



ALABAMA MEDICAID AGENCY REQUEST FOR PROPOSALS

RFP Number: 2023-EDS-01	RFP Title: Alabama Medicaid Agency AMMP – Enterprise Data Services RFP	
RFP Due Date and Time: July 28, 2023, by 5:00 p.m. Central Time	Number of Pages: 250	
PROCUREMENT INFORMATION		
Project Director: Shannon Crane		Issue Date: March 21, 2023
E-mail Address: EDS@medicaid.alabama.gov Website: http://www.medicicaid.alabama.gov/ https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx	Issuing Division: Medicaid Enterprise Systems	
INSTRUCTIONS TO VENDORS		
Return Proposal to: Alabama Medicaid Agency Attn: Shannon Crane Lurleen B. Wallace Building 501 Dexter Avenue PO Box 5624 Montgomery, AL 36103-5624	Mark Face of Envelope/Package: Alabama Medicaid Agency AMMP – Enterprise Data Services RFP RFP Number: 2023-EDS-01 RFP Due Date: July 28, 2023 by 5:00 p.m. CT	
	Firm and Fixed Price: (List total for Year 1, Year 2, Year 3, Year 4, Year 5, Year 6, Year 7, Year 8, and the Grand Total)	
VENDOR INFORMATION <i>(Vendor must complete the following and return with RFP response)</i>		
Vendor Name/Address:	Authorized Vendor Signatory: (Please print name and sign in ink)	
Vendor Phone Number:	Vendor FAX Number:	
Vendor Federal I.D. Number:	Vendor E-mail Address:	

Section A. RFP Checklist

1. ____ **Read the entire document.** Note critical items such as: mandatory requirements; supplies/services required; submittal dates; number of copies required for submittal; licensing requirements; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. ____ **Note the project director’s name, address, phone numbers and e-mail address.** This is the only person you are allowed to communicate with regarding the RFP and is an excellent source of information for any questions you may have.
3. ____ **Take advantage of the “question and answer” period.** Submit your questions to the project director by the due date(s) listed in the Schedule of Events and view the answers as posted on the WEB. All addenda issued for an RFP are posted on the State’s website and will include all questions asked and answered concerning the RFP.
4. ____ **Use the forms provided,** i.e., cover page, disclosure statement, etc.
5. ____ **Check the State’s website for RFP addenda.** It is the Vendor’s responsibility to check the State’s website at https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx for any addenda issued for this RFP; no further notification will be provided. Vendors must submit a signed cover sheet for each addendum issued along with your RFP response.
6. ____ **Review and read the RFP document again** to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and be complete. The copies are provided to the evaluation committee members and will be used to score your response.
7. ____ **Submit your response on time.** Note all the dates and times listed in the Schedule of Events and within the document and be sure to submit all required items on time. Late proposal responses are *never* accepted.
8. ____ **Prepare to sign and return the Contract, Contract Review Report, Business Associate Agreement, and other documents** to expedite the contract approval process. The selected vendor’s contract will have to be reviewed by the State’s Contract Review Committee, which has strict deadlines for document submission. Failure to submit the signed contract can delay the project start date but will not affect the deliverable date.

This checklist is provided for assistance only and should not be submitted with Vendor’s Response.

Section B. Schedule of Events

The following RFP Schedule of Events represents the Agency's best estimate of the schedule that shall be followed. Except for the deadlines associated with the vendor question and answer periods and the proposal due date, the other dates provided in the schedule are estimates and will be impacted by the number of proposals received. The State reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the Alabama Medicaid Procurement website at https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

Table B-I-1: Schedule of Events

EVENT	DATES
RFP Issued	3/21/23
Questions Due by 5 p.m. CT (Round 1)	4/11/23
Posting of Questions and Answers (Round 1)	5/9/23
Intent to Attend Mandatory Pre-Proposal Vendor Conference Notification Form Due (PL18 in the Procurement Library)	5/16/23 by 5:00 p.m. CT
(Mandatory) Pre-Proposal Vendor Conference	5/17/23 at 1:00 p.m. CT
Questions Due by 5 p.m. CT (Round 2)	6/12/23
Posting of Questions and Answers (Round 2)	7/13/23
Proposals Due by 5 p.m. CT	8/3/23
Evaluation Period	8/11/23-10/10/23
Intent to Award Issued	10/12/23
Contract Award – Contract Review Committee*	4/11/24
Contractor Begins Work / Start Date*	5/1/24

* *By State law, this contract must be reviewed by the Legislative Contract Review Oversight Committee. The Committee meets monthly and can, at its discretion, hold a contract for up to forty-five (45) calendar days. The “Contractor Begins Work” date above may be impacted by the timing of the contract submission to the Committee for review and/or by action of the Committee itself.

Section C. Mandatory Pre-Proposal Conference

A mandatory, in-person and virtual, Pre-Proposal Vendor Conference will be held to discuss the Scope of Work and proposal response requirements with all Vendors interested in submitting a proposal in response to this RFP. All Vendors are required to submit a Pre-Proposal Vendor Conference Notification form (PL18_AMA Intent to Attend Mandatory EDS RFP Pre-Proposal Vendor Conference Notification Form), one per Vendor, not per individual, for the conference, by the day and time listed above (in Table B-I-1: Schedule of Events) via email to EDS@medicaid.alabama.gov. Once the form is received, the contact person listed will receive instructions to attend the Pre-Proposal Conference in-person (required) and will also receive the virtual meeting link and PIN number so that additional, optional attendees may virtually attend. The conference will be recorded both digitally and through stenographer services. Roll will be taken during the conference. A proposal submitted by a Vendor that failed to both register for the conference and attend the mandatory conference, in person, as required by the Agency, will be deemed non-responsive, and the proposal will be rejected.

The mandatory conference will be hosted onsite by the Alabama Medicaid Agency and hosted virtually (for additional, optional attendees) using Webex®. Information regarding the mandatory conference will be posted to the Procurement Library for all interested Vendors. Vendors will have the opportunity to ask questions during the conference. The Agency may respond to questions asked during the conference and will post written responses as part of Round 2 of questions and answers.

THE VENDOR MUST COMPLETE THE MANDATORY PRE-PROPOSAL VENDOR CONFERENCE NOTIFICATION FORM (PL18) LOCATED IN THE PROCUREMENT LIBRARY) AND SUBMIT TO EDS@medicaid.alabama.gov VIA EMAIL, BY THE DATE SPECIFIED IN TABLE B-I-1: SCHEDULE OF EVENTS.

Table of Contents

SECTION A. RFP CHECKLIST 2

SECTION B. SCHEDULE OF EVENTS 3

SECTION C. MANDATORY PRE-PROPOSAL CONFERENCE..... 4

I. BACKGROUND 10

II. SCOPE OF WORK 10

A. BUSINESS GOALS..... 11

B. ALABAMA MEDICAID ENTERPRISE SYSTEMS MODERNIZATION PROGRAM 12

 1. *Overview of Alabama’s Roadmap to AMMP* 12

 2. *Envisioned Future State of Maturity* 14

 3. *Project Roles and Responsibilities* 16

 4. *EDS Representation on AMMP Governance* 23

 5. *Narrative Questions*..... 24

C. CONTRACT STARTUP 24

 1. *Initiation and Onboarding*..... 24

 2. *Initiation and Onboarding Requirements* 25

 3. *EDS Attestation* 25

 4. *EDS Attestation Deliverables* 25

 5. *PMO Status and Touchpoint Meetings*..... 26

 6. *AMMP-Wide Plans and Guides* 26

 7. *Deliverable Management* 27

 8. *Narrative Questions*..... 28

D. EDS ARCHITECTURE 28

 1. *Technical Architecture and Environments* 29

 2. *EDS Architecture Requirements* 33

 3. *EDS Architecture Deliverables* 36

 4. *EDS Architecture Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)* 37

 5. *Narrative Questions*..... 39

E. PERFORMANCE 40

 1. *Performance Requirements*..... 41

 2. *Performance Deliverables* 41

 3. *Performance SLAs and KPIs* 42

 4. *Narrative Questions*..... 47

F. DATA INTEGRATION AND MANAGEMENT SERVICES..... 48

 1. *Data Integration and Management Requirements* 49

 2. *Data Integration and Management Deliverables* 52

 3. *Data Integration and Management SLAs and KPIs* 52

 4. *Narrative Questions*..... 53

G. DATA ANALYTICS AND REPORTING (DAR)/MARS..... 54

 1. *Tools and Capabilities*..... 54

 2. *Reporting*..... 54

 3. *DAR Support Services* 55

 4. *Data Analytics and Reporting (DAR)/MARS Requirements* 55

 5. *Data Analytics and Reporting (DAR)/MARS Deliverables* 62

 6. *Narrative Questions*..... 65

H. PROGRAM INTEGRITY/ SURS 66

 1. *Program Integrity/ SURS Tools and Capabilities* 66

2.	<i>Program Integrity/ SURS Reporting</i>	66
3.	<i>Program Integrity Requirements</i>	66
4.	<i>Program Integrity Deliverables</i>	68
5.	<i>Narrative Questions</i>	68
I.	ENTERPRISE AND GENERAL SERVICES	68
1.	<i>Project Management</i>	69
2.	<i>Change Management</i>	84
3.	<i>Design, Develop, and Implementation (DDI)</i>	88
4.	<i>Operations</i>	98
5.	<i>Continuity of Operations/Disaster Recovery (DR)</i>	107
6.	<i>Certification Management</i>	114
7.	<i>Turnover and Closeout Management</i>	120
8.	<i>General Staffing</i>	125
9.	<i>Testing Management</i>	136
10.	<i>Document Management</i>	140
11.	<i>Contract Management</i>	142
12.	<i>Maintenance and Modification Management</i>	146
13.	<i>Training Management</i>	149
14.	<i>Security and Compliance</i>	155
15.	<i>Enterprise and General Services SLAs and KPIs</i>	158
16.	<i>Narrative Questions</i>	161
III.	PRICING	162
IV.	GENERAL	162
V.	CORPORATE BACKGROUND AND REFERENCES	163
A.	VENDOR PROCUREMENT PARTICIPATION RESTRICTIONS	164
B.	EXPERIENCE REQUIREMENTS	165
1.	<i>EDS Experience</i>	165
VI.	SUBMISSION REQUIREMENTS	165
A.	AUTHORITY	166
B.	SINGLE POINT OF CONTACT	166
C.	RFP DOCUMENTATION	166
1.	<i>Procurement Library</i>	166
2.	<i>Access Controlled SharePoint</i>	166
D.	QUESTIONS REGARDING THE RFP	167
E.	ACCEPTANCE OF STANDARD TERMS AND CONDITIONS	167
F.	ADHERENCE TO SPECIFICATIONS AND REQUIREMENTS	167
G.	ORDER OF PRECEDENCE	167
H.	VENDOR’S SIGNATURE	167
I.	OFFER IN EFFECT FOR 90 DAYS	168
J.	STATE NOT RESPONSIBLE FOR PREPARATION COSTS	168
K.	STATE’S RIGHTS RESERVED	168
L.	PRICE	168
M.	E-VERIFY MEMORANDUM OF UNDERSTANDING	168
N.	PROPOSAL FORMAT	168
1.	<i>Proposal Structure</i>	169
O.	PROPOSAL WITHDRAWAL	174
P.	PROPOSAL AMENDMENT	174

Q. PROPOSAL ERRORS.....	174
R. DISCLOSURE OF PROPOSAL CONTENTS	174
S. SUBMISSION OF PROPOSALS.....	174
T. COPIES REQUIRED	174
U. LATE PROPOSALS.....	175
V. PROPOSAL CLARIFICATIONS.....	175
VII. EVALUATION AND SELECTION PROCESS.....	175
A. INITIAL CLASSIFICATION OF PROPOSALS AS RESPONSIVE OR NON-RESPONSIVE	175
B. DETERMINATION OF RESPONSIBILITY	176
C. OPPORTUNITY FOR ADDITIONAL INFORMATION	176
D. EVALUATION COMMITTEE.....	176
E. SCORING	176
F. DETERMINATION OF SUCCESSFUL PROPOSAL	176
VIII. GENERAL TERMS AND CONDITIONS.....	176
A. GENERAL	176
B. COMPLIANCE WITH STATE AND FEDERAL REGULATIONS.....	177
C. TERM OF CONTRACT	177
D. CONTRACT AMENDMENTS	177
E. CONFIDENTIALITY	178
F. SECURITY AND RELEASE OF INFORMATION	178
G. FEDERAL NONDISCLOSURE REQUIREMENTS.....	178
H. CONTRACT A PUBLIC RECORD	179
I. TERMINATION FOR BANKRUPTCY	179
J. TERMINATION FOR DEFAULT	179
K. TERMINATION FOR UNAVAILABILITY OF FUNDS	179
L. PRORATION OF FUNDS.....	179
M. TERMINATION FOR CONVENIENCE	179
N. FORCE MAJEURE	179
O. NONDISCRIMINATORY COMPLIANCE	180
P. CONFLICT OF INTEREST	180
Q. OPEN TRADE.....	180
R. SMALL AND MINORITY BUSINESS ENTERPRISE UTILIZATION	180
S. WORKER’S COMPENSATION	180
T. EMPLOYMENT OF STATE STAFF	180
U. IMMIGRATION COMPLIANCE	180
V. SHARE OF CONTRACT.....	181
W. WAIVERS	181
X. WARRANTIES AGAINST BROKER’S FEES.....	181
Y. NOVATION	181
Z. EMPLOYMENT BASIS	181
AA. DISPUTES AND LITIGATION	181
BB. RECORDS RETENTION AND STORAGE.....	182
CC. INSPECTION OF RECORDS	182
DD. USE OF FEDERAL COST PRINCIPLES	182
EE. PAYMENT.....	183
FF. NOTICE TO PARTIES.....	183
GG. DISCLOSURE STATEMENT.....	183

HH. DEBARMENT	183
II. NOT TO CONSTITUTE A DEBT OF THE STATE.....	183
JJ. QUALIFICATION TO DO BUSINESS IN ALABAMA	183
KK. CHOICE OF LAW.....	184
LL. AMMIS INTERFACE STANDARDS.....	184
MM. CONTRACT LIQUIDATED DAMAGES.....	184
NN. SOFTWARE AND OWNERSHIP.....	185
1. COTS / Contractor Intellectual Property (IP)	186
2. Solution Transferability.....	186
OO. LIMITATION OF LIABILITY	186
IX. APPENDICES.....	188
APPENDIX A: PROPOSAL COMPLIANCE CHECKLIST	189
APPENDIX B: CONTRACT ATTACHMENTS.....	189
APPENDIX C: PRICING.....	210
1. Appendix C.1 Pricing Schedule.....	210
2. Pricing Schedule A – Total Evaluated Price.....	210
3. Pricing Schedule B – Deliverables Price.....	211
4. Pricing Schedule C – Operations Evaluated Price	211
5. Pricing Schedule D – Extra Contractual Services Price.....	212
APPENDIX D: CONTRACT DELIVERABLES TABLE.....	213
APPENDIX E: REQUIREMENTS RESPONSE MATRIX	230
APPENDIX F: RFP DOCUMENTATION.....	232
APPENDIX G: CORPORATE REFERENCE WORKSHEET.....	233
APPENDIX H: KEY PERSONNEL RESUME SHEET	234
APPENDIX I: SERVICE LEVEL AGREEMENTS.....	239
1. EDS Architecture Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)	239
2. Performance SLAs and KPIs	241
3. Data Integration SLAs and KPIs	247
4. Enterprise and General Services SLAs and KPIs.....	247

List of Tables

Table B-I-1: Schedule of Events.....	3
Table II-1: EDS Business Objectives.....	11
Table II-2: Project and Contract Administration – Initiation and Onboarding Requirements	25
Table II-3: EDS Attestation Requirements.....	25
Table II-4: EDS Attestation – Attestation Deliverable.....	25
Table II-5: Technical Architecture and Environments Requirements	33
Table II-6: Architecture – Security and Access Requirements.....	34
Table II-7: Architecture – Tools and Capabilities Requirements	35
Table II-8: Architecture – Data Models Requirements.....	36
Table II-9: Architecture – EDS Architecture Deliverables.....	36
Table II-10: Performance– Performance Requirements	41
Table II-11: Performance – Performance Deliverables.....	41
Table II-12: Data Integration and Management – Data Integration Requirements	49
Table II-13: Data Integration and Management – Data Management Requirements	49
Table II-14: Data Delivery - Data Delivery Requirements.....	51
Table II-15: Data Management – Data Management Deliverables	52
Table II-16: DAR – Tools and Capabilities – Analytical Tools and Capabilities Requirements	55

Table II-17: DAR Tools and Capabilities – Reporting Tools and Capabilities Requirements	56
Table II-18: DAR – Reporting Requirements	57
Table II-19: DAR – Support Services Requirements	61
Table II-20: Data Analytics and Reporting – (DAR)/MARS Deliverables	62
Table II-21: Program Integrity - Program Integrity Requirements	66
Table II-22: Program Integrity Deliverables	68
Table II-23: Project Management – Project Management Requirements	78
Table II-24: Project Management – Project Management Deliverables	81
Table II-25: Change Management – Change Management Requirements	86
Table II-26: Change Management – Organizational Change Management Requirements	87
Table II-27: Change Management – Change Management Deliverables	87
Table II-28: DDI – DDI Requirements	93
Table II-29: DDI – DDI Deliverables	94
Table II-30: Operations – Operations Requirements	102
Table II-31: Operations – Operations Deliverables	105
Table II-32: Continuity of Operations/Disaster Recovery – COOP/DR Requirements	111
Table II-33: Continuity of Operations/Disaster Recovery – COOP/DR Deliverables	113
Table II-34: Certification Management Requirements	116
Table II-35: Certification Deliverables	117
Table II-36: Certification Management – Certification Required Outcomes	118
Table II-37: End of Contract and Turnover – End of Contract and Turnover Requirements	122
Table II-38: End of Contract and Turnover – End of Contract and Turnover Deliverables	124
Table II-39: General Staffing Requirements	126
Table II-40: Key Personnel – Project Director	128
Table II-41: Key Personnel – Technical Manager	129
Table II-42: Key Personnel – Data Manager	130
Table II-43: Key Personnel – Testing Manager	131
Table II-44: Key Personnel – Data Analytics and Reporting Technicians	131
Table II-45: Lead Personnel	133
Table II-46: Testing Management – Testing Management Requirements	138
Table II-47: Testing Management – Testing Deliverables	140
Table II-48: Document Management – Document Management Requirements	142
Table II-49: Contract Management – Contract Management Requirements	145
Table II-50: Contract Management – Contract Management Deliverables	146
Table II-51: Maintenance and Modification – Maintenance and Modification Requirements	147
Table II-52: Training – Training Requirements	151
Table II-53: Training – Training Deliverables	154
Table II-54: Security and Compliance – Security and Compliance Requirements	156
Table II-55: Security and Compliance – Security and Compliance Deliverables	158
Table V-1: Vendor Procurement Restrictions	165
Table VII-1: EDS RFP Evaluation Scoring Breakdown	176

List of Figures

Figure II-1: AMMP Roadmap (Version 12.15.2022)	13
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I. Background

The Alabama Medicaid Agency (AMA) is requesting proposals from Vendors with Enterprise Data expertise to assist the Agency with modernizing and integrating the future Medicaid Enterprise System (MES). Services required are outlined through this Request for Proposal (RFP). The Agency intends to procure an Enterprise Data Services (EDS) solution. The EDS will provide the technical environment to deliver integrated data from disparate data sources, generate reports, perform analytics, and provide data visualizations for the Agency to make informed decisions. In addition, the EDS will provide Business Intelligence (BI) tools for reporting and advanced analytics that will provide operational support and management of the State's Medicaid program. The EDS and future modules will follow the project methodologies defined by the Alabama MES Modernization Program (AMMP). Software development methodologies will be defined by each module vendor. The Vendor will be required by the State to operate under all provisions of the Omnibus Budget Reconciliation Act (OBRA) 1990, the Social Security Act, and all applicable State and Federal laws. State regulatory authority is derived from Alabama Act No. 2003-297 and Alabama Medicaid Agency Administrative Code Chapter One. The projected contract execution date is August 1, 2024.

