide the Agency with the following:                     <ul style="list-style-type: none"> <li>a. Replacements for all data and reference files, computer programs, control language, and system software;</li> <li>b. All other documentation as required by the Agency or its agent to operate the solution.</li> </ul> </del>

**28. Appendix I, page 297, Changed to the following:**

*Currently Reads as:*

**Appendix I – Services Level Agreements and Key Performance Indicators**

Discount Calculations: If for any one month, any one or more of the SLAs measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) against the amount invoiced for monthly PM Operations Fee the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, the Agency may request a Corrective Action Plan (CAP). If the Contractor is still unable to meet SLA standards after the CAP has been executed, then the Agency may notify the Contractor of failure to meet contract requirements, and the Contractor may be subject to liquidated damages as described in [Section VIII.MM Breach of Contract / Liquidated Damages](#). KPIs are excluded from discount calculations.

*Revised as:*

**Appendix I – Services Level Agreements and Key Performance Indicators**

Discount Calculations: If for any one month, any one or more of the SLAs measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) against the amount invoiced for monthly PM Operations Fee the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, the Agency may request a Corrective Action Plan (CAP). If the Contractor is still unable to meet SLA standards after the CAP has been executed, then the Agency may notify the Contractor of failure to meet contract requirements, and the Contractor may be subject to liquidated damages as described in [Section VIII.MM Breach of Contract / Liquidated Damages](#). KPIs are excluded from discount calculations.

*Hold Harmless Period: For the first three (3) months after go-live, the contractor shall track and report all metrics, but shall not be subject to SLA discounted payments.*

**29. RFP Section VII. Evaluation and Selection Process, Subsection E. Scoring, Table VII-1, page 232,**

**Changed to the following:**

*Currently Reads as:*

**Table VII-65: PM RFP Evaluation Scoring Breakdown**

Evaluation Factor	Highest Possible Score
Pricing Schedule	25
Scope of Work / Narrative Question Responses	20
RRM, Deliverables, Experience, and Key Personnel	20
Corporate Background and Experience	20
Corporate Reference	15
<b>Total</b>	<b>100</b>

*Revised as:*

**Table VII-66: PM RFP Evaluation Scoring Breakdown**

Evaluation Factor	Highest Possible Score
Pricing Schedule	25
Scope of Work / Narrative Question Responses	20
RRM, <del>and Deliverables (Requested for submittal); Experience, and Key Personnel</del>	20
Corporate Background and Experience	20
Corporate Reference	15
<b>Total</b>	<b>100</b>

**30. RFP Section II. Scope of Work, Subsection B. Alabama MES Modernization, 1. Overview of Alabama’s Roadmap and Figure II-1, pages 13-14, Changed to the following:**

*Currently Reads as:*

**1. Overview of Alabama’s Roadmap to AMMP**

The Agency is moving forward with the modernization of the Alabama Medicaid program by modularizing the AMMIS. This modernization will be accomplished through the use of loosely coupled modules connected by System Integration (SI) Services (SIS) as required by CMS. The Agency has organized the project to achieve the end-state MES in a proposed project timeline (see Figure II-1: AMMP Roadmap (Version 06.08.2023)) that aligns with the existing AMMIS architecture, and the constraints imposed through the existing AMMIS contract term.

The Agency will use a modular approach that complies with CMS, promotes the use of industry standards for information exchange and interoperability, and provides a seamless business services environment for users.