Alabama Medicaid relies on the current Alabama Medicaid Management Information System (AMMIS) Contractor to provide the functionality being requested by the EDS module. Specific information can be found on the Alabama Medicaid Procurement website at https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

The selected Vendor to whom the contract is awarded shall be responsible for the performance of all duties contained within this RFP for the firm and fixed price quoted in the Vendor's proposal to this RFP. All proposals must state a firm and fixed price for the services described.

All information and amendments contained in this RFP reflect the best and most accurate information available to Medicaid at the time of the RFP preparation. No inaccuracies in such data shall constitute a basis for change of the payments to the Vendor or a basis for legal recovery of damages, actual, consequential, or punitive.

II. Scope of Work

The purpose of this RFP is to solicit proposals from qualified respondents for the procurement of Enterprise Data Services for AMMP. The chosen EDS Contractor will provide an Enterprise Data Services solution.

The scope of work includes the Design, Development, and Implementation (DDI) of the EDS solution that provides direct data access, as well as predefined reporting and visualizations to support the full breadth of stakeholder types that engage with the EDS. The EDS solution will fully replace the Alabama Medicaid Management Information System (AMMIS) existing functionality for the Decision Support System (DSS), Surveillance Utilization Review Subsystem (SURS), and Management Administrative Reporting Subsystem (MARS), as well as any additional State and Federal reporting. The reporting spans the ability to evaluate the healthcare program quality and financial impacts, as well as addressing formal Medicaid State and Federal reporting of MARS, SURS, and generation of Transformed Medicaid Statistical Information System (T-MSIS) files for the Centers for Medicare & Medicaid Services (CMS). The scope of work includes the operational services to maintain the core solution, continue enhancement projects, create reports, and provide support and training to the user community.

As detailed in Section VIII, Subsection C of the RFP, the contract shall be let for a maximum of eight (8) years. The Agency requires solution implementation stand-up activities to commence on or shortly after the contract start date, which ends with all environments of the EDS module being fully stood up, tested, and implemented through Production. The live operations for the EDS solution, as defined in [RFP II.I.4 -](#)

[Operations](#), shall commence at the end of the design, development, and implementation (DDI) period, as detailed in Figure II-1: AMMP Roadmap (Version 12.15.2022).

The EDS Contractor’s System and Solution shall meet all the requirements specified in RFP [Appendix E – Requirements Response Matrix](#). The EDS Contractor must align their response to the Scope of Work subsections. Most subsections within the Scope of Work end with Narrative Questions that must be addressed in full in all proposal responses.

A. Business Goals

The Agency will achieve many business goals by procuring an EDS solution. The Agency envisions a robust technological solution with a technical architecture that is scalable, extensible, and secure. The solution will incorporate data from multiple disparate sources to provide a single source of truth required by the Agency for reporting and analytics, data and trend visualization, and data-driven decision making by the business. Goals the Agency expects to achieve from implementing an EDS solution include, but are not limited to:

- Enhance and modernize AMA’s data capabilities
- Ensure the confidentiality, integrity, and availability of data that support the business needs of the Agency
- Provide accurate, timely, consistent, and high-quality data and information needed for operational and decision-making activities
- Utilize enterprise-level data models that accurately represent the Agency’s data, based on industry best practices and Agency-approved standards, rules, and policies
- Ensure the security of the EDS that prevents unauthorized use and access of data and information
- Implement tools and services that enhance and support the mission of the Agency
- Improve performance and cost-efficiency to meet the needs of the Alabama Medicaid business needs
- Enhance reporting for Program Integrity Analytics to detect and reduce fraud, waste, and abuse

Table II-1: EDS Business Objectives

Objectives
Incorporate data from AMA systems of record, other State agencies, Federal agencies, and external data sources to provide a central repository for required AMA visualization, reporting, and analytics.
Ensure the quality and integrity of AMA data through intentional data management policies.
Improve the effectiveness of Medicaid program management and decision making through collecting, monitoring, auditing, and managing AMA information.
Establish a strong data layer that will enable AMA to utilize data to make informed decisions.
Ensure use of standards and repeatable processes for reporting and analytics.
Enable interactive data visualization and presentation to support a variety of user needs.
Support detailed ad hoc report generation, as well as visual engagement and evaluation of the data on the platform.
Implement standardized reporting, scheduled reporting, and ad hoc reporting capabilities for SURS/MARS and program management throughout the Agency.
Facilitate T-MSIS generation and detailed research of historical data.
Support program research through a ‘sandbox’ environment.
Improve revenues and reduce costs through identification and recovery of fraud, abuse, and overpayments in the Alabama State Medicaid Program.

Objectives

Implement standardized reporting, scheduled activity monitoring and ad hoc reporting capabilities for eligibility case worker productivity.

B. Alabama Medicaid Enterprise Systems Modernization Program

The Agency has embarked on a multi-module, multi-contractor enterprise program that requires data to be transferred amongst these modules in a secure and accurate manner. The overarching goal of AMMP is to move away from a monolithic system approach and instead implement a modular MES with the information, infrastructure, tools, and services necessary to efficiently administer Alabama Medicaid programs. This will be accomplished using a combination of technology-based procurements, related services, and business process outsourcing.

1. Overview of Alabama’s Roadmap to AMMP

The Agency is moving forward with the modernization of the Alabama Medicaid program by modularizing the Alabama Medicaid Management Information System (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) 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, provides a seamless business services environment for users. Project oversight for CMS will be conducted by the Agency’s Program Quality Assurance (PQA) group.

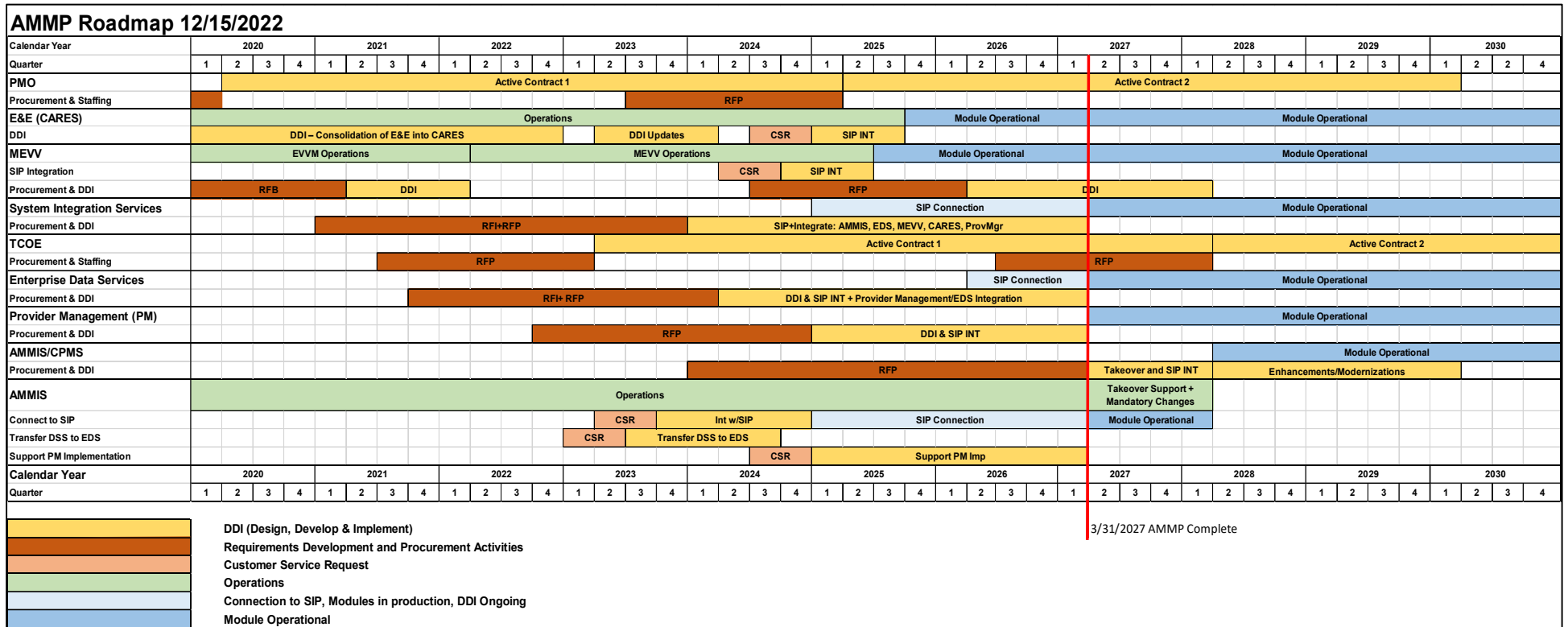
Each module contract within the AMMP will individually stand alone, and will not incorporate any other commercial, State, or Federal cooperative purchasing agreements such as through the General Services Administration (GSA) or the National Association of State Procurement Officials (NASPO). Furthermore, the EDS 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 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 modules’ start and end dates will be subject to final Agency approval. However, it is imperative the System Integration Services (SIS), EDS, and Provider Management (PM) systems are implemented by 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 12.15.2022)



2. Envisioned Future State of Maturity

The move towards maturing Alabama’s Medicaid processes will be addressed through completing planned module procurements for new technology and services combined with leveraging both existing systems and ancillary applications. AMMIS and Module Contractors, including the EDS Contractor, will work with the SI Contractor to ingest and exchange data from other systems to manage and report on MES data. A list of the planned and existing MES systems and services (including summary descriptions) the EDS Contractor will engage with is provided below.

a. Alabama Medicaid Management Information System

The Alabama Medicaid Management Information System (AMMIS) is composed of different software components that are based on Medicaid business processes. The components are able to operate on different networked computers, and the data is organized to support the business processes in a Medicaid-specific relational data model. This arrangement of different architectural patterns allows for flexibility and scalability and enables ease of use, development, and maintainability. The AMMP Roadmap plans for data exchange between the MES modules through the system integration solution. Interfaces with systems to the MES, which are necessary for AMMIS, are expected to be maintained by each Module Contractor. Below is a high-level listing of the components and functionality currently provided by the AMMIS, although these are subject to change. A more complete description may be found in the MMIS Concept of Operations available in the Procurement Library.

1. Claims (Fee for Service & Encounter	7. Dental Management	13. Decision Support System (DSS)
2. Recipient Accounts Receivable (RA)	8. Managed Care	14. Management and Reporting Administrative System (MARS)
3. Surveillance and Utilization Review System (SURS) and Program Integrity (PI)	9. Pharmacy Management	15. Transformed Medicaid Statistical Information System (T-MSIS)
4. Financial	10. Third Party Liability (TPL)	16. Drug Rebate (DR)
5. Recipient (Long Term Care, Early and Periodic Screening, Diagnosis and Treatment)	11. Drug Utilization Review System (DUR)	17. Provider Management
6. Medical Services (MS)	12. Prior Authorization (PA)	18. Reference

b. System Integration Platform

The System Integration Platform (SIP) exchanges data among MES Contractor systems and integrates the various MES modules into a seamless, functional system. The System Integration Services Contractor will be responsible to integrate the MES Contractor systems and provide technical integration assistance to the Agency and MES Contractors, including managing, upgrading, and supporting integration architecture, integration standards, interfaces, processes, and testing. Additionally, the System Integration Services Contractor will work closely with all MES Contractors to host a range of centralized services across the enterprise that enables the user community to be identified uniquely across MES, supports Contractor/system communication, and supports MES system change and incident management capabilities in this modular environment.

Among the hallmarks of the integration platform are flexibility, reliability, scalability, and high availability. Therefore, the Agency requires that the SIP be highly configurable and include high fault tolerance, with rapid provisioning of computing, storage, and network capabilities.

The SIP is meant to be the single integration point between all MES Modules. All MES Contractor systems will exchange data with each other via the SIP and not directly between systems. The interfaces can be real-time, as in web services, or batch, as in Secure File Transfer Protocol (SFTP) services. Additionally, the SIP allows replacing a module with another external module providing similar functionality without affecting others. The Agency requires all Medicaid Enterprise systems to participate in the SIS Single Sign-On (SSO) solution. Each Module Contractor shall be responsible for making sure all their applications are accessible through the SSO ID. The Agency defines the user base as Agency Users, Contractors, Vendors, Providers, and Recipients.

The Agency requires the SIP to include the capability to capture and measure health and performance data across all modules. By working with the Agency and MES Contractors, the SI Contractor will capture MES health and performance data and monitor against established standards.

c. Modular Electronic Visit Verification

The Modular Electronic Visit Verification (MEVV) is a module within the MES. Alabama has awarded a contract for the implementation of a MEVV solution. The MEVV solution provides a front-end application for capturing related Electronic Visit Verification (EVV) data. The MEVV solution aggregates EVV data from third-party systems. Providers are required to submit standardized visit-related data as defined by the Alabama Medicaid Agency and the MEVV Contractor to the MEVV solution. The MEVV module must work closely with the SIS Contractor to successfully implement Centralized services for MES.

d. Centralized Alabama Recipient Eligibility System

The Centralized Alabama Recipient Eligibility System (CARES) is a statewide software solution supporting Eligibility and Enrollment (E&E) for the Medicaid and Children's Health Insurance (CHIP) programs and is a module within the MES. It provides case workers and citizens easy access to submit, analyze, and manage eligibility and enrollment information. CARES provides a modern customer and partner experience, as well as seamless coordination between Medicaid and CHIP programs. CARES also provides the same customer experience to all individuals seeking coverage, regardless of their qualifications or the 'door' through which they enter. CARES applies business rules to support real-time eligibility determination, routing and enrollment, and a timely and responsive resolution process. It provides an integrated system that avoids duplication of costs, processes, data, and effort on the part of the State and beneficiaries. CARES also leverages the federal approach provided by the Federal Hub for verification from federal agencies such as the Internal Revenue Service, Department of Health and Human Services, and Department of Homeland Security to avoid the independent establishment of those interfaces and connections at the State level. The CARES module must work closely with the SIS Contractor to successfully implement Centralized services for MES.

e. Enterprise Data Services

The Enterprise Data Services (EDS) is a module within the MES. The Agency will procure an EDS solution inclusive of application support and an analytics team that fully replaces existing AMMIS functionality and meets the specific CMS requirements for the DSS, SURS (Surveillance and Utilization Review System - also known as Program Integrity [PI]), T-MSIS, MARS, and Payment Error Rate Measurement (PERM), as well as any additional State and Federal reporting. Additionally, the EDS solution will provide the necessary functions, system capabilities, and user

features to support the Agency in efficiently delivering and promoting better data management and analytics. Interfaces with systems external to the MES, which are necessary for EDS to deliver services to the Agency, are expected to be maintained by the EDS Contractor. As a result, the EDS will provide insight into the data and allow Agency personnel to:

1. Support higher quality of care
2. Promote new models and modernization of care delivery
3. Manage costs and costs saving provisions
4. Support data verification programs and quality assurance initiatives
5. Detect and reduce waste, fraud, and abuse

The AMMP Roadmap plans for the EDS to be the third module integrated to the AMMIS through the System Integration solution. The EDS contractor must work closely with the SIS Contractor and AMMIS to successfully implement Centralized services for MES.

f. Provider Management

The Provider Management is a module within the MES. The Agency will procure a PM solution and services that provide a modern, web-based self-service solution allowing healthcare providers (which includes, but is not limited to, physicians, hospitals, nursing homes, pharmacies, home health agencies, personal care workers, and durable medical equipment providers) to enroll with Alabama Healthcare Programs to provide healthcare services to Alabama recipients covered by Alabama Healthcare Programs. The solution will also allow providers to view and maintain their information on file (e.g., address, licensure, and group affiliations) and revalidate their enrollment details online. The provider management module must work closely with the SIS Contractor and AMMIS to successfully implement Centralized services for MES.

g. Claims Processing Management Services

The Claims Processing Management Services is a module within the MES. The Agency will issue a takeover with enhancements of the current AMMIS system. The AMMIS system will be updated prior to the takeover to include all updates related to modularization. The CPMS will exchange data with EDS, CARES, MEVV, and PM through the System Integration Platform. Once the takeover of AMMIS is complete, remaining enhancements to CPMS will commence. The CPMS will support the receipt, adjudication and editing, pricing (using Alabama-approved reimbursement methodologies), and payment for healthcare claim types, including, but not limited to, physician, pharmacy, hospital, outpatient, nursing home, dental, vision, transportation, disability services, mental health, and waiver services. During claims adjudication, this system will also process service authorizations and third-party insurance liability, as well as calculate member liabilities, including cost share and cost share coordination between multiple payers. The CPMS will be configurable and flexible to support claims processing for multiple programs. Claims will be adjudicated with the payments and remittance advice processed at an interval determined by the Agency. The CPMS module must work closely with the SIS Contractor and AMMIS to successfully implement Centralized services for MES.

3. Project Roles and Responsibilities

Project Roles and Responsibilities will include the Agency, the Contractor Program Management Office (PMO), AMMIS, and Module Contractors, as well as other Agency stakeholders, working collaboratively in support of the AMMP. The EDS Contractor will work directly with and/or interact electronically with these entities. The Module Contractors, with the Agency’s approval, shall have access to all documents and meetings related to the project. The information outlined below includes currently identified Alabama

AMMP entities that may be involved in the project, including existing and future entities as identified by the Agency.

a. Enterprise Data Services Contractor

The Enterprise Data Services is a module within the MES. The Agency will procure an EDS solution inclusive of application support and an analytics team that fully replaces existing AMMIS functionality and meets the specific CMS requirements for the DSS, SURS (also known as Program Integrity [PI]), T-MSIS, MARS, and Payment Error Rate Measurement (PERM), as well as any additional State and Federal reporting. Additionally, the EDS solution will provide the necessary functions, system capabilities, and user features to support the Agency in efficiently delivering and promoting better data management and analytics. The EDS Contractor is expected to maintain interfaces with systems external to the MES that are necessary for EDS to deliver services to the Agency.

b. Agency Department of Information Systems and Technology

The Department of Information Systems and Technology is the primary sponsor of the AMMP. The Alabama Medicaid Agency, administered by the Department of Information Systems and Technology, provides the following services to assist and support the EDS Contractor in meeting the requirements of this Contract:

1. Provide the EDS Contractor access to the appropriate enterprise systems; Agency network; Agency-hosted document repository; provider handbooks, policies, procedures, and other documentation; and AMMP project materials as deemed appropriate by the Agency to provide services under this Contract.
2. Provide historical and current Medicaid Information Technology Architecture (MITA) State Self-Assessment (SS-A) documentation.
3. Provide the Agency-hosted document repository libraries (the Agency currently uses SharePoint) that shall be used for maintaining AMMP documentation.
4. Provide user and technical training in the appropriate use of Medicaid Enterprise systems, if needed.
5. Provide clarification and interpretation of the terms and conditions of this Contract, as needed.
6. Provide clarification and interpretation of Agency policies and procedures.
7. Identify and facilitate access to Agency participants, stakeholders, business process owners, and any other Agency staff identified in this Contract, including the Agency's Information Security Manager and the Agency's Privacy Officer.
8. Assign and dedicate an Agency Contract Owner to coordinate all contract management activities between the Agency and the EDS Contractor.
9. Perform monitoring of this Contract to enforce EDS Contractor compliance with Contract requirements and completion of the Scope of Work.
10. Perform timely review of deliverables, project management documents, and any other relevant documents submitted by the EDS Contractor, by approving, denying, or requiring specified revisions.
11. Facilitate access to other AMMP Module Contractors and relevant project stakeholders and the relevant project documents and deliverables.

The remaining text in this section provides both a graphical representation and summary overview of the Alabama AMMP entities that comprise the Agency team with which the EDS Contractor will collaborate.

c. Alabama AMMP Entities

1. Project Portfolio Management Office (PPMO)

The PPMO is a separate division of the Department of Information Systems and Technology, independent from the MES division. The PPMO is responsible for defining, monitoring, and enforcing the Agency's project management policies, governance, standards, processes, and procedures.

The EDS Contractor shall follow the AMMP-wide project management policies, governance, standards, processes, and procedures defined by the PPMO and include the PPMO in all project meetings. The EDS Contractor shall provide the PPMO with any project-related information requested within the timeframes established in the Communication Management Plan (COM-11).

Project Quality Assurance (PQA)

The purpose for the Project Quality Assurance (PQA) group is to define, validate, and control quality assurance for programs and projects that have CMS 90/10 Federal Financial Participation (FFP) funding at the AMA. The PQA group focuses on project governance to align with AMA policies, procedures, and standards and ensures that programs and projects follow best practices, including the Project Management Life Cycle (PMLC). The PQA group performs both Project Governance and Project Quality Assurance activities (e.g., reviews templates, attends project meetings, and reviews project processes and documents for governance).

PQA uses a process of reviewing and assessing the programs and projects (that are in scope) to improve their quality. PQA and PPMO focus on the project-level – not contractor level. The PQA group reports on the quality assurance governance status of programs and projects to the Chief Information Officer (CIO) and Directors on a monthly basis and to the Executive Oversight Committee (EOC) quarterly.

2. Information Security Office (ISO)

The Information Security Office (ISO) administers Protection Requirements and the Alabama Medicaid Agency Information Security Privacy Program. It primarily:

- a) Establishes MES Security Policy, ensuring security and privacy requirements are integrated into the planning, budgeting, acquisition, and management of Medicaid information, information resources, supporting infrastructures, personnel, equipment, and services.
- b) Maintains the Security and Privacy Program Management Plan, which provides the structure that will consume, retain, distribute, and report security and privacy documentation to aid Medicaid in clearly understanding the risk provided to its mission by its information resources.

The EDS Contractor shall work with the Agency to define the architecture, standards, processes, and procedures needed to implement the policies defined by the ISO. The EDS Contractor shall also work with the ISO to define the methods that will be used to monitor and ensure Medicaid defined policies are followed.

3. Data Governance Office (DGO)

The Data Governance Office (DGO) serves to enable and enhance Agency effectiveness by formalizing behavior around the definition, production, usage, storage, and destruction of data

that safeguards the Agency's data as a valued asset. The DGO is responsible for the overall Medicaid strategic data governance plan and sponsoring collaborative relationships between program areas and the Information System and Technology division with six objectives:

- a) Provide Data Management
- b) Improve Data Quality
- c) Promote Data Access
- d) Enable Analytic Prioritization
- e) Improve Data Content
- f) Enhance Data Literacy

The EDS Contractor will follow the standards set by DGO for:

- a) Data Governance Framework
- b) Policies and practices required to implement the Enterprise Data Governance Program
- c) Contractor Compliance Requirements within the AMA Data Governance Framework (Related to Data Architecture, Modeling/Design, Storage Operations, Security, Integration and Interoperability, Document/Content Management, Reference and Master Data, Metadata Management, and Data Quality)

4. Medicaid Enterprise Systems (MES) Division

The MES is a division of the Alabama Medicaid Agency's Department of Information Systems and Technology, responsible for managing the AMMP. The MES Division's primary mission is to modernize the Agency's Medicaid Management Information Systems, with the goal of improving its business processes and the services provided to Alabama's recipients and providers. Associate Directors or consultants reporting to the MES Director are individually responsible for the following teams:

- a) MES PMO: The MES AMMP Program Management consists of the PMO Services Contractor (PMO Contractor) and the MES Agency staff and provides direct oversight for all AMMP projects and MES Module Contractors. The primary points of contact will be the assigned PMO Contractor Project Manager and Agency Program Manager. The PMO Contractor is at the center of all steps toward modularity. The PMO Contractor is in the unique position to ensure cohesion, traceability, and accountability throughout the AMMP. The primary function of this PMO Contractor is to provide consistency and structure during the transition to modularity. The Agency expects the PMO Contractor to propose the best solutions available to meet the needs of the Alabama Medicaid program. The PMO Contractor provides cooperation, support, and staffing through the term of the contract and focuses on creating a positive and collaborative work environment for all vendors and the Agency.
- b) Enterprise Data Services Program Management: The Agency Program Manager for Enterprise Data Services reports directly to the MES Director. The EDS Contractor must follow the guidance defined by the Agency Program Manager and the PMO Contractor. The EDS Contractor shall include the MES EDS Program Manager in applicable project meetings. All written or verbal communications sent to or from the EDS Contractor and any other AMMP or MES Module Contractors or AMA unit shall include the Agency Program Manager and the PMO Contractor.

- c) AMMP Enterprise Quality Program (EQP): The AMMP EQP provides a structure for assessment, monitoring, and continuous improvement of quality measurements. The EDS Contractor shall work with EQP to ensure quality standards and good practices are incorporated in the Testing and Quality framework. The EDS Contractor is tasked with developing and monitoring the processes used to measure quality components and use the results to streamline and improve these processes on an ongoing basis. The EQP collaborates with testers and subject matter experts (SMEs) from the legacy MMIS and CARES (operations and maintenance) to ensure enterprise quality.

Testing Center of Excellence (TCOE): Through the oversight of the EQP, the Agency is procuring the services of a contractor to manage testing efforts across projects by creating a Testing Center of Excellence (TCOE). The EDS 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 EDS Contractor shall work with both the TCOE Contractor and the EQP team. The EDS 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

5. Fiscal Agent (FA) Policy and System Management

The Agency has a Fiscal Agent (FA) that supports all Medicaid Management Information Systems related tasks. The FA falls under another group identified as the Medicaid MMIS Operations Team. Any interaction between the FA and the EDS Contractor must include the Medicaid MMIS Operations Team, Medicaid Enterprise Architecture (MEA) Team, and Agency PM. Any FA support requested by the EDS Contractor must be requested through the PMO Contractor. The FA time and availability is limited, and support must be requested well in advance of the actual need.

6. Centralized Alabama Recipient Eligibility System (CARES)

The Centralized Alabama Recipient Eligibility System (CARES) is a statewide software solution supporting Eligibility and Enrollment (E&E) for the Medicaid and Children's Health Insurance (CHIP) programs and is a module within the MES. It provides case workers and citizens easy access to submit, analyze, and manage eligibility and enrollment information. CARES provides a modern customer and partner experience, as well as seamless coordination between Medicaid and CHIP programs. CARES also provides the same customer experience to all individuals seeking coverage, regardless of their qualifications or the 'door' through which they enter. CARES applies business rules to support real-time eligibility determination, routing and enrollment, and a timely and responsive resolution process. It provides an integrated system

that avoids duplication of costs, processes, data, and effort on the part of the State and beneficiaries. CARES also leverages the Federal approach provided by the Federal Hub for verification from Federal agencies such as the Internal Revenue Service, Department of Health and Human Services, and Department of Homeland Security to avoid the independent establishment of those interfaces and connections at the State level.

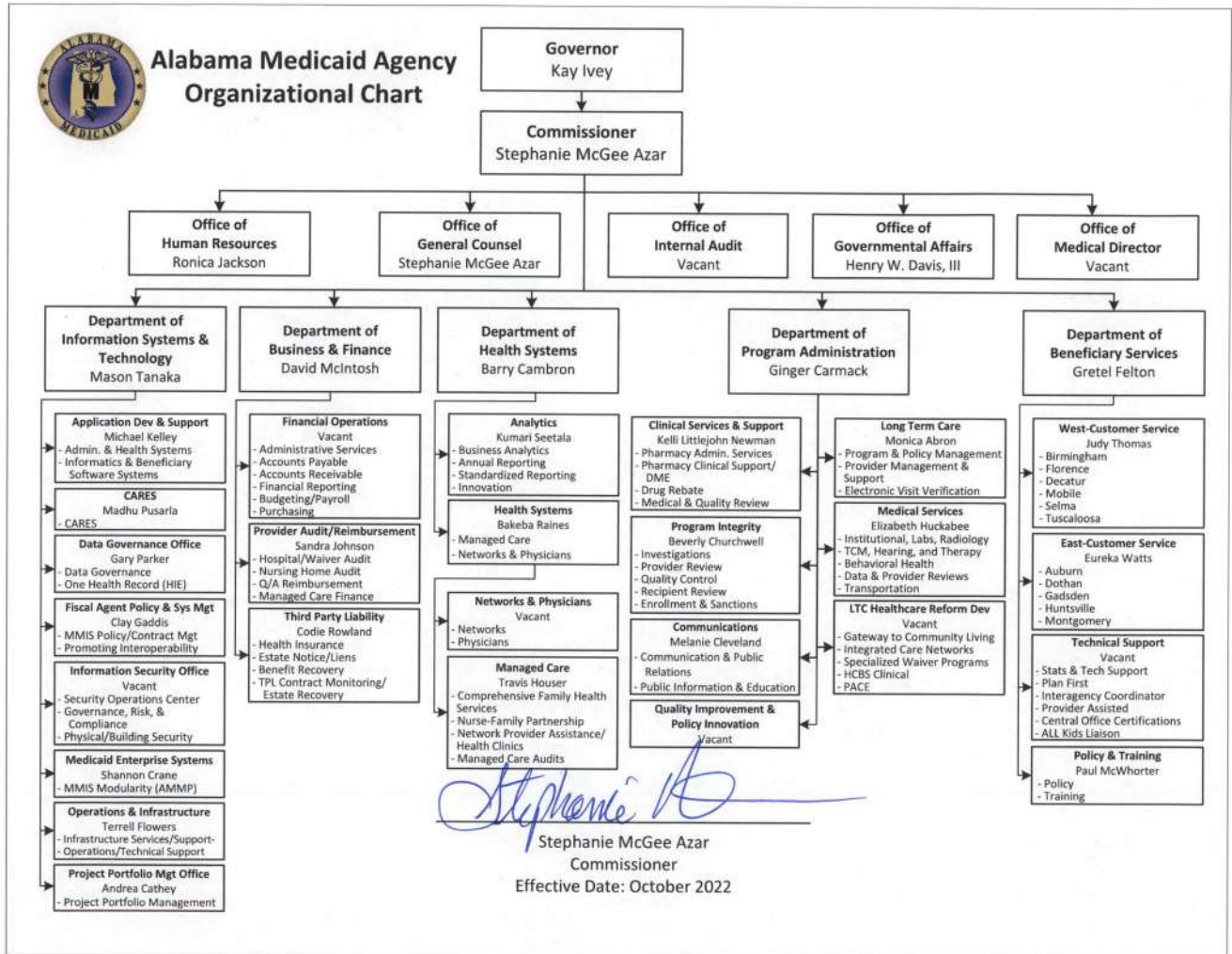
d. Centers for Medicare & Medicaid Services

CMS is the Federal Agency responsible for the review and approval of the Alabama's Medicaid planning and solicitation documents, release of enhanced Federal Financial Participation, and the Certification of new modules or components of the Medicaid Enterprise.

CMS is the government entity responsible for authorizing enhanced federal funding for the design, development, and installation or enhancement of a state's MMIS. The Mechanized Claims Processing and Information Retrieval Systems (90/10) Final Rule, effective January 1, 2016, expanded the definition of mechanized claims processing and information retrieval systems to include a "System of Systems." This "System of Systems" allows enhanced federal funding for installation or enhancement of open-source software, proprietary software, services, shared services, module, Commercial-off-the-Shelf (COTS) software, and Software as a Service (SaaS) that comprise a state's MMIS enterprise. The EDS Contractor and Agency will work with CMS and comply with all regulations to ensure the combination of solutions are certified and meet all federal reporting requirements necessary to ensure CMS authorization of enhanced federal funding.

Figure II-2: AMA Organizational Chart provides a graphical representation of the Agency roles and responsibilities that the EDS Contractor will work with throughout the length of the contract.

Figure II-2: AMA Organizational Chart



4. EDS Representation on AMMP Governance

The AMMP Governance was established to support AMMP in being a nimble, fluid organization. Effective and efficient governance helps streamline program/project decisions by reducing bureaucracy or unnecessary scrutiny. The AMMP Governance Framework provides visibility and oversight so that the AMMP Module Contractors understand the governance structure and necessary roles, authority, communication, and decision-making processes. The EDS Contractor shall have representation on the Governance boards, as well as the workgroups that support these boards. This will require the EDS Contractor to review selected AMMP artifacts, including, but not limited to, requirements, architectural diagrams, project/system change requests (including requests from other Contractors), and/or other Contractor artifacts. This review will be all inclusive but focus on impacts or interfaces with the EDS Contractor's system or platform. The following subsections provide insight to the current AMMP Governance Committee and Boards.

a. Executive Oversight Committee (EOC)

The implementation of AMMP and the DGO management and administration of data and information requires the Executive Oversight Committee (EOC) to serve as an executive authority providing strategic planning and decision making according to the mission, vision, and values of the Alabama Medicaid Agency. The primary focus of the EOC is to provide strategic guidance concerning future realization of the Agency's investment projects. It controls realization of projects at the strategic level by monitoring long-term projects, verifying project's adherence with established goals, scope, costs, and deadlines. The EOC provides effective guidance by ensuring all business areas and stakeholders are engaged early in the program. The EOC monitors progress and status of projects in the MES and DGO Divisions and, where necessary, adjusts strategic direction and priorities to ensure program/project success and alignment with the Agency's mission. The EOC supports the MES Change Control Board (CCB) to ensure governance and oversight on all projects and work being done by MES and DGO Divisions. The EOC provides oversight and guidance to improve data accuracy, quality, usability, timeliness, and security and privacy as pertains to operational compliance with the applicable, established policies, standards, and processes.

b. Change Control Board (CCB)

The Change Control Board, chaired by the MES Director, provides the MES and DGO Divisions a standardized approach for identifying, documenting, analyzing, approving/rejecting, and effectively communicating, all substantial decisions and changes. The CCB also serves as management authority, providing senior management leadership for the successful and timely completion of applicable projects supporting the overall program and needs of the Agency. The MES CCB reports to Executive Oversight Committee (EOC), while the MES Project Management Office (PMO), Enterprise Architecture Board (EAB), the Business Requirement Board (BRB), and the Data Governance Committee (DGCM) report to MES CCB.

c. Enterprise Architecture Board

The purpose of the EAB is to ensure that technology initiatives properly align with current and future business needs. This alignment must include, but is not limited to, impact to current business processes; cost effectiveness of a given course of action; consistency between sub-architectures; compliance with regulation; and propriety of any given change in technology, architecture, or interface. The Board is not a change approval body; instead, it is a deliberative body charged with creating direction and standards for Alabama Medicaid Enterprise Systems.

d. Business Review Board

The purpose of the BRB is to provide oversight to ensure AMMP decisions are consistent with Agency's business strategy and to assist the project by confirming that the business requirements, functional design, and operational procedures meet departmental needs. Additionally, the BRB recommends approval of baselined requirements/deliverables and any changes to those baselines. The BRB is not a change approval body, but instead a workgroup of MES business area experts charged with creating direction and standards for Alabama Medicaid Enterprise Systems.

5. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely, and in the format designated in RFP section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency's goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

- Q - 01 Describe your approach to working with both the Agency and all MES Module Contractors to achieve the following:
- Cohesive project team
 - Collaborative relationships with stakeholders
- Q - 02 Describe your experience and approach to working with state/governmental agencies embarking on modular solutions. What lessons have you learned with other engagements that will help your engagement with Alabama?
- Q - 03 Provide a detailed narrative of your software development methodologies.

C. Contract Startup

1. Initiation and Onboarding

The Agency recognizes that the initiation and onboarding phase is crucial to the resulting success of the overall engagement. Through the facilitation of Kick-off Meetings and Contract Discovery sessions during this period, the EDS Contractor and the Agency begin the activities to establish a common understanding between all stakeholders involved in the project, communicate the overarching business objectives and requirements of the project, and clarify initial roles and expectations of all. Additionally, the EDS Contractor can establish project parameters; identify and deploy tools/templates to be used; and gain access to all approved Agency resources, tools, and templates in order to begin the work to develop and construct the first wave of contracted project deliverables as listed in RFP Section I.1 – Project Management. The full list of deliverables is located in [Appendix D – Contract Deliverables Table](#) and includes descriptions and key dates for development, delivery, approval, and updates.

The Agency will schedule a full-day project Kick-off meeting within the first two (2) weeks after Contract start-up. This Kick-off meeting will introduce the EDS Contractor to the AMMP oversight areas. The EDS Contractor shall provide PowerPoint presentation slides that will be used to facilitate the project Kick-off meeting. The oversight areas include but are not limited to:

- PMO Contractor
- Data Governance Office
- Information Security Office
- Project Portfolio Management Office

- Project Quality Assurance
- Enterprise Quality Program
- Testing Center of Excellence

2. Initiation and Onboarding Requirements

Table II-2: Project and Contract Administration – Initiation and Onboarding Requirements

Master ID	Requirement Description
4581	The Contractor shall work with the Agency to collaboratively review and execute the plans, guides and checklists contained within PL08 AMMP Plans Guides and Templates TOC.
4583	The Contractor shall possess all necessary technology, software, hardware, and equipment to facilitate project work, activities, and meetings via a remote/offsite location, as required by the Agency.
4797	The Contractor shall be financially responsible for providing licenses and user access to all contractor or sub-contractors systems for authorized Agency personnel, its Contractors, and stakeholders, throughout the term of the Contract.
4973	The Contractor shall have all personnel and ancillary personnel working offsite work in an environment that is private and free of distractions and be able to devote full attention to the job during work hours.

3. EDS Attestation

The PMO Contractor also developed several AMMP-Wide Plans and Guides that must be followed by all contractors. These plans and guides provide project structure without defining a specific software development methodology. The Procurement Library contains the AMMP-Program Plans Guides and Templates Table of Contents (TOC), PL08_AMMP-Program Plans Guides and Templates Table of Contents (TOC), which provides a summary expectation and the TOC for each of the AMMP-Program Plans, Guides, and Templates.

Table II-3: EDS Attestation Requirements

Master ID	Requirement Description
4970	The Contractor shall, within the four (4) weeks from contract start date, sign and submit the AMA Attestation and Agreement Document that states they understand the AMMP plans, guides and templates and they agree to follow them.

4. EDS Attestation Deliverables

Table II-4: EDS Attestation – Attestation Deliverable

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
AMA_01	4970	AMA Attestation and Agreement document	The Contractor shall, within the four (4) weeks from contract start date, sign and submit the AMA Attestation and	Four (4) weeks from Contract Start	Once at start of contract

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			Agreement Document that states they understand the AMMP plans, guides and templates and they agree to follow them.		

5. PMO Status and Touchpoint Meetings

Within the first month, the EDS Contractor will be responsible for establishing the Monthly PMO Status Report Meeting, as well as bi-weekly (every two (2) weeks) EDS, EQP, and PMO touchpoint meetings. The monthly Status Meeting will use the AMMP Status Report template as its agenda, while the Touchpoint meetings are more informal but are a forum for the EDS Contractor to provide brief status, reporting on recent success, upcoming activities, and/or to communicate known problems or concerns. When requested, the EDS Contractor shall meet with the EQP team weekly.

The Contractor will also provide status information as requested by the AMMP PMO and any information needed to support the project’s success. The Contractor shall create Meeting minutes following the processes defined within the AMMP COM-8: Meeting Protocols Reference Guide.

The EDS Contractor may be included in meetings with the State/Federal government or Agency. State/Federal governments and Agency may request data or information before or resulting from such meetings. When this occurs, the EDS Contractor shall, within three (3) business days of receipt of a request from the State/Federal government or Agency, make all requested data available to the requestor in the format, media type, and quantities designated, at no additional charge.

6. AMMP-Wide Plans and Guides

As AMMP will include multiple contractors, AMA has obtained the services of a Contractor to work collaboratively with the Agency to establish the PMO, referred to as the PMO Contractor. A primary objective of the PMO Contractor is to create a positive and open work environment for all contractors and the Agency. The PMO Contractor also developed several AMMP-Wide Plans and Guides that must be followed by all contractors. These plans and guides provide project structure without defining a specific software development methodology. The Procurement Library contains the AMMP-Program Plans Guides and Templates Table of Contents (TOC), which provides a summary expectation and the TOC for each of the AMMP-Program Plans, Guides, and Templates.

The following protocols Guides are also listed within the TOC:

- Meeting Protocols Reference Guide
- Action Items Protocol Reference Guide
- Decisions Protocol Reference Guide
- Invoice Protocol Reference Guide
- Lessons Learned Protocol Reference Guide

To facilitate a seamless vendor on-boarding, the PMO Contractor created the PMO-2-o: Vendor Start Up Guide. This guide describes the Program Management Office processes and procedures required of all vendors brought on-board to the AMMP. This also includes the program structure, as well as descriptions and locations of various documents, templates, and any other information needed by a new vendor starting

on the AMMP Program. The Contractor PMO will initiate and facilitate the onboarding activity once the new vendor is productive and fully engaged in the Program. Initial onboarding meetings with the Agency will begin about two (2) weeks prior to Contract start with the overall process scheduled to end approximately one (1) month after Contract start.

All AMMP Program Management Plans, templates, and/or Protocol Guides are reviewed and updated every six (6) months by the PMO Contractor. These deliverables are approved by the Agency PPMO before use by the AMMP. During EDS Contractor onboarding, the EDS Contractor will be provided the most current version of the AMMP-Program Management Plans and Protocol Guides listed within this Contract. At that time, the EDS Contractor shall review, understand, and adhere to the latest version of Plans and/or Protocol Guides. The EDS Contractor must document and address any concerns during Contractor onboarding. During the term of contract, the EDS Contractor will be given the opportunity to review and comment on any changes to the plans as they occur. As plans are updated and approved by the Agency, they become the expectations and guidelines for each project moving forward.

7. Deliverable Management

The EDS Contractor is to maintain deliverable/artifacts, on a recurring basis, that are to be submitted for review and approval by the Agency. The specific timing of each deliverable submission is defined within this RFP. A Payment schedule will be established for each iteration of a deliverable.

The EDS Contractor shall account for the deliverables and review artifacts identified in this RFP within its project schedule. The EDS Contractor is responsible for managing the schedule for deliverables/artifacts under the scope of work, including the schedule for submission, review, updates, and final approval.

All EDS Contractor deliverables/artifacts are required to be reviewed by the Agency and PMO Contractor and feedback submitted in accordance with the 10-5-5 review process. The Agency will have ten (10) business days to review and return comments on the deliverable/artifact to the EDS Contractor. The EDS Contractor, in return, will have five (5) business days to respond to comments. The Agency will then have five (5) business days to review changes and provide any additional comment responses. Any artifact that is not approved by the Agency after the first round of comments and responses will be part of a group review. The Agency retains final approval authority over all deliverables.

Each deliverable must be oriented, branded, and presented as the property of the Agency. Each deliverable, upon submittal into the 10-5-5 review process, becomes the permanent organizational asset of the Agency. Each deliverable will be reviewed and approved by the stakeholders identified in the deliverables Responsibility, Accountability, Consulted and Informed (RACI) Chart with approval authority.

The EDS Contractor shall update and maintain all Project Deliverables as outlined within the deliverable-specific requirements in all sections of this RFP As Modules are added to the MES, the Agency will require the EDS Contractor to work with other MES Contractors as requested by the Agency to integrate new interfaces into the EDS.

For deliverable/artifact management, the EDS Contractor shall follow the guidelines defined within the program-wide Configuration Management and Document Validation (PMO-2-r) document. PMO-2-r defines the Deliverable/Artifact workflow, storage expectation, iteration updates, retention policy, etc.

The Vendor's proposal response must define a clear scope and requirements specific to a deliverable, including the acceptance criteria for the final deliverables. The Vendor's proposal response must include the following:

- Objective/purpose
- Required scope/definition of the deliverable

- Roles and responsibilities
- Timeframe expectations
- Delivery dependencies
- Quality Management requirement
- Acceptance criteria
- Formatting or other special delivery needs
- Sample Table of Contents

All deliverable reviews performed by the Agency will be completed within ten (10) business days to determine compliance with the acceptance criteria for the specific deliverable. The Agency will maintain responsibility for coordinating the comments and input from its reviewers and provide this consolidated feedback from the different teams to the EDS Contractor.

Deliverables requiring revisions by the EDS Contractor shall be completed within five (5) business days of receiving the Agency’s comments. The Agency will provide an acceptance or rejection notice per deliverable with one of the following explanations on its return. Either:

- a. Accepted and signed as accepted by the Agency; or,
- b. In the event the Agency rejects a deliverable, it will communicate the rejection in writing to the EDS Contractor regarding the deliverable deficiencies. The EDS Contractor must correct deficiencies prior to the formal acceptance of the deliverable.

8. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

Q - 04 Describe how you will incorporate AMMP’s standards into your project management methodology.

Q - 05 Provide a high-level schedule that the EDS Contractor shall follow until the final schedule is approved.

D. EDS Architecture

AMA is requiring the latest in data warehousing architecture such that:

1. The output of the data is in the style and format that supports the specific user type consuming and evaluating the results.
2. The data is highly secure and protected at every stage of the EDS.
3. The architecture takes advantage of the latest in technology (streaming, data structures, database types, optimization, caching, etc.), placing an emphasis on the speed of results to the users. Results should be provided in seconds rather than minutes and hours whenever possible.

EDS architecture encompasses the overall architecture including, but not limited to, technical architecture, environments, data models, security, and access, as well as tools for the EDS system.

1. Technical Architecture and Environments

The architecture will include the physical and virtual environments for the EDS, including all hardware, firmware, middleware, connectivity, security, and software to securely host and maintain the EDS. Multiple environments will be established for the EDS to allow the following activities including, but not limited to:

- a. Development:
 - Environment for developers to design, develop, and implement the solution including, but not limited to, system functionality, enhancements, and bug fixes, without impacting the production environment using de-identified data where Personal Health Information (PHI)/Personal Identifiable Information (PII) is obscured
- b. Testing:
 - Environment that is set up for software and hardware testing teams to execute test cases and validate changes to the solution including, but not limited to, system functionality, enhancements, and bug fixes using de-identified data prior to moving to User Acceptance Testing (UAT) and production
 - Environment to validate system integration to ensure all new functionality successfully integrates with existing functionality before moving to UAT
 - Environment that is set up for E2E testing
 - Environment that is set up for T-MSIS report testing and validation up to and including full production parallel testing for T-MSIS approval
 - Environment that is set up for UAT using identifiable data containing PHI/PII for the TCOE to verify and validate test cases and test execution
- c. Training:
 - Environment that will be used for all Contractor-led AMA training
- d. Pre-Production:
 - Environment that will allow users the ability to test ideas, utilize data from internal and external sources, and model "what if" scenarios in a controlled setting without impacting performance in the Data Analytics and Reporting or affecting production processes of the EDS
 - Environment set up for data staging or similar solution for all raw data that will be used for data quality checks, prior to loading the data into the EDS solution
- e. Production:
 - The main EDS environment set up for pre-defined or dimensional data that will be used for reporting and analytics

The EDS Contractor shall establish the necessary environments to address all requirements of this RFP. The environment configuration to accommodate these activities and requirements shall be proposed by the EDS Contractor and approved by the Agency.

The Technical Architecture and Environments Requirements can be found in Table II-5 in Section D.2 EDS Architecture Requirements.

a. Detailed Technical Architecture Package (DTAP)

The EDS Contractor shall submit a Detailed Technical Architecture Package (DTAP – DDI_01) that documents the technical and information architecture of the EDS. The DTAP shows how the EDS is designed and built to support the technical requirements of the Agency, defines the minimum set of technical capabilities of its components, and complies with related standards (State-adopted

standards, MITA, CMS Seven Conditions and Standards, etc.). The DTAP must be maintained and updated as needed to accurately reflect all the information necessary to support communication and operation of the EDS.

The EDS Contractor must accurately define, document, and maintain the technical and information architecture, including interfaces connected to the EDS. To support this, the Agency will work with the EDS Contractor to finalize the contents of a DTAP deliverable comprised of the following artifacts, including, but not limited to:

1. Complete inventory of all components of the Contractor's Solution
 - a) Virtual Machines
 - 1) Application servers and their usage
 - 2) Web servers and their usage
 - b) Hardware components
 - c) Software
2. Service Providers (hosting, circuits, redundancy, etc.)
3. Network Design and Monitoring
 - a) Network IP Addresses and port details
 - b) Monitoring tools and services
 - c) Performance/Availability reporting
4. Logical and Physical Architecture Models
5. Application Architecture and Configuration
 - a) Application configuration and purpose
 - b) Utilities configuration and purpose
 - c) Environment Mapping – Development, Testing, Production, etc.
6. Interface Control Documents (See Section II.F. – Scope of Work – Data Integration and Management Services, Interface Control Document [ICD])
7. System Security Plan (See Section II.I.15– Scope of Work – Enterprise and General Services, Security and Compliance)
8. Data Management Plan (See Section II.F. – Scope of Work – Data Integration and Management)
9. Configuration Management (See Section II.I.3. – Scope of Work – Enterprise and General Services, Design Develop and Implement - Configuration Management Plan)
10. Operations Management (See Section II.I.4.b – Scope of Work – Table II-31: Operations Deliverables - Operations Management Plan)

b. Hosting

The Agency requires solutions that leverage cloud-based hosting technologies for the EDS to provide a highly reliable, scalable, and cost-effective infrastructure. Cloud-based solutions enable the EDS Contractor to provision computing and data storage resources as needed to meet availability requirements. The Agency requires the production environment to be complete, stand-alone, and under full control of the EDS Contractor and must not rely on other non-production environments to fulfill the Contract's requirements.

The design and implementation of the hosting solution must meet the Agency's expectations for uptime, Continuity of Operations, and Disaster Recovery. A highly available solution will meet the Agency's Service Level Agreements (SLAs) while minimizing scheduled downtime. The hosting

solution will remain flexible to incorporate new data sources and accommodate new requirements and regulatory changes as the system matures over time. Additionally, the hosting solution will support the activities necessary to ensure the continuity and recovery of MES business operations under events of disaster. The EDS Contractor shall:

- Establish a plan describing the activities needed to meet the Disaster Recovery and Continuity of Operations requirements discussed and outlined in RFP Section II.I. – Scope of Work, Enterprise and General Services, Subsection 5 – Continuity of Operations, a) Continuity of Operations Requirements and b) Continuity of Operations, Deliverables and [Appendix E – AMMP EDS Services RFP Requirements Response Matrix](#). The EDS Contractor must test this plan per agreed-upon SLAs
- Meet the performance requirements for availability per agreed upon SLAs with the Agency as outlined in RFP Section II.E.3 – Performance SLAs and Key Performance Indicators (KPIs)
- Ensure the hosting solution can adapt over time to changing regulatory and business requirements

The EDS Contractor hosting solution shall support the Agency’s vision of security requirements. At a minimum, the EDS Contractor must ensure all solution components and necessary environments comply with the security specifications as described in the Medicaid Enterprise Security Policy, which is based upon the Federal Office of Management and Budget (OMB) Circular A-130, National Institute for Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST publications. Temporary access to the Medicaid Enterprise Security Policy will be granted to qualified Vendors for preparation of their response to this RFP.

c. Software

The software proposed for the EDS solution must satisfy all the business, technical, and performance requirements described in this RFP. The Agency intends to use COTS products and Software-as-a-Service (SaaS) to the extent possible. Any software proposed must be easily configurable and require minimal customization to align with the CMS vision of modularity and qualify for enhanced funding. The Agency also requires the software to be flexible and adaptable enough to support the MES well into the future.

The Vendor must propose an industry-standard software or application programming language to enhance/support the EDS solution. All proposed software must be supported and remain in support for the term of the Contract and be transferable or licensable; if any portion of this solution is proprietary, it must be approved by the Agency. As part of the DTAP, the Agency requires thorough documentation of the EDS software, including:

- Producer/Manufacturer
- Versioning – within current release and -1
- Purpose/Use/Description of the Software
- License Boundaries (how is it licensed)
- Currently Supported / Standard Support Available (not an end-of-life product, a contingency plan for anything end-of-life or discontinued, etc.)

The Agency requires that the EDS’ software be scalable (e.g., it will not require re-architecture, re-design, or new development) to meet the Agency’s performance requirements. The Vendor must propose a solution that will:

1. Scale capacity quickly, both up and down, as the computing requirements change.
2. Provide high availability.
3. Distribute application traffic to achieve greater levels of fault tolerance.
4. Have no single point of failure.

d. Security and Access

AMA 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 and data at the proper levels. The EDS 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 EDS users and the EDS itself
- Backup of all data, including reporting and analytics saved by users
- Protection against viruses and threats, including, but not limited to, ransomware, rogue security software, Trojan horses, worms, denial of service, and SQL injection

AMA envisions the EDS to integrate into a centralized role-based account store controlled by AMA for single sign-on access across the MES. The role-based Single Sign-On solution will be built and managed by the SIS. The EDS Contractor will work with the SIS Contractor to implement Single Sign-On for EDS 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 Section II.G.1 Data Analytics and Reporting/MARS – Tools and Capabilities.

e. Tools and Capabilities

The EDS solution will include the tools and capabilities to successfully intake, translate, and integrate data from both internal and external sources in a variety of formats into well-designed data models and data dictionaries. In addition, the EDS solution will have the ability to receive Health Level Seven (HL7) standard messages in both Clinical Document Architecture (CDA) and Fast Healthcare Interoperability Resources (FHIR), as well as bulk FHIR, and convert these to standardized data formats. The EDS Contractor will be responsible for adhering to future changes mandated by Federal authorities. These tools and capabilities will provide insight into the data via Business Intelligence, Machine Learning, and Data Analytics and Reporting.