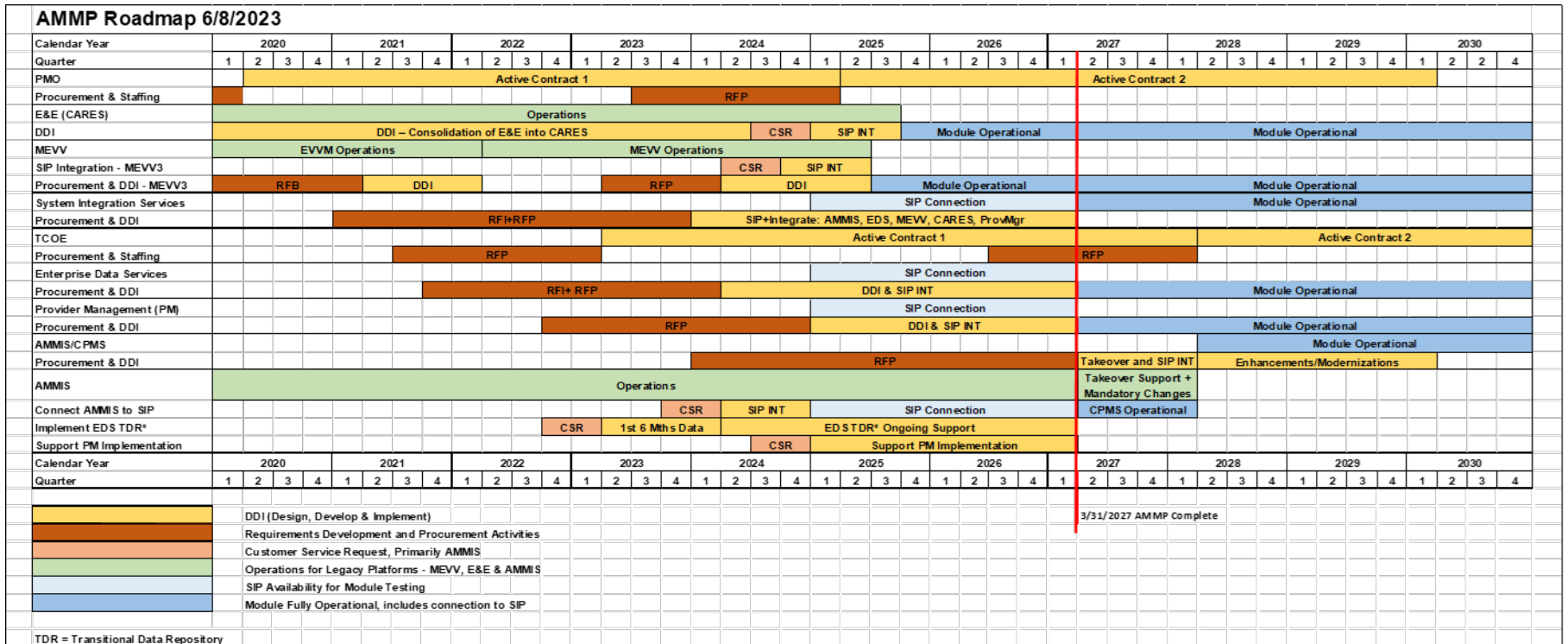
Each module contract within the AMMP will individually stand alone, and will not incorporate any other commercial, State, or Federal cooperative purchasing agreements such as through the General Services Administration (GSA) or the National Association of State Procurement Officials (NASPO). Furthermore, the PM Services Contractor and each module contractor will provide all of their own technical solution; the Agency or the State will not provide any data center hosting, software licenses, or other technology for the contractors to use.

AMMP is expected to be completed over the course of several years and multiple projects. Figure II-1: AMMP Roadmap (Version 06.08.2023) represents the current AMMP roadmap.

MES modules will be implemented in a timeline that most effectively meets the needs of the AMMP and poses the least amount of risk to current operations. This initial timeline presents the Agency's expected schedule and sequencing of implementing MES modules. The Agency expects that this timeline and roadmap will evolve and change; therefore, actual start, and end dates will be subject to final Agency approval. **It is imperative the SIS, Enterprise Data Services (EDS), and PM Services systems are implemented by the end of Q1 2027 to allow for a seamless Takeover of the Claims Processing and Management Services (CPMS) from Q2 2027 through Q1 of 2028.**

This approach also takes into account the inclusion of the existing Centralized Alabama Recipient Eligibility System (CARES) and Modular Electronic Visit Verification (MEVV) systems being implemented and integrated with the System Integration Platform (SIP).

Figure II-1: AMMP Roadmap (Version 06.08.2023)



3/31/2027 AMMP Complete



Revised as:

#### Overview of Alabama's Roadmap to AMMP

The Agency is moving forward with the modernization of the Alabama Medicaid program by modularizing the AMMIS. This modernization will be accomplished through the use of loosely coupled modules connected by System Integration (SI) Services (SIS) as required by CMS. The Agency has organized the project to achieve the end-state MES in a proposed project timeline (see Figure II-1: AMMP Roadmap (Version ~~06.08.2023~~ 02/01/2024)) that aligns with the existing AMMIS architecture, and the constraints imposed through the existing AMMIS contract term.

The Agency will use a modular approach that complies with CMS, promotes the use of industry standards for information exchange and interoperability, and provides a seamless business services environment for users.

Each module contract within the AMMP will individually stand alone, and will not incorporate any other commercial, State, or Federal cooperative purchasing agreements such as through the General Services Administration (GSA) or the National Association of State Procurement Officials (NASPO). Furthermore, the PM Services Contractor and each module contractor will provide all of their own technical solution; the Agency or the State will not provide any data center hosting, software licenses, or other technology for the contractors to use.

AMMP is expected to be completed over the course of several years and multiple projects. Figure II-1: AMMP Roadmap (Version ~~06.08.2023~~ 02/01/2024) represents the current AMMP roadmap.

MES modules will be implemented in a timeline that most effectively meets the needs of the AMMP and poses the least amount of risk to current operations. This initial timeline presents the Agency's expected schedule and sequencing of implementing MES modules. The Agency expects that this timeline and roadmap will evolve and change; therefore, actual start, and end dates will be subject to final Agency approval. ***It is imperative the SIS, Enterprise Data Services (EDS), and PM Services systems are implemented by the end of Q1 2027 to allow for a seamless Takeover of the Claims Processing and Management Services (CPMS) from Q2 2027 through Q1 of 2028.***

This approach also takes into account the inclusion of the existing Centralized Alabama Recipient Eligibility System (CARES) and Modular Electronic Visit Verification (MEVV) systems being implemented and integrated with the System Integration Platform (SIP).

**Figure II-2: AMMP Roadmap (Version ~~06.08.2023~~ 02.01.2024)**

## AMMP Roadmap 2/1/2024

Calendar Year	2020				2021				2022				2023				2024				2025				2026				2027				2028				2029				2030			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
PMO	Active Contract 1																Active Contract 2																											
Procurement & Staffing													RFP																															
E&E (CARES)	Operations																																											
DDI	DDI – Consolidation of E&E into CARES																CSR				SIP INT				Module Operational				Module Operational															
MEVV	EVVM Operations								MEVV Operations																																			
SIP Integration - MEVV3																	CSR				SIP INT																							
Procurement & DDI - MEVV3	RFB				DDI								RFP				DDI				Module Operational				Module Operational																			
System Integration Services																	SIP Connection								Module Operational																			
Procurement & DDI																	RFI+RFP								SIP+Integrate: AMMS, EDS, MEVV, CARES, ProvMgr																			
TCOE																	Active Contract 1																Active Contract 2											
Procurement & Staffing																	RFP												RFP															
Enterprise Data Services																									SIP Connection																			
Procurement & DDI																	RFI+ RFP								DDI & SIP INT								Module Operational											
Provider Management (PM)																									SIP Connection																			
Procurement & DDI																	RFP								DDI & SIP INT								Module Operational											
AMMIS/CPMS																																	Module Operational											
Procurement & DDI																									RFP								Takeover and SIP INT				Enhancements/Modernizations							
AMMIS	Operations																Takeover Support+ Mandatory Changes				Module Operational																							
Connect AMMIS to SIP																	CSR				SIP INT				SIP Connection								Module Operational											
Implement EDS TDR*																	CSR				6 Months of Data				EDS TDR Ongoing Support																			
Support PM Implementation																					CSR				Support PM Implementation																			
Calendar Year	2020				2021				2022				2023				2024				2025				2026				2027				2028				2029				2030			
Quarter	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4				
																	3/31/2027 AMMP Complete																											
	DDI (Design, Develop & Implement)																																											
	Requirements Development and Procurement Activities																																											
	Customer Service Request, Primarily AMMIS																																											
	Operations for Legacy Platforms - MEVV2, E&E & AMMIS																																											
	SIP Availability for Module Testing																																											
	Module Fully Operational, Includes Connection to SIP																																											
*TDR = Transitional Data Repository																																												

**31. PL 10 AMMP Roadmap – Replaced as follows:**

*Original Posted File (Name):*

*The original posted file [PL10 AMMP Roadmap.pdf](#) has been removed in its entirety.*

*Replaced File (Name):*

*File [PL10 AMMP Roadmap 2.1.2024.pdf](#) has been posted and replaced.*

**32. RFP Section II. Scope of Work, Subsection H. Tools and Capabilities, 7. Customer Relationship Management Solution, a. Table II-24 Provider Management- Customer Relationship Management Solution Requirements, pg 78, Changed to the following:**

*Currently Reads as:*

**Table II-67: Provider Management – Customer Relationship Management Solution Requirements**

Master ID	Requirement Description
5954	The Contractor shall provide a CRM solution that allows the user to define search criteria to locate call recordings. The search criteria shall include, but not be limited to, call date, time, phone number the call originated from, Provider name, Provider ID, call identifier, and the Call Center worker.
5440	The Contractor shall provide a CRM solution that records and retains all calls for 12 months for review by the Agency.
5953	The Contractor shall provide a CRM solution that allows Agency-authorized users the ability to access and download recordings, within one hour of calls ending.