Transformation processes will be completed with assistance from the Data Governance Office and System Integration Services Contractor to establish a uniform process that will be used for future data loads. The initial dataset that will be used to populate the EDS solution will come from a historical load from the original data source. All future data loads will come through the System Integration Platform on a prescribed basis outlined in the EDS Data Sources table in PL21_Combined EDS Data Sources Reports Queries. The solution will provide proven, accurate, high-quality tools and capabilities for reporting, data assembly, and analytics.

The Tools and Capabilities Requirements can be found in Table II-7: Architecture – Tools and Capabilities Requirements.

f. Data Models

The EDS Contractor will provide an enterprise data model for Medicaid data, business practices and policies, which includes standardized reusable data dimensions, such as member, provider, organization, diagnosis, geography, time, and financial. The EDS tools defined in Table II-7: Architecture – Tools and Capabilities Requirements will be used to populate the EDS data models.

The Data Models Requirements can be found in Table II-8: Architecture – Data Models Requirements in Section II.D.2.

2. EDS Architecture Requirements

Table II-5: Technical Architecture and Environments Requirements

Master ID	Requirement Description
3979	The Contractor shall implement a solution that provides industry standard security, scalability, performance, backup, restoration, and ongoing maintenance applied to the infrastructure of all EDS environments.
3982	The Contractor shall use the Technical Reference Architecture (EA-k-1) to build the architecture to support the EDS.
3983	The Contractor shall provide a solution that allows for the ingestion, retention, and access to data including, but not limited to, data source files, administrative data, quality/audit data, and Analytics/Reporting output for a minimum of seven (7) years and in compliance with State and Federal data retention policies and standards.
3988	The Contractor shall maintain a complete and separate UAT/Training environment. This environment shall be available 24/7/365 for training and user acceptance testing of the solution including, but not limited to, system functionality, enhancements, and bug fixes.
3990	The Contractor shall maintain a complete and separate production environment. This environment shall be available 24/7/365 for business operations. Updates performed overnight to the production environment shall be completed by 5:00 a.m. Central Time.
3993	The Contractor shall perform the addition, removal, and update of data sources to align with the Change Management Plan in a timeframe agreed upon by the Agency for the term of the contract.
3998	The Contractor shall integrate with the State's System Integrator for the ingestion of data into the EDS, as defined by the Agency.
4000	The Contractor shall provide a sandbox environment that is secure and provides users the ability to test hypotheses, manipulate data models, and integrate and aggregate data from various data sources. The changes made in sandbox environment shall not affect the production processes or environment.
4001	The Contractor shall provide a solution that allows Agency-approved users permission to store and retrieve reports and query results within the sandbox environment.
4002	The Contractor shall provide a solution that enables filtering and exporting of data within the sandbox environment.
4003	The Contractor shall provide the required IT infrastructure, design, and implementation support for all necessary components of the sandbox environment.
4004	The Contractor shall provide a solution that includes a sandbox environment that supports analysis against existing and temporary data sets.
4005	The Contractor's solution shall restrict the use of temporary tables in the Production environment.
4822	The Contractor shall use, display, and record all transactions in Central Time across its solution.

Master ID	Requirement Description
4827	The Contractor shall adhere to the guidelines specified in the technical reference architecture (TRA) as published by the Agency.
4833	The Contractor shall utilize architecture with no single point of failure, supporting fault tolerance and failover of web, application, database, storage, and secondary devices.
5154	The Contractor shall maintain a complete and separate Pre-production environment. This environment shall be available 24/7/365 for operational testing and validation.

Table II-6: Architecture – Security and Access Requirements

Master ID	Requirement Description
4011	The Contractor shall provide and maintain a solution that adheres to the Agency, State and Federal policies and procedures that include, but are not limited to, control and monitoring data access, authentication of user rights, system lockout and timeout, and audit logs.
4016	The Contractor shall provide a solution that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), as amended and/or re-authorized.
4017	The Contractor shall provide a solution that is fully compliant with The Health Information Technology for Economic and Clinical Health Act (HITECH), as amended and/or reauthorized.
4018	The Contractor shall provide a solution that utilizes the Agency’s single sign-on to provide role-based access across all components within the EDS.
4020	The Contractor shall provide security access to each environment for Agency-approved users.
4023	The Contractor shall provide the capability to de-identify data for reports that contain sensitive data to ensure compliance with all applicable HIPAA privacy rules.
4024	The Contractor shall capture security audit records for specific users by each environment and their access controls within the environment, including but not limited to: <ol style="list-style-type: none"> 1. Timestamp 2. Content access 3. Person accessing 4. Physical location of access (IP address) 5. Method of access
4025	The Contractor shall provide the access and capability for Agency-approved users to load data into the sandbox environment following established and mutually agreed-upon standards, procedures, and protocols.
5063	The Contractor shall capture security audit records for specific users who have not accessed content that has been assigned to them for at least six (6) months. This information should be provided to the Agency on an Agency-defined schedule. The Contractor shall remove user access to the content as requested by the Agency.
5064	The Contractor shall collaborate with the Agency to develop program area user groups inside the EDS solution.
5065	The Contractor shall provide a report within the EDS solution that includes, but is not limited to: <ol style="list-style-type: none"> 1. User Information 2. User Groups 3. User Role 4. Audit Records This report shall be able to be exported on-demand from the EDS solution.

Master ID	Requirement Description
5066	The Contractor shall provide a solution that is able to support multiple user roles as defined and approved by the Agency. User Roles shall include, but not be limited to: <ol style="list-style-type: none"> 1. Advance Power Users 2. Business Users/Analysts 3. Report Viewers 4. Executive Users 5. Data Analysts
5067	The Contractor shall provide the capability to configure user groups (data and report access) and user roles (solution functionality) as defined and approved by the Agency.

Table II-7: Architecture – Tools and Capabilities Requirements

Master ID	Requirement Description
4028	The Contractor shall use an Agency-approved Extract, Transform and Load/ Extract, Load, and Transfer (ETL/ELT) process documented in the Environmental Monitoring Plan.
4030	The Contractor shall provide an ETL/ELT solution that includes exception handling mechanisms to facilitate error correction and auditing without impacting concurrent, overall operations.
4032	The Contractor shall provide the capability to store raw data from internal and external sources to be used for data quality checks, prior to loading the data into the EDS solution.
4034	The Contractor shall perform root cause analysis and present the results to the Agency, along with a remediation plan, for any anomalies related to data ingestion and load processes. During business hours, an initial notification of the anomaly shall be provided to the Agency within one (1) hour. Outside of business hours, an initial notification shall be provided via email, with a follow-up call scheduled the first business day after the anomaly. The root cause analysis shall be provided to the Agency within three (3) business days, or a timeframe agreed upon by the Agency.
4036	The Contractor shall have the ability to convert HL7 standard messages into standardized data formats.
4037	The Contractor shall adhere to future HL7 changes mandated by Federal authorities, in a timeframe approved by the Agency.
4040	The Contractor shall provide a solution that includes an interactive, web-based user interface and capabilities for Data Analytics and Reporting.
4043	The Contractor shall provide a solution that has the capability to query across structured, unstructured, and semi-structured data.
4044	The Contractor shall provide a solution that includes a query editor including, but not limited to, a custom SQL and a drag/drop query builder that allows Advanced Power users to edit, execute, and debug queries.
4045	The Contractor shall provide a solution with the capability to identify, extract, decompose, and format word patterns and phrases within free-form text (e.g., clinical and other notes).
4046	The Contractor shall provide a solution that allows the Agency to connect to the EDS data repository by writing SQL queries via Business Intelligence tools including, but not limited to: <ol style="list-style-type: none"> 1. Tableau 2. Power BI
4047	The Contractor shall provide a solution that includes artificial intelligence and machine learning capabilities. Artificial intelligence and machine learning capabilities shall be able to be enabled and disabled without impacting other functionality of the solution.

Master ID	Requirement Description
5074	The Contractor shall provide a solution with consistent, integrated, on-line help capability for all features of the solution. The help feature must explain the underlying healthcare analytic methodologies and clinical authorities or research on which they are based (e.g., Quality of care reports must display the source of the standards for measurement, including the date last updated).
5156	The Contractor shall provide a solution that provides a queue listing of ETL/ELT jobs, statuses, errors, and descriptions.
5497	The Contractor shall produce an output file with the results of all quality checks performed for each data file received by the EDS in accordance with the format and standards established by the Agency DGO.
5498	The Contractor shall produce a weekly report that summarizes the results of data quality checks performed by the EDS.

Table II-8: Architecture – Data Models Requirements

Master ID	Requirement Description
3984	The Contractor shall provide the design, configuration, build, maintenance, and operation of data models for review and approval by the Technical Review Board. The Contractor shall submit the data models within six (6) months after Contract Start, with updates every six (6) months.
3997	The Contractor shall store data models including version and change history according to industry best practices for source control.
4007	The Contractor shall provide a data modeling tool(s) and create, update, and maintain clear and consistent formats for all Conceptual, Logical, and Physical data models in accordance with Agency data standards.
4008	The Contractor shall provide a solution that supports the customization of the data models by incorporating attributes from external and other source datasets, as approved by the Agency.
4010	The Contractor shall provide data model metadata and UML packages to the Agency within sixty (60) days of Agency request.
5062	The Contractor shall provide a solution that includes standardized data models based on industry best practices and State and Federal data standards, to align with the DGO’s Data Governance Standards.

3. EDS Architecture Deliverables

Table II-9: Architecture – EDS Architecture Deliverables

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_14	3984	Data Models	The Contractor shall provide the design, configuration, build, maintenance, and operation of data models for review and approval by the Technical Review Board	Six (6) months after Contract Start	Every six (6) months

4. EDS Architecture Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

The EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

The EDS Contractor shall coordinate with the Agency to schedule all required system downtime that must occur during business hours and that would cause the EDS to be unavailable for normal use. Routine maintenance must be scheduled during non-business hours. Scheduled downtime windows will be documented in the Concept of Operations (CONOPS).

a. Service Level Agreement – System Availability

The EDS Contractor shall submit the System Availability metrics for each month as part of the Monthly Operations Status Report.

1. **Measurement Description:** Measurement of system availability and number of downtime events include both planned and unplanned downtimes. Measurements are based on clock and calendar: 24 hours per day, 7 days per week, and 365 days per year (or 366 days in those years that are leap years). The system is considered available when the system and all components are available for normal operations. A downtime event is a single incidence of the system not being available, contiguous in time and irrespective of duration. A planned downtime may include multiple system shutdowns and restarts and is considered a single downtime event, and the actual duration (not scheduled duration) will be considered the non-available time.

For example:

- Day 1 – 1:00 a.m. to 2:00 a.m.: planned downtime for data load. Actual downtime 1:00 a.m. to 1:30 a.m. [0.50 non-available hours, 1 downtime event]
 - Day 5 – 7:00 p.m. to 8:00 p.m.: planned and actual downtime for maintenance, including 3 operating system shutdowns and restarts [1.00 non-available hour, 1 downtime event]
 - Day 17 – 4:10 p.m. to 4:55 p.m.: unplanned downtime due to database crash and restart [0.75 non-available hours, 1 downtime event]
 - Total of 2.25 hours non-available and 3 downtime incidents. In a 31-day month, availability is 99.70%
2. **Downtime and Liquidated Damages:** Failure to meet availability SLA will result in a penalty to be credited to the State as set forth using a method to be determined by the State. If penalties for both system availability and number of downtime events are assessed in a calendar month, then the larger penalty prevails. The monthly base against which the monthly penalty is applied is the prorated total price of task order (including both fixed and variable costs).
 3. **Measurement Interval:** The measurement interval shall be one calendar month, corresponding to the month of the Project Management Status Report.
 4. **Measurement Period:** System Availability: The Measurement Period begins at 12:00 a.m. CT on the first day of the month and ends at 11:59 p.m. CT on the last day of the month.
 5. **Source of Measurement Data:** The source of the measurement data shall be the System Availability as described in Operation Management in the Concept of Operations (CONOPS).
 6. **Method of Measurement**
 - a) **System Availability** The EDS Contractor shall record the time in minutes that the solution is running and available to perform all their required service outside of Agency-approved scheduled maintenance time (Uptime). The Uptime calculation for A_S is:

$$7. A_S = \frac{(Uptime\ Minutes)}{(Minutes\ in\ the\ Month - Scheduled\ Maintenance\ Minutes)} \times 100$$

- a) Minutes in the Month = Calendar Days in Month x 24 hours x 60 Minutes
- b) Maintenance Minutes = Approved Scheduled Maintenance Hours x 60 minutes
- c) Available Minutes = Minutes in the Month – Maintenance Minutes
- d) Uptime Minutes = Available Minutes – Unscheduled/Unavailable Minutes

Example: For one 30-day month, there was one eight-hour scheduled maintenance window. The EDS system was unavailable for 55 minutes outside of this window.

- a) Minutes in the month = 30 calendar days x 24 hours/day x 60 minutes/hour = 43,200 minutes
- b) Minutes of scheduled maintenance = 8 hours x 60 minutes/hour = 480 minutes
- c) Minutes in month not including scheduled maintenance (time the SIP should have been up) = 43,200 – 480 = 42,720 minutes
- d) Uptime = 42,720 - 55 = 42,665 minutes

$$A_S = \frac{42665}{42720} \times 100$$

- 8. **State Audits.** The EDS Contractor shall make available the uptime records and the metrics reported in the Project Management Status Report for audits by the Agency or its third-party designee.
- 9. **Assumptions and Conditions.** The EDS Contractor shall have a process and/or tool for recording the availability of the solution.
- 10. **Exceptions.** In the event of a disaster outside of the control of the EDS Contractor, the EDS Contractor will not be subject to discounted payments during any month in which services operate from the Disaster Recovery environment. The EDS Contractor shall be subject to discounted payments if the disaster was caused by the EDS Contractor, its subcontractors, or partners.

b. Key Performance Indicator – Equipment

Equipment not past manufacturer stated end of life and refreshed as recommended by manufacturer. Report equipment life and manufactures end of life guidelines annually by the end of the first Quarter or March 31, or within three (3) business days of a request from the Agency.

- 1. **Measurement Description.** Measurement of equipment begins annually on January 1.
- 2. **Measurement Interval.** The measurement shall be one Calendar quarter, starting annually on January 1 and ending on March 31.
- 3. **Source of Measurement Data.** Equipment is refreshed before end of life.
- 4. **Measurement Method.** Equipment upgrades.

c. Service Level Agreement – Query Response

During DDI the contractor shall work with the Agency to establish a baseline set of queries, run Monday after check write.

- 1. **Measurement Item.** Query Response
- 2. **Measurement Logic.** The measurement logic is Time > 15% increase in each query run time.
- 3. **Timeline for Failed SLA.** Five (5) days for providing a plan of action.

4. **Measurement Interval**. Annually. Baseline queries set in January run.

d. Service Level Agreement – EDS Architecture Discount Calculations

1. **Discount Calculations**. If for any one month, any one or more of the measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, Medicaid may request a Corrective Action Plan (CAP). If the Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 - Contract Liquidated Damages](#).

5. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

- Q - 06 Describe your approach to providing de-identified data to Agency-specified environments.
- Q - 07 Provide a high-level description and diagram of the proposed EDS Platform and Service solution, including the configuration and components. The diagram must include the entire solution being proposed, including parts of the solution being provided by subcontracts or vendors.
- Q - 08 Describe your proposed approach to Design, Configure, Build, Test, Implement and Operate the EDS. Include the approach to EDS integration with other MES modules.
- Q - 09 Provide and describe how your proposed EDS solution (including your approach to Hosting) will meet Alabama’s business needs, expectations and requirements regarding:
 - Scaling capacity (both up and down) of compute, storage, and communication traffic
 - High availability
 - Fault tolerance
 - Security
 - Single point of failure
- Q - 10 Describe your approach and all tools your solution will utilize to create and maintain Interface Control Documents (ICDs) for each integration. Provide details related to standards and approach you will use to keep ICDs coordinated and up to date, across all MES modules.
- Q - 11 Provide the level of effort necessary, constraints, dependencies, risks, and assumptions accounted for in the overall solution for successful implementation.
- Q - 12 Provide examples of data models that will be used for Alabama Medicaid.
- Q - 13 Describe your processes for version control and change management.
- Q - 14 Describe your approach to delivering definitions and metadata of data models.
- Q - 15 Describe your experience with adherence to NIST and other State and Federal security

requirements.

- Q - 16 Describe how you will integrate with the SI Platform's single sign-on solution.
- Q - 17 How will you ensure that all data is housed within the continental United States?
- Q - 18 How will you ensure that all personnel with access to the EDS environment and data are working from the continental United States?
- Q - 19 Describe how you enable Agency reporting and/or business intelligence tools to connect to the EDS platform.
- Q - 20 What is your approach to ETL, including any tools you use?
- Q - 21 Provide an example of Dashboards for data ingestion and load processing.
- Q - 22 Provide an overview of your proposed solution in relation to the three key principles of:
 - 1) The output of the data is in the style and format that supports the specific user type consuming and evaluating the results.
 - 2) The data is highly secure and protected at every stage of the EDS.
 - 3) The architecture takes advantage of the latest in technology (streaming, data structures, database types, optimization, caching, etc.) that places an emphasis on the speed of results to the users.
- Q - 23 Describe your recommended approach for development and delivery of the Design and Technical Architecture Package (DTAP). As part of your answer, provide a detailed list and description of proposal artifacts/documents to be included in the DTAP.

E. Performance

The Contractor will be responsible for developing and articulating a foundational EDS solution that not only meets but exceeds the current solution performance and scale. This foundation must also be scalable for future growth expected through the integration of new data sources. The Contractor is expected to deliver a solution that utilizes advanced analytic and reporting components and techniques to deliver results in seconds and minutes rather than minutes and hours. The Contractor will ensure performance is met through specifications of uptimes and response times, as well as requirements to maintain and monitor the system.

The EDS solution will include the planning of a responsive backup strategy to adequately address the AMMP needs and schedules, while incorporating routine frequencies to make sure adequate restore points are available. Additionally, recovery capabilities should extend to all aspects of the EDS solution, including, but not limited to, data, queries, jobs, reports, analysis results, and documents.