*Revised as:*

**Table II-68: Provider Management – Customer Relationship Management Solution Requirements**

Master ID	Requirement Description
5954	The Contractor shall provide a CRM solution that allows the user to define search criteria to locate call recordings <b>and chat transcripts</b> . The search criteria shall include, but not be limited to, <b>correspondence call</b> date, time, phone number the <b>correspondence call</b> originated from, Provider name, Provider ID, <b>correspondence call</b> identifier, and the Call Center worker.
5440	The Contractor shall provide a CRM solution that records and retains all calls <b>and chat</b>

Master ID	Requirement Description
	transcripts for 12 months for review by the Agency.
5953	The Contractor shall provide a CRM solution that allows Agency-authorized users the ability to access and download recordings and chat transcripts, within one hour of eall correspondence ending.

**33. RFP Section II. Scope of Work, Subsection E. Security, 4. SLA and KPIs- Security, c. Key Performance Indicator- Breach, page 51, and Appendix I Service Level Agreements and Key Performance Indicators, 2., a. Table II-24 Provider Management- Customer Relationship Management Solution Requirements, pg 300, Changed to the following:**

Currently Reads as:

**Key Performance Indicator – Breach**

Privacy and Security Breach Notification. The PM Services Contractor must adhere to all applicable Federal, State, and local laws and regulations regarding privacy and information security. The PM Services Contractor must notify the Agency immediately, but in no case in more than twenty-four (24) clock hours, upon becoming aware of any actual or reasonably suspected unauthorized access to or disclosure of Agency data or security incident affecting any State component or supporting infrastructure. The PM Services Contractor must support investigation, take prompt corrective action and remediation steps, and provide notification as required per the Business Associate Agreement (BAA). The PM Services Contractor must provide a written report to the Agency within thirty (30) calendar days of discovery of the breach.

- a) **Measurement Item.** Privacy and Security Breach
- b) **Measurement Description.** Requires initial notification to the Agency
- c) **Measurement Logic.** The measurement logic is Time <= twenty-four (24) hours of the breach
- d) **Measurement Period.** Episodic

- a) **Measurement Item.** Privacy and Security Breach
- b) **Measurement Description.** Requires written breach report to the Agency
- c) **Measurement Logic.** The measurement logic is Time <= thirty (30) calendar days of the breach
- d) **Measurement Period.** Episodic

Revised as:

**Key Performance Indicator – Breach**

Privacy and Security Breach Notification. The PM Services Contractor must adhere to all applicable Federal, State, and local laws and regulations regarding privacy and information security. The PM Services Contractor must notify the Agency immediately, but in no case in more than five (5) business days ~~twenty-four (24) clock hours~~, upon becoming aware of any actual or reasonably suspected unauthorized access to or disclosure of Agency data or security incident affecting any State component or supporting infrastructure, as. The PM Services Contractor must support investigation, take prompt corrective action and remediation steps, and provide notification

as required per the Business Associate Agreement (BAA). The PM Services Contractor must provide a written report to the Agency within thirty (30) calendar days of discovery of the breach.

- e) **Measurement Item.** Privacy and Security Breach
- f) **Measurement Description.** Requires initial notification to the Agency
- g) **Measurement Logic.** The measurement logic is Time <= five (5) business days ~~twenty-four (24) clock hours~~ of the breach
- h) **Measurement Period.** Episodic

- e) **Measurement Item.** Privacy and Security Breach
- f) **Measurement Description.** Requires written breach report to the Agency
- g) **Measurement Logic.** The measurement logic is Time <= thirty (30) calendar days of the breach
- h) **Measurement Period.** Episodic

I hereby acknowledge the receipt of Amendment 2 to *RFP 2024-PM-01*.

\_\_\_\_\_  
Authorized [Proposer/Vendor] Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
[Proposer/Vendor] Organization