The EDS solution will include the processes and tools to ensure the EDS solution is available to users within expected service levels. The EDS solution will include the ongoing oversight of all aspects of the EDS solution performance, system health, and solutions to verify normal processing, identify improvements and optimizations, and to handle unexpected processing and other system errors.

1. System Health Dashboard

The purpose of the System Health Dashboard is to inform Business Operations of current EDS conditions and allow Business Operations to utilize this information to quickly respond to issues within the EDS. The EDS Contractor must publish a System Health Dashboard that interfaces with the EDS to present a near real-time consolidated display of health and performance of the EDS. The EDS Contractor shall work collaboratively to define data to be reported through the Dashboard and to configure the Dashboard User Interface. The EDS contractor will be required to share Health and Performance information with the SI Contractor. The System Health Dashboard must be available to authorized users through role-based access

from the MES Portal. In addition to the System Health Dashboard, a Monthly Operations Status Report is required as part of Health and Performance monitoring.

2. Performance Requirements

Table II-10: Performance– Performance Requirements

Master ID	Requirement Description
4093	The Contractor shall provide a configurable and interactive dashboard that provides real-time information that is used to track Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) that are agreed upon by the Agency.
4094	The Contractor shall provide a solution that has the capability to capture metrics on data query performance and produce metrics including, but not limited to, query response times, direct access query response times, table structure, and indexing.
4095	The Contractor shall provide performance data to the SI Contractor for the SI Platform’s System Health Dashboard as required by the SI Contractor. The Contractor shall provide data for all SLAs, including, but not limited to: <ol style="list-style-type: none"> 1. Query/Report Performance 2. System Availability 3. Incident Management
4100	The Contractor shall provide a solution that includes the capability to recover and reinitiate transactions that are interrupted during transfer.
4106	The Contractor shall provide a solution that is available to end users twenty-four hours a day, seven days a week, with the exception of agreed upon system maintenance downtime. Services shall be operationally available a minimum 99.5% of the time, as measured over a 30-day continuous time span. Scheduled system maintenance downtime shall not be factored into the availability of the system.
4107	The Contractor shall provide a solution that includes the tools and methods that support and enable ongoing query, report, and analytics optimization. The Contractor shall present recommendations for optimization as part of the Monthly Status report, including any proposed changes and level of effort, to be reviewed and approved by the Agency.
4108	The Contractor shall provide a solution with the ability to download all scheduled (recurring) reports and large data extracts within a timeframe agreed upon by the Agency.

3. Performance Deliverables

Table II-11: Performance – Performance Deliverables

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
OPS_05	4095	System Health Dashboard	System Health Dashboard should present a near real-time consolidated display of health and performance across the EDS.	Post Implementation	Near real-time

4. Performance SLAs and KPIs

The EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

a. Service Level Agreement - Maintenance/Updates/Upgrades

1. Maintenance/Updates. All recurring planned maintenance must be scheduled and performed outside of working hours (M-F, 6:00 a.m. - 7:00 p.m. Central Time, non-holidays) with State advance approval. Urgent planned maintenance may be scheduled and performed during working hours with State advance approval if non-working hours are nonviable. Planned downtime should occur between 11:00 p.m. - 5:00 a.m. CT.
2. Upgrades. When there is a major release of operating system, database, or applications, the Contractor will upgrade to the new release on a schedule approved by the State. The Contractor is responsible to maintain functionality, backwards compatibility, and interoperability. The Contractor is responsible to ensure that there will be no data loss.
 - a) **Measurement Item**. Recurring maintenance
 - b) **Measurement Logic**. The measurement logic is Time > 7:00 p.m. CT, < 6:00 a.m. CT
 - c) **Measurement Period**. Ongoing
 - a) **Measurement Item**. Urgent maintenance
 - b) **Measurement Logic**. Requires State approval
 - c) **Measurement Period**. Ongoing
 - a) **Measurement Item**. Planned downtime
 - b) **Measurement Logic**. The measurement logic is Time > 11:00 p.m. CT, < 5:00 a.m. CT
 - c) **Measurement Period**. Ongoing
 - a) **Measurement Item**. Upgrades
 - b) **Measurement Logic**. Requires State approval
 - c) **Measurement Period**. Ongoing
 - a) **Measurement Item**. Data loss during upgrades
 - b) **Measurement Logic**. No data loss.
 - c) **Measurement Period**. Ongoing

b. Key Performance Indicator - Downtime Notifications:

1. Scheduled Downtimes. Obtain State approval before scheduling planned downtimes, keeping Central Time in mind and maximizing uptime during normal business hours in Alabama. Notify users of status of planned downtimes with State approval of channels, messaging, and timing (e.g., publication in portal; email notification in advance, at start, and upon completion).
2. Unplanned Downtimes. Upon the occurrence of any unplanned downtime, the Contractor shall immediately notify the State and follow up within one (1) business day with a written explanation and documentation. Documentation shall include, but not be limited to, dates, times, and duration of system non-availability and dates and times of downtime events.
 - a) **Measurement Item**. Scheduled downtime
 - b) **Measurement Description**. Requires State approval
 - c) **Measurement Description**. Requires user notification

- d) **Measurement Period.** Ongoing
- a) **Measurement Item.** Unplanned downtime
- b) **Measurement Description.** Requires immediate State notification
- c) **Measurement Description.** Requires contractor follow-up with written explanation and documentation
- a) **Measurement Logic.** The measurement logic is Time <= 1 business day
- b) **Measurement Period.** Ongoing

c. Service Level Agreement - Transaction Response Time

Provides capability for transaction response time to be consistent for all users directly interacting with the production environment, based on a common Web Portal access for network access point, processed and returned to the network access point.

- Ninety-five percent (95%) of transactions to occur in five (5) seconds or less
- Ninety-nine percent (99%) of transactions to occur in seven (7) seconds or less

Response time shall be measured both at the Agency and EDS facility. The Contractor shall report on this monthly by the 5th day of the month following month end. Variances of more than twenty percent (20%) in response time between the two (2) locations shall be researched and documented by fiscal agent and Agency staff for improvement. The documentation shall be in a format determined by the Agency.

- 1. **Measurement Item.** Web portal transaction response time
- 2. **Measurement Description.** 90% of transactions response
- 3. **Measurement Logic.** The measurement logic is Time <= 4 seconds
- 4. **Measurement Interval.** Quarterly
- 5. **Measurement Period.** Previous Quarter

- 1. **Measurement Item.** Web portal transaction response time
- 2. **Measurement Description.** 95% of transactions response
- 3. **Measurement Logic.** The measurement logic is Time <= 5 seconds
- 4. **Measurement Interval.** Quarterly
- 5. **Measurement Period.** Previous Quarter

- 1. **Measurement Item.** Web portal transaction response time
- 2. **Measurement Description.** 97% of transactions response
- 3. **Measurement Logic.** The measurement logic is Time <= 6 seconds
- 4. **Measurement Interval.** Quarterly
- 5. **Measurement Period.** Previous Quarter

- 1. **Measurement Item.** Web portal transaction response time
- 2. **Measurement Description.** 99% of transactions response
- 3. **Measurement Logic.** The measurement logic is Time <= 7 seconds
- 4. **Measurement Interval.** Quarterly
- 5. **Measurement Period.** Previous Quarter

- 1. **Measurement Item.** Web portal transaction response time reporting
- 2. **Measurement Description.** Requires Contractor reporting on web portal transaction response time
- 3. **Measurement Logic.** The measurement logic is Time <= 5th of month following quarter end

4. **Measurement Interval.** Quarterly
 5. **Measurement Period.** Previous Quarter
1. **Measurement Item.** Web portal transaction response time research
 2. **Measurement Description.** Requires research for variances in web portal transaction response times
 3. **Measurement Logic.** The measurement logic is $\text{Time} > 20\%$
 4. **Measurement Interval.** Quarterly
 5. **Measurement Period.** Previous Quarter

d. Service Level Agreement - System Response

Response Time. The Contractor must achieve industry standard and reasonable response times for all aspects of provided functionality during normal operations. Recognizing that the Contractor is not responsible for aspects of network latency that are out of the Contractor's control, the State establishes the following metrics:

- Responsiveness of each step of the Multi-Factor Authentication (MFA) login process $< (2.5 \text{ seconds} + \text{latency}) \text{ max}$
- Responsiveness of Data Store connection requests $< (2.5 \text{ seconds} + \text{latency}) \text{ max}$
- Responsiveness of user navigation in portal $< (2.5 \text{ seconds} + \text{latency}) \text{ max}$

For the purposes of measuring responsiveness, latency means the round-trip network latency time between client and Contractor-hosted environment as measured by a standard tool, such as hopping, netperf, or iperf.

1. **Measurement Item.** MFA Login process
 2. **Measurement Description.** Average response time
 3. **Measurement Logic.** The measurement logic is $\text{Time} < 2.5 \text{ seconds} + \text{latency}$
 4. **Measurement Interval.** Monthly
 5. **Measurement Period.** Previous Month
1. **Measurement Item.** Data store connection request
 2. **Measurement Description.** Average response time
 3. **Measurement Logic.** The measurement logic is $\text{Time} < 2.5 \text{ seconds} + \text{latency}$
 4. **Measurement Interval.** Monthly
 5. **Measurement Period.** Previous Month
1. **Measurement Item.** Web portal user navigation
 2. **Measurement Description.** Average response time
 3. **Measurement Logic.** The measurement logic is $\text{Time} < 2.5 \text{ seconds} + \text{latency}$
 4. **Measurement Interval.** Monthly
 5. **Measurement Period.** Previous Month

e. Key Performance Indicator - Backups

Backup restorations from short-term storage, including transaction logs and testing, shall complete within eight (8) hours.

Backup restorations from long-term storage shall complete within five (5) calendar days. This would be used for finding something in a point in time; this would not occur within the Production environment.

1. **Measurement Item.** Short-term backup restoration
2. **Measurement Description.** Completed backup restoration
3. **Measurement Logic.** The measurement logic is Time <= 8 hours
4. **Measurement Interval.** Episodic
5. **Measurement Period.** Episodic

1. **Measurement Item.** Long-term backup restoration
2. **Measurement Description.** Completed backup restoration
3. **Measurement Logic.** The measurement logic is Time <= 7 calendar days
4. **Measurement Interval.** Episodic
5. **Measurement Period.** Episodic

f. Key Performance Indicator - Disaster Recovery

The Contractor shall meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements listed below in the case of disaster recovery. The Contractor shall test and document the disaster recovery process at least bi-annually (twice a year) to ensure compliance with the RTO and RPO.

- Recovery Time Objective (RTO): < 6.0 clock hours
- Recovery Point Objective (RPO): < 6.0 clock hours

1. **Measurement Item.** Recovery time objective testing
2. **Measurement Description.** Disaster recovery completed
3. **Measurement Logic.** The measurement logic is Time < 6 hours
4. **Measurement Period.** Bi-annually

1. **Measurement Item.** Recovery point objective testing
2. **Measurement Description.** Disaster recovery completed
3. **Measurement Logic.** The measurement logic is Time < 6 hours
4. **Measurement Period.** Bi-annually

g. Service Level Agreement - Escalation/Managed Security Service Providers (MSSP)

1. Monitoring. The Contractor shall provide a 24/7 security and event management or equivalent solution to aggregate logs, monitor system activity, identify suspect behavior/anomalies, security events, file integrity, evaluate logs, and provide an alerting capability. Solution shall provide the ability to audit/track all activity specific to each user and process, including at minimum, date and time of last login, invalid login attempts, system errors, and all transaction activities, including inquiries. Solution shall also provide a user interface for the State to review activity and alerts. Access and authentication reports shall be provided daily to the State, and the State shall have the ability to view access logs on the fly. Logs shall be kept and archived on a schedule as approved by the State.
2. Security Operations Center (SOC) / Managed Detection and Response (MDR). Alerts and events shall be actively monitored on a 24/7 basis by an SOC/MDR or equivalent team.
3. Alerts/Escalation. Alerts must include ability to alert appropriate staff of potential violations of privacy safeguards, such as inappropriate access or attempted access to confidential information, and preserve and report specified audit data when a potential security violation is detected.
 - a) **Measurement Item.** 24/7 security and event management
 - b) **Measurement Description.** Continuous auditing and tracking of all activity
 - c) **Measurement Logic.** Requires State approval

- d) **Measurement Item.** 24/7 security and event management log retention
- e) **Measurement Description.** Logs kept and archived on schedule
- f) **Measurement Logic.** Requires State approval

h. Key Performance Indicator - Security Incident Response Priority

1. **Security Incident Response Priority.** When reporting a security issue to the Contractor, the State shall identify the issue by its Security Level as described below. If the Contractor identifies a security issue, the Contractor shall immediately notify the State and identify the issue security level based on Contractor's initial evaluation.
 - Security Level 1 (S1) – Incident affecting critical systems, information, or data (e.g., Distributed Denial of Service (DDoS), active hacking, virus outbreak, breach)
 - Security Level 2 (S2) – Incident affecting non-critical systems, information, or data. Employee investigations should typically be classified at this level (e.g., improper access, non-active hacking, policy violations)
2. **Time to Response and Resolution.** Immediately upon identifying a security issue or receiving notice from system users of a security issue, the Contractor shall respond and resolve the issue in alignment with the guidelines outlined below, as applicable. If the Contractor cannot meet any of these guidelines, the Contractor shall describe in writing to the State to explain why and propose new Response and Resolution Times for state approval.
 - a) Initial Response (Stopgap Measure):
 - Security Level 1 (S1) – Response Time/Target: 30 clock minutes / 100%
 - Security Level 2 (S2) – Response Time/Target: 1 business hour / 100%
 - b) Investigation
 - Security Level 1 (S1)– Response Time/Target: 1 clock hour / 100%
 - Security Level 2 (S2) – Response Time/Target: 1 business day / 100%
 - c) Full Resolution:
 - Security Level 1 (S1) – Resolution Time/Target: 4 clock hours / 100%
 - Security Level 2 (S2) – Resolution Time/Target: 2 business days / 100%
3. **Updates.** For Security Level 1 (S1) incidents, the Contractor shall provide status updates every one (1) hour to the State until the security issue is resolved. For Security Level 2 (S2) incidents, Contractor shall provide status updates via a weekly summary to state in writing until the security issue is resolved.
 - a) **Measurement Item.** Security incident initial response (Security Level 1)
 - b) **Measurement Logic.** The measurement logic is Time <= 30 calendar minutes
 - c) **Measurement Period.** Episodic
 - a) **Measurement Item.** Security incident initial response (Security Level 2)
 - b) **Measurement Logic.** The measurement logic is Time <= 1 business hour
 - c) **Measurement Period.** Episodic
 - a) **Measurement Item.** Security incident investigation response (Security Level 1)
 - b) **Measurement Logic.** The measurement logic is Time <= once per calendar hour
 - c) **Measurement Period.** Episodic
 - a) **Measurement Item.** Security incident investigation response (Security Level 2)

- b) **Measurement Logic.** The measurement logic is Time <= once per business day
- c) **Measurement Period.** Episodic

- a) **Measurement Item.** Security incident full resolution (Security Level 1)
- b) **Measurement Logic.** The measurement logic is Time <= 4 calendar hours
- c) **Measurement Period.** Episodic

- a) **Measurement Item.** Security incident full resolution (Security Level 1)
- b) **Measurement Logic.** The measurement logic is Time <= 2 calendar hours
- c) **Measurement Period.** Episodic

i. Key Performance Indicator – Breach

1. Privacy and Security Breach Notification. The Contractor must adhere to all applicable Federal, State, and local laws and regulations regarding privacy and information security. The Contractor must notify the State 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 State data or security incident affecting any State component or supporting infrastructure. Contractor must support investigation, take prompt corrective action and remediation steps, and provide notification as required per Business Associate Agreement (BAA). The Contractor must provide a written report to the State within thirty (30) calendar days of discovery of the breach.
 1. **Measurement Item.** Privacy and Security Breach
 2. **Measurement Description.** Requires State notification
 3. **Measurement Logic.** The measurement logic is Time <= 24 hours
 4. **Measurement Period.** Episodic

j. Service Level Agreement – Performance Discount Calculations

1. Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 - Contract Liquidated Damages](#).

5. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

- Q - 24 Provide an example of Dashboards used for SLAs and KPIs.
- Q - 25 Describe how your solution can process large amounts of data transactions and enable seamless user experience and load times of query results and reports.

F. Data Integration and Management Services

The EDS solution will be capable of continuously adapting as integration standards evolve. As modularization within the AMMP continues, AMA expects the integration model to evolve and mature. Integration of internal data sources will take place in coordination with the AMMP System Integration Contractor. The EDS Contractor will be responsible for working with external data source entities to establish and maintain all external data integrations. A list of external data sources is available in the Procurement Library, PL2_ Combined EDS Data Sources Reports Queries.

1. Data Delivery

The EDS will include the mechanisms and support to allow users to schedule refreshes of data and to export and deliver data in a variety of formats. A current list of extracts is available in PL21_ Combined EDS Data Sources Reports Queries.

2. Data Management

The EDS Contractor will establish and maintain a comprehensive data governance program that enforces Medicaid's Data Governance policies. The Contractor shall establish and maintain an enterprise data warehousing, analytics, and reporting solution that supports Medicaid's master and reference data management capabilities.

The EDS Contractor will demonstrate proficiency and compliance with operational requirements complying and enforcing the Medicaid Enterprise Data Governance policies, processes, and procedures. The EDS Solution will meet the data governance standards as described in the Medicaid Data Governance Policy and all requisite federal and state regulations and external mandates in collaboration with the Data Governance Office (DGO).

3. Interface Control Document

The EDS Contractor shall develop Interface Control Document(s) (ICDs), which reflect production configuration, for each interface, using the Agency approved template (EA-k-7). The ICD describes the interfaces between the EDS and existing or new systems or services. The EDS Contractor shall create and maintain a set of ICDs for all interfaces for the EDS, MES modules, and Data Governance Tool using Agency templates. The EDS Contractor shall facilitate sessions with the MES Contractor and DGO to create the ICD for each interface during the Planning and Design phases for each MES Module. The ICDs for each MES Module and DGO Tool will be submitted to the Agency for review and approval as part of acceptance testing for each integration.

4. Data Management Plan

The EDS Contractor shall provide a Data Management Plan (DMP) that aligns with the Medicaid Enterprise Security Policy and the DGO Data Management Plan. The DMP must describe how the EDS Contractor handles data, ensures data quality and consistency, increases accountability, improves data security, and optimizes data usage. The DMP must document the EDS Contractor's approach to supporting and collaborating with the Agency and AMMP/MES Contractors regarding the Agency's overall data management and governance policies and principals. As the Agency continues to document and develop its organizational approach to data management, the EDS Contractor shall support and collaborate with the Agency to mature the strategy to effectively maintain and operate the AMMP, MES, and future data integrations. The DMP must include, but not be limited to the following:

- Data Architecture
- Data Modeling and Design
- Data Storage and Operations
- Data Security

- Data Integration and Interoperability
- Data Quality
- Data Retention
- Data Dictionary

5. Data Integration and Management Requirements

Table II-12: Data Integration and Management – Data Integration Requirements

Master ID	Requirement Description
4110	The Contractor shall work with the SI Contractor to establish data exchanges from the MEVV to the EDS.
4111	The Contractor shall work with the SI contractor to establish data exchanges from the AMMIS to the EDS.
4112	The Contractor shall work with the Agency to transition data from the Agency's Patient 1st Database into the EDS.
4113	The Contractor shall work with the AMMIS contractor to receive data from the AMMIS.
4114	The Contractor shall work with the Agency to transition data from the Agency's Data Lake into the EDS.
4115	The Contractor shall provide a solution that ingests and integrates data from external systems as identified and/or approved by the Agency to support reporting and analytics.
4117	The Contractor shall provide a solution that includes a real-time Application Programming Interface (API) that supports data ingestion, data updates, data validation, and data retrieval.
4118	The Contractor shall provide a solution that has the ability to define keys that join queries across structured, unstructured, and semi-structured data.
4119	The Contractor shall work with other modules as needed to provide report outputs via Managed File Transfer.
4742	The Contractor shall develop and submit Interface Control Documents (ICD) for all interfaces between modules and outside entities to the Agency for review and approval during the Design, Configuration, and Build phase for each MES Module using Agency approved templates. The Contractor shall keep current the ICDs and an update every twelve (12) months.

Table II-13: Data Integration and Management – Data Management Requirements

Master ID	Requirement Description
4936	The Contractor shall provide a solution that supports metadata management program that encompasses metadata, master data, data dictionaries, reference data, and business rules with established Agency policies, processes, and procedures.
4050	The Contractor shall provide, implement, maintain, and support comprehensive metadata management for all metadata defined within the Contractor's environments including, but not limited to, a data dictionary, history of changes, all ETL/ELT mappings, and all interface, file, and dataset definitions for their solution to align with the Enterprise Data Management Plan.
4052	The Contractor shall provide and maintain a solution that includes an online metadata dictionary, featuring customizable search and reporting capabilities, that is accessible by Agency authorized users.

Master ID	Requirement Description
4067	The Contractor shall provide a solution that includes the ability to apply corrections to previously loaded records including, but not limited to, recipient ID, claims, prior authorizations, and other system records in alignment with the Interface Control Document for the source system.
4068	The Contractor shall provide a system that retains a minimum of 120 months of claims data (including pharmacy) to support reporting, including complete reference, provider, recipient, and Agency-defined claims extract data.
4069	The Contractor shall provide a solution that retains drug rebate related data to coincide with CMS regulations for drug manufacturers.
4070	The Contractor shall provide a solution with the capability to retain all Medicaid data identified as lifetime procedures and transactions related to claims processing for lifetime procedures as requested by the Agency in a non-archived state until such time as the Agency gives approval to archive or purge the specified data.
4071	The Contractor shall provide a solution with the capability to retain all Medicaid data in relation to legal matters and lawsuits as requested by the Agency in a non-archived state until such time as the Agency gives approval to archive or purge the specified data.
5155	The Contractor shall provide a solution that flags data stored within the EDS associated with lifetime procedures, transactions related to claims processing for lifetime procedures, legal matters, and lawsuits.
5163	The Contractor shall review the data stored within the EDS associated with lifetime procedures, transactions related to claims processing for lifetime procedures, legal matters, and lawsuits annually with the Agency.
4073	The Contractor shall develop and maintain a process to archive and access archived data as defined in the EMP. The Contractor shall work with the Agency on any archive and retrieval processes to obtain approval in advance of archiving any data.
4078	The Contractor shall provide a solution that includes the functionality to consolidate data from multiple sources, match and deduplicate data, and store derived translation independently in formats approved by the Agency.
5072	The Contractor shall provide the capability to export formatted or translated data into approved Agency tools.
4080	The Contractor shall include the functionality to develop, implement, and maintain multi-dimensional data objects for derived and aggregated data, as approved by the Agency.
4081	The Contractor shall develop and submit a Data Transfer and Conversion Plan, inclusive of all designated data and data sources, to the Agency within six (6) months from Contract Start for review and approval. The contractor shall update the Data Transfer and Conversion Plan every three (3) months until go live. The contractor shall update the Data Transfer and Conversion Plan every six (6) months from go live through the term of the contract.
4083	The Contractor shall provide a solution that includes the capability for initiating and validating data quality, capturing and reporting metrics/results of data quality validations applicable to the data migrations and operations throughout the term of the contract. The metrics/results of data quality validations shall be available to the Data Governance Office in a format approved by the Agency that is compatible for use by and integration into the Agency's Data Governance platform and tools.
4085	The Contractor shall ensure that the EDS meets the data governance standards as described in the Medicaid Data Governance Policy, based on Federal and State regulations and external mandates.

Master ID	Requirement Description
4086	The Contractor shall establish and maintain a comprehensive set of data governance and quality processes (monitor, correct, and report) for the enterprise data warehousing, analytics, and reporting solution. The data governance and quality processes shall be based on the requirements of the Medicaid Enterprise Data Governance Framework and this procurement.
4935	The Contractor shall provide a solution that establishes and maintains the data governance and quality processes to increase the adoption rate and usefulness of enterprise-wide data reporting and analytics.
4890	The Contractor shall work collaboratively with the Agency to develop and enforce data standards according to the business needs of the Agency as defined in the Agency's Data Governance Tool and the ICDs.
4937	The Contractor shall provide a solution that supports Medicaid's data quality processes and capabilities. The Agency will define and approve critical data quality rules and provide those rules to the Contractor.
4938	The Contractor shall provide a solution that allows Medicaid personnel to connect Agency tools to EDS data for analytics and reporting purposes.
4939	The Contractor shall provide a solution that stores data quality process results for all vendors and systems. The results will be used for data quality analytics and reporting.
4940	The Contractor shall provide a solution with the capability to validate data and apply data quality rules within all data processes, data movement, and data storage.
4762	The Contractor shall develop and submit a Data Management Plan (DMP) to the Agency within two (2) months from Contract Start for review and approval. The DMP should align with the DGO Data Management Plan and describe how the Contractor handles data, ensures data quality and consistency, increases accountability, improves data security, and optimizes data usage. The Contractor shall update the DMP every six (6) months through the term of the contract.

Table II-14: Data Delivery - Data Delivery Requirements

Master ID	Requirement Description
4120	The Contractor shall provide a solution that allows for the storage, transfer, and access of all incoming and outgoing data exchanges through Agency-approved methods and formats.
4122	The Contractor shall enable integration of data from Agency-approved sources into the EDS at various refresh frequencies to meet program needs as defined by the Agency.
5276	The Contractor shall work with the SI Contractor to establish data exchanges from the CARES to the EDS.
5277	The Contractor shall work with the SI Contractor to establish data exchanges from the CPMS to the EDS.
5278	The Contractor shall work with the SI Contractor to establish data exchanges from the Provider Management to the EDS.

6. Data Integration and Management Deliverables

Table II-15: Data Management – Data Management Deliverables

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
DDI_03	4742	Interface Control Document (ICD)	The ICD describes the interfaces between the SIP and existing or new systems or services	Six (6) months prior to the start of implementation	Annually
DDI_04	4762	Data Management Plan (DMP)	<p>The DMP should align with the DGO Data Management Plan and describe how the Contractor handles data, ensures data quality and consistency, increases accountability, improves data security, and optimizes data usage.</p> <p>The DMP should encompass metadata, master data, data dictionaries, reference data, and business rules with established Agency policies, processes, and procedures.</p>	Two (2) months from Contract Start	Every six (6) months
EDS_15	4081	Data Transfer and Conversion Plan	The Contractor shall develop and submit a Data Transfer and Conversion Plan, inclusive of all designated data and data sources, to the Agency within six (6) months from Contract Start for review and approval. The contractor shall update the Data Transfer and Conversion Plan every three (3) months until go live. The contractor shall update the Data Transfer and Conversion Plan every six (6) months from go live through the term of the contract.	Six (6) months from Contract Start	Every three (3) months until go-live. Every six (6) months from go-live through the term of the contract

7. Data Integration and Management SLAs and KPIs

The EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

a. Service Level Agreement – Data Availability

The Contractor shall meet the agreed upon specifications in the Interface Control Document for each interface.

1. **Measurement Item.** Data availability
2. **Measurement Description.** Average data availability timeframes missed
3. **Measurement Logic.** The measurement logic is Time < agreed upon time from ICD
4. **Measurement Period.** Monthly

b. Key Performance Indicator – Data Availability

Time for regular processing and review between data submission and availability for analyst use shall be within two (2) hours in relation to when the load is started (for processing that does not require full file rejection or stoppage).

1. **Measurement Item.** Data availability after receipt of data
2. **Measurement Description.** Average data availability timeframes missed
3. **Measurement Logic.** The measurement logic is Time < 2-hour time
4. **Measurement Interval.** Episodic
5. **Measurement Period.** Episodic

c. Service Level Agreement – Data Integration Discount Calculations

1. Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 Contract Liquidated Damages](#).

8. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

- Q - 26 Describe how you will define keys that join queries across structured, unstructured, and semi-structured data.
- Q - 27 Describe your high-level approach to integrating external interfaces and providing external partners with data extracts and reports and describe your experience with this approach.
- Q - 28 Describe your approach to integrating with the Agency data governance tools to enforce data governance rules and provide data quality metrics.
- Q - 29 Describe your process for Data Conversion.
- Q - 30 Describe your approach to maintaining historical data, archival, and retrieval of archived data.
- Q - 31 Provide examples of data quality metrics produced for other states or businesses.

G. Data Analytics and Reporting (DAR)/MARS

The DAR component will provide AMA with the tools, mechanisms, and services to support AMA’s business and management needs for data analytics and reporting responsibilities. This component is envisioned to provide a single, central portal for analysis and report development activities, including a catalog of published reports. DAR will have the capability to integrate with AMA’s business intelligence tools (Power BI and Tableau) that are used by the analytics and informatics teams to perform the reporting, query, and analytics necessary to meet the expectations of the work required. Access to analytics, reporting, and the tools and capabilities outlined in DAR shall coincide with the permissions and roles outlined in Section D.2, EDS Architecture – Security and Access. DAR is expected to have the ability to schedule reports and send electronic communication as needed for delivery and consumption. The EDS solution must:

- Implement a user-centric reporting and query tool that allows users to:
 - Utilize multiple data sources to create reports and analytics functions
 - Utilize data analytic tools to gather further insight into the data
- Create dynamic dashboards to visualize data and scorecards/metrics
- Provide Management and Administrative Reporting for T-MSIS, CMS 64 and other Federal and State reporting needs
- Update and maintain all federally-defined reports
- Provide support services with knowledgeable and experienced SMEs in analytics and reporting

1. Tools and Capabilities

The Agency expects an integrated solution that complies with the requirements set forth throughout the Tools and Capabilities section. The requirements in the Tools and Capabilities section apply to all environments of the EDS, unless otherwise stated.

a. Analytical Tools and Capabilities

Analytical Tools and Capabilities covers supporting, operational, and strategic decision making across the AMMP by providing a solution with capabilities that supports all types of analysis—such as statistical, cluster, predictive, prescriptive, sampling, extrapolation, trending, and geospatial reporting and analysis—through the reporting tools and capabilities. The EDS will provide tools that deliver data visualization, forecasting, business process, geographic, dimensional cubes, hybrids, and relational analytic capabilities. The Agency also requires data mining functionality, capabilities, and techniques, teamed with solutions that enable identification of various patterns, generalizations, dependencies, and detect anomalies within the data.

b. Reporting Tools and Capabilities

Reporting Tools and Capabilities includes ease of access to and use of enterprise data to meet the Agency reporting needs through web-based and desktop-based tools that provide the functionality necessary to manage and evaluate AMMP data, programs, and strategies and the staff to support it. The Agency expects the solution to provide pre-defined and ad hoc, parameter-based reports, dashboards, and scorecards. This section of requirements includes various functionalities to increase user and tool flexibility in creating, updating, and sharing reports. The Reporting Tools and Capabilities section encompasses requirements for reports, dashboards, and visualization techniques for all reporting and analytical outputs.

2. Reporting

The Agency’s overall objective related to Reporting Management is to ensure all stakeholders have access to accurate, meaningful, readable, and timely reports that are required to complete their business and contractual responsibilities. Additionally, the Agency stresses that the Contractor provide an oversight and

management framework to support all operational and system reporting. This framework includes parameters encompassing development, formatting, maintenance, storage, and archiving of all reports generated out of the EDS, including T-MSIS, MARS/SURS reporting, and ad hoc reports inclusive of their interaction and dependencies to the MES and stakeholders. The Contractor shall possess a robust reporting capability to support the Agency’s business and operations so that the Agency and approved MES users can view and download reports from the EDS solution in a variety of formats. All Contractor-developed reports must also align with Agency approved styles and standards, including the display of all approved Alabama Medicaid naming conventions, logos, symbols, and/or emblems.

DAR Reporting will ensure the AMMP stakeholders have access to accurate, timely, meaningful, and clear reports that are required to conduct day-to-day operations. The Contractor will provide a centralized, online library/repository to store, share, and exchange reports, queries, and analytics. The Agency has defined a list of reports from the current DSS that will need to be accessible in the new solution.

a. Decision Support System (DSS) Reporting

The EDS solution will provide comprehensive data mining, link analysis, advanced data modeling, predictive analytics, and data visualization functionality to achieve the business goals and objectives for Program Integrity.

b. MAR Reporting

Management and Administrative Reporting is required by CMS. Each state must report Medicaid program activity on a regular basis. Some of the major reports required are CMS 64, CMS 372, Payment Error Rate Measurement (PERM), and Transformed Medicaid Statistical Information System (T-MSIS). These reports are used to assess utilization, claims, quality of care and many other data points.

3. DAR Support Services

DAR Services will include the establishment of a true collaborative relationship between the EDS Contractor and the Agency. The Agency seeks a partnership that results in the evolution of analytic capabilities and maturity, supported by industry best practices, actionable changes, and sharing of knowledge, trends, and tools to help the Agency get the most out of the AMMP data. The Contractor will provide highly skilled data scientists and business intelligence analysts that will help the Agency adapt to the EDS and provide ongoing support. Specific staffing requirements are covered in Section I.8 – General Staffing.

4. Data Analytics and Reporting (DAR)/MARS Requirements

Table II-16: DAR – Tools and Capabilities – Analytical Tools and Capabilities Requirements

Master ID	Requirement Description
4060	The Contractor shall provide a solution that provides the capability to determine, store, report, and visually display geocode values for all addresses.
4125	The Contractor shall provide a solution with the capability to detect, analyze, and report patterns and trends for program data as requested by the Agency.
4126	The Contractor shall provide a solution with the functionality to develop and conduct statistical analysis including, but not limited to, calculate or perform averages, standard deviations, confidence intervals, correlations, aggregations, summary statistics, actuarially sound rate setting, controlled comparisons, regressions, incurred but not reported (IBNR) calculations, development of statistical models, probability, probabilistic sensitivity analysis, predictive analytics, and survey weighting and analysis.

Master ID	Requirement Description
4127	The Contractor shall provide a solution with the capability to forecast including, but not limited to: <ol style="list-style-type: none"> 1. Making estimations based on time series, cross-sectional, and longitudinal data 2. Performing simple linear regression 3. Performing least squares regression 4. Performing double exponential smoothing
4128	The Contractor shall provide a solution that includes the tools and methods that support and enable data mining capabilities for structured and unstructured data as requested by the Agency.
4129	The Contractor shall provide a solution that includes the tools and methods that support and enable the capability to perform root cause, iterative, and risk-based analysis as requested by the Agency.
4131	The Contractor shall provide a solution that includes the tools and methods that support and enable random data sampling as requested by the Agency.
4133	The Contractor shall provide a solution with the capability to perform wild card searches within set parameters as requested and agreed upon by the Agency.
4134	The Contractor shall provide a solution that includes the ability to perform stratification for program data as requested by the Agency.
4138	The Contractor shall provide a solution with the capability to perform geospatial analytics including, but not limited to, interactive maps and map layers.
4142	The Contractor shall provide a solution that includes the tools and methods that support and enable the clinical analysis of risk scores and episodes including, but not limited to, Adjusted Clinical Groups (ACG), Episode Treatment Group (ETG), and Episode Risk Group (ERG) to specific datasets.
4143	The Contractor shall provide a solution that includes the tools and functionality for Agency users to create analytic reports and save them for future access, in accordance with their user group(s) and user role(s).
5495	The Contractor shall include analytical support services to assist users in using data sets that have been created for widespread use across the EDS as requested by the Agency in a timeframe agreed upon by the Agency.

Table II-17: DAR Tools and Capabilities – Reporting Tools and Capabilities Requirements

Master ID	Requirement Description
4144	The Contractor shall provide a solution that includes the tools and methods that support and enable users to build/develop, name, edit/modify, and save user-created reports, queries, searches, and sort specifications.
4145	The Contractor shall provide a solution that includes the tools and methods that support and enable authorized users to perform ad hoc reporting.
4146	The Contractor shall provide a solution that provides configurable tooltips within reports to display additional information about the data.
4147	The Contractor shall provide a solution with drill-down and drill-up capabilities for reports and visualizations.
4148	The Contractor shall provide a solution that includes the capability for authorized users to store narratives and supporting documentation within individual reports and queries.
4149	The Contractor shall provide a solution that includes the capability to facilitate user collaboration via comments and user-to-user messaging within the solution.

Master ID	Requirement Description
4150	The Contractor shall provide a solution that includes the tools and methods that support and enable the creation and display of legends and documentary text on all reports and maps within the solution and retained for report exports.
4151	The Contractor shall provide a solution that includes the tools and methods that support and enable linear “undo” functionality for report development and editing.
4152	The Contractor shall provide a solution that includes the capability to sort and filter within a report based on Top-N ranking of available values in the data set.
4943	The Contractor shall provide a solution with both summary and detail level reporting functionality.
5071	The Contractor shall provide a solution that has advanced statistical capabilities to perform automatic mathematical and statistical calculations in real time.

Table II-18: DAR – Reporting Requirements

Master ID	Requirement Description
4153	The Contractor shall reconcile each report defined by the Agency in the DSS Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.
4154	The Contractor shall reconcile each dashboard defined by the Agency in the Dashboard Library Document to the equivalent dashboard in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard in the event that an equivalent dashboard is not available or as requested by the Agency.
4155	The Contractor shall provide a solution that captures intended audience, report description, and purpose of use for any report created.
4156	The Contractor shall produce and maintain an Agency-approved, online catalog of reports within their solution for on demand access by the Agency of all pre-defined reports that includes, but is not limited to: <ol style="list-style-type: none"> 1. Report Name 2. Functional Area 3. Report Description 4. User Access to Report 5. Frequency 6. Column Names and Descriptions 7. Valid Values for Prompted Fields 8. Agency Point of Contact 9. Date Report Last Accessed 10. Data Sources (tables)
4157	The Contractor shall conduct an annual review of the pre-defined report catalog with Agency stakeholders for system-generated report usage metrics. This annual review should occur by the end of the first quarter of the calendar year, with documentation to be reviewed submitted to the Agency a week prior to the review meeting.
4158	The Contractor shall provide a solution that enables an Agency-approved comprehensive report archival process, defined in the EMP, that is compliant with State and Federal record retention standards.

Master ID	Requirement Description
4159	The Contractor shall provide a process for authorized users to submit queries and reports to the Contractor to be reviewed, automated, and scheduled for viewing. This process should be included as part of the Operations Manual.
4160	The Contractor shall provide a solution that provides real-time query progress information to authorized users including, but not limited to: <ol style="list-style-type: none"> 1. Notification of query completion 2. Notification of errors and timeouts 3. Current and historical run time of queries
4161	The Contractor shall provide a solution that includes the tools and capabilities for users to cancel their own queries.
4162	The Contractor shall provide a solution with the ability for authorized users to export data and query results directly from the solution into various formats including, but not limited to, .xlsx, .csv, .txt, and .pdf.
4164	The Contractor shall provide a system that has the ability to retain historical data needed for 'point in time' reporting.
4165	The Contractor shall provide a solution with automated notifications to identified users regarding data refreshes within the EDS, including scheduled and non-scheduled updates.
4166	The Contractor shall provide a solution that maintains version control of all modifications to reports and queries with the ability to roll back to previous versions.
4167	The Contractor shall provide a solution with the ability for authorized users to set up configurable alerts including, but not limited to: <ol style="list-style-type: none"> 1. Increase or decrease by percentage 2. Value exceeds or falls below threshold 3. System encounters unexpected values or changes
4168	The Contractor shall provide the solution with the ability for multiple, concurrent users to simultaneously view the same report.
4169	The Contractor shall provide a solution that allows for selection and deselection of filters when viewing query results.
4170	The Contractor shall provide a solution with focused, on-screen error messaging that includes a description of the error that occurred with applicable reference documentation, suggestions, recommendations, and best practices available on-screen, at the time of the error.
4171	The Contractor shall provide a solution with help guides and/or tutorials, including an FAQ section to support all aspects of the solution.
4172	The Contractor shall create and maintain a process that cross-references fund codes to established Program Codes and Program Group Codes, in a timeframe agreed upon by the Agency and as requested by the Agency.
4183	The Contractor shall provide a solution that produces and maintains data extracts and Federal reporting required for submission to Federal agencies.
4184	The Contractor shall provide a solution that processes, stores, and maintains data to comply with Federal reporting requirements including, but not limited to: T-MSIS, CMS-64, COBC, MMA-Part D, and Buy-in.
4185	The Contractor shall provide a solution that includes a process to collect the data necessary to generate, merge, submit, and correct T-MSIS extracts monthly. The extract shall be available for the Agency by the 5th of the month and submitted to CMS by the 30 th of the month.

Master ID	Requirement Description
4186	The Contractor shall provide a solution that stores, provides access to, and allows ad hoc reporting on all T-MSIS data and file submissions provided to the Contractor by the previous Fiscal Agent and all files submitted by the Contractor.
4187	The Contractor shall provide a tool that creates and maintains a file edit process that identifies and assists in resolving errors in all T-MSIS files against CMS-required edits prior to submitting the files to CMS. This tool shall have the capability to ignore specific edits for all files during the process.
4188	The Contractor shall provide a solution that includes reporting, analytics, and dashboards, including data quality metrics, as part of the T-MSIS file edit process regarding errors and records from T-MSIS files.
4189	The Contractor shall provide a solution that includes report control totals on each type of T-MSIS record written as part of the T-MSIS process.
4190	The Contractor shall provide a process that documents the reasons for CMS-identified errors on T-MSIS file validations
4192	The Contractor shall create and maintain all Federally-required reports including, but not limited to, CMS-21, CMS-27, and CMS-416.
4195	The Contractor shall generate, monitor, and maintain reports in support of quality measures based upon CMS standards and Agency-specified standards.
4196	The Contractor shall purchase and maintain the updated and released Healthcare Effectiveness Data and Information Set (HEDIS) measures within thirty (30) days of any update or release and as approved by the Agency.
4634	<p>The Contractor shall maintain an Agency-approved Module Report List. The listing must include, but not be limited to the following information for each report:</p> <ul style="list-style-type: none"> a. Report name b. Report description c. Users d. Data source e. Frequency f. Format/mock-up g. Ability to sort and organize report listings by AMMP user-defined configurations h. Query logic i. Metadata j. Hot link to most recent report k. Hot link to the data dictionary
4743	The Contractor shall provide stakeholders access to accurate, meaningful, readable, and timely reports as required for them to complete their business and contractual responsibilities. Reporting capabilities shall allow the Agency and approved MES users to view and download reports in a variety of formats.
5073	The Contractor shall provide a solution that includes the capability to configure a maximum result set size and provide on-screen warnings when an authorized user executes a query or applies filters to a report that would return a result set exceeding the configured maximum.
5076	The Contractor shall provide the data for the CMS-64 report to the Agency on a schedule agreed upon by the Agency.
5075	The Contractor shall provide a solution with the capability to establish schedules for report refresh, generation, and delivery for queries created by authorized users that is maintained by the Contractor and approved by the Agency.

Master ID	Requirement Description
5161	The Contractor shall reconcile each report defined by the Agency in the MAR Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.
5162	The Contractor shall reconcile each report defined by the Agency in the SUR Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.
5274	The Contractor shall provide a process to schedule and lead a monthly meeting to review error status and any in progress or future T-MSIS-related topics
5297	The Contractor shall create reports that include all data points in the timeframe requested by the Agency.
5298	The Contractor shall include analytical support services to assist in developing queries and/or reports that are beyond standard utilization norms for the user level (e.g., developing advanced analytics, building complex reports, incorporating data from multiple sources, and triaging data inconsistencies).
5299	The Contractor shall provide a solution that has capability to establish rules and criteria for developing statistical profiles including, but not limited to, diagnosis and range of diagnosis code.
5300	The Contractor shall provide a solution that includes a document repository for the storage of report outputs. The repository shall be able to be used by the Contractor and the Agency to store report outputs from the Legacy AMMIS reporting system, the EDS Module reporting system, and other reporting systems used by the Agency. The report outputs shall be stored and accessible as requested by the Agency for a timeframe agreed upon by the Agency.
5301	The Contractor shall provide a solution that includes a process and capability to establish and maintain the control criteria to establish profiling peer groups for recipients through a user interface including, but not limited to, living arrangement, type of billing, region and aid category.
5302	The Contractor shall provide a solution that provides the ability to perform data searches or reporting based on selection criteria defined by the user through a user interface.
5303	The Contractor shall provide a solution that provides the capability to establish unlimited peer groups and case types for provider and recipients.
5305	The Contractor shall update existing reports and queries as requested by the Agency within a timeframe agreed upon by the Agency.
5306	The Contractor shall work with the Agency to move report outputs stored as part of other reporting systems used by the Agency to the EDS Module document repository.
5307	The Contractor shall work with the AMMIS Contractor to ensure the CMS 416 reports produced by the EDS and the AMMIS produce the same results. The reports must be finalized and produced three (3) weeks prior to the CMS due date to allow for timely validation efforts.
5308	The Contractor shall work with the CPMS Contractor to ensure the CMS 416 reports produced by the EDS and the CPMS produce the same results. The reports must be finalized and produced three (3) weeks prior to the CMS due date to allow for timely validation efforts.

Master ID	Requirement Description
5309	The Contractor shall work with the Legacy AMMIS Contractor to move report outputs stored as part of the Legacy AMMIS reporting system to the EDS Module document repository.
5310	The Contractor's system shall provide a process to document the approach that shall be taken to address edits and error handling for T-MSIS data submissions to CMS. The documentation shall include, but not be limited to, the steps the Contractor shall take to: <ol style="list-style-type: none"> 1. Analyze the issues 2. Engage all impacted parties (Agency staff and third-party vendors) 3. Correct and resubmit files to CMS if necessary The documentation shall be provided within 30 days of identification of required edits or error corrections.

Table II-19: DAR – Support Services Requirements

Master ID	Requirement Description
4202	The Contractor shall work collaboratively with the Agency to explain, support, and defend reporting and analytics results to external and internal MES stakeholders, auditors, or other parties, when necessary, as requested by the Agency.
4203	The Contractor shall take full responsibility for monitoring, adhering to, and remaining current with all applicable Federal and State standards and regulations. The Contractor shall work with the Agency to apply identified updates to files and reporting, within a timeframe agreed upon by the Agency.
4205	The Contractor shall take full responsibility for monitoring, informing, and providing actionable and timely recommendations to the Agency of potential Federal, State, or industry changes that may have an impact on the EDS solution or business processes provided by the Contractor. Findings and recommendations shall be provided to the Agency within five (5) business days and included in the Monthly Vendor Status Report.
4209	The Contractor shall provide analytics and reporting support and expertise pertaining to data validation for reports produced by the EDS solution. The Contractor shall provide a response to data validation requests, including an estimate for level of effort, within two (2) business days of the request.
4208	The Contractor shall provide analytics and reporting support and expertise pertaining to the production of both one-time and ongoing data extracts produced by the EDS solution. The Contractor shall provide a response to data extract requests, including an estimate for level of effort, within two (2) business days of the request.
4210	The Contractor shall provide analytics and reporting support and expertise of ongoing reporting, ad hoc reporting, and impact analysis reporting activities. The Contractor shall provide a response to reporting requests, including an estimate for level of effort, within two (2) business days of the request.

5. Data Analytics and Reporting (DAR)/MARS Deliverables

Table II-20: Data Analytics and Reporting – (DAR)/MARS Deliverables

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS-02a	4153	DSS Report Library Reconciliation Report	The Contractor shall reconcile each report defined by the Agency in the DSS Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report
EDS_02b	5161	MAR Report Library Reconciliation Report	The Contractor shall reconcile each report defined by the Agency in the DSS Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report
EDS_02c	5162	SUR Report Library Reconciliation Report	The Contractor shall reconcile each report defined by the Agency in the SUR Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_02d	4154	Dashboard Library Reconciliation Report	The Contractor shall reconcile each dashboard defined by the Agency in the Dashboard Library Document to the equivalent dashboard in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard in the event that an equivalent dashboard is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report
EDS_03	4156	Report Catalog	The Contractor shall produce and maintain an Agency-approved catalog of reports within their solution for on demand access by the Agency of all pre-defined reports that includes, but is not limited to: <ol style="list-style-type: none"> 1. Report Name 2. Functional Area 3. Report Description 4. User Access to Report 5. Frequency 6. Column Names and Descriptions 7. Valid Values for Prompted Fields 8. Agency Point of Contact 9. Date Report Last Accessed 10. Data Source (tables) 	Three (3) months prior to the start of the implementation period	Every six (6) months
EDS_08	4157	Report Usage Metrics	The Contractor shall conduct an annual review of the pre-defined report catalog with Agency stakeholders for system-generated report usage metrics. This annual review should occur by the end of the first quarter of the calendar year, with documentation to be reviewed submitted to the Agency a week prior to the review meeting.	First Week of March each Year for the term of the contract	Annually
EDS_09	4190	T-MSIS Process Definition	The Contractor shall provide a process that:	Eight (8) weeks from Contract Start	Annually

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			<ol style="list-style-type: none"> 1. Documents the reasons for CMS identified errors on T-MSIS file validations 2. Corrects errors under their control within twenty (20) days of identification of the errors 3. Notifies third-party vendors within three (3) business days of the error being identified for errors not under the Contractor's control 4. Provides a weekly status report on all identified errors, regardless of the responsible party 5. Schedules and leads a monthly meeting to review error status and any in progress or future T-MSIS-related topics 6. Provides daily updates via email for any errors not resolved within the CMS-defined grace period 		

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_09a	4190	T-MSIS Submission Report	<p>The Contractor shall provide a T-MSIS Submission Report that:</p> <ol style="list-style-type: none"> 1. Documents the reasons for CMS identified errors on T-MSIS file validations 2. Documents the plan to correct errors under their control within twenty (20) days of identification of the errors 3. Identifies the plan to notify third-party vendors within three (3) business days of the error being identified for errors not under the Contractor’s control 4. Identifies weekly status reports on all identified errors, regardless of the responsible party 5. Describes needed daily updates via email for any errors not resolved within the CMS-defined grace period 	Each Month - one (1) day following Federal response to T-MSIS report submission	Monthly

6. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

- Q - 32 Describe your Data Analytics and Reporting solution (e.g., number of pre-defined reports by category, ability to ad hoc, pre-defined dashboard reports, ability to perform analysis on the EDS platform rather than exporting data off the platform for analysis, etc.).
- Q - 33 Provide a matrix describing the available EDS user tools/Solution components and which user types they support.
- Q - 34 Describe any training that will be required for using the tools and your approach to administering this training.
- Q - 35 Provide examples of near real-time query progress information.
- Q - 36 How will the EDS solution support “point-in-time” reporting?

- Q - 37 Describe the process or tools that will be used to report on T-MSIS data quality metrics before they are submitted to CMS.
- Q - 38 How do you keep abreast of changes to Federal reporting policies and implement required changes in the system?
- Q - 39 How will you provide Data Analytics and Reporting Support?

H. Program Integrity/ SURS

1. Program Integrity/ SURS Tools and Capabilities

The EDS solution will provide comprehensive data mining, link analysis, advanced data modeling, predictive analytics, and data visualization functionality to achieve the AMMP business goals and objectives.

The EDS will use the tools defined in Sections II.G.1.a, [Analytical Tools and Capabilities](#), and II.G.2.b, [Reporting Tools and Capabilities](#), to examine claims by member, provider, service, and other attributes to detect Fraud, Waste, and Abuse (FWA) and prioritize claims for further review and investigation.

2. Program Integrity/ SURS Reporting

The EDS will enable the Program Integrity division and other Medicaid program areas as needed to perform daily operations including, but not limited to:

- Peer Comparisons
- Profile Reporting
- Exception Reporting
- Utilization Reporting
- Ranked Order Reporting
- Targeted Queries
- Apply Risk Adjustment Criteria
- Report on Fee for Service (FFS) and/or Encounter Claims Data
- Control Criteria

The Contractor shall develop and submit a Program Integrity Control Criteria (PICC) deliverable to the Agency six (6) months prior to go-live of the EDS module. This solution and process shall be submitted to and reviewed by Program Integrity Division. The Contractor shall keep the PICC current and update annually. The PICC must include, but not be limited to, the following:

- Case Types that can be selected in the profiling process
- Peer Groups that can selected in the profiling process
- Control Criteria methodologies followed and implemented in the profiling process

3. Program Integrity Requirements

Table II-21: Program Integrity - Program Integrity Requirements

Master ID	Requirement Description
4214	The Contractor shall provide a solution that includes tools and functionality designed to assist in detecting fraud, abuse, or misuse in the Medicaid program.

Master ID	Requirement Description
4215	The Contractor shall provide a solution that allows access to claims history for use by the Program Integrity Division, Program Administration, and as necessary with the State's Medicaid Fraud and Control Unit.
4216	The Contractor shall provide a solution that includes a process to generate statistical profiles and comparative reports for providers and recipients that summarize areas of focus including, but not limited to, FFS claims and encounter history.
4217	The Contractor shall provide a solution that includes a process and capability to establish and maintain the control criteria to establish profiling peer groups for provider through a user interface including, but not limited to, specialty, type of billing, region, manage care and case types.
4218	The Contractor shall provide a solution that allows the Agency to specify the control criteria used for the profiling process.
4219	The Contractor shall provide a solution with the ability to perform SURS Rank Reporting based on user-defined selection criteria including, but not limited to, case types, case categories and case groups, sorting, and deviation for providers and recipients.
4220	The Contractor shall provide a solution with the ability to perform SURS Peer Comparison Analysis and report for provider and recipients based on user-defined selection criteria for over and underutilization of services.
4221	The Contractor shall provide a solution with the ability to perform SURS Exception Reporting based on user-defined criteria.
4223	The Contractor shall provide a solution with the ability to perform SURS Population Analysis based on user-defined selection criteria.
4224	The Contractor shall provide a solution with the ability to perform recipient clinical risk analysis based on user-defined selection criteria.
4226	The Contractor shall provide a solution that includes the ability to perform targeted queries that identify providers and/or recipients who have unusual or excessive service billing and/or utilization patterns when compared to their peers.
4228	The Contractor shall provide a solution that includes the ability to perform targeted queries that identify providers and the affiliated groups and/or practices.
4229	The Contractor shall provide a solution that includes the ability to perform episode-of-care analysis.
4230	The Contractor shall provide a solution with the ability for Program Integrity/SURS analysts to create ad hoc reports when researching specific providers or members.
4231	The Contractor shall provide a solution with the ability to suppress providers and/or recipients from rankings and exception reports.
4232	The Contractor shall provide a solution with the ability to integrate with and/or provide needed data to a third-party vendor's case management application to support the Agency in the case review processes.
5153	The Contractor shall develop and submit a Program Integrity Control Criteria (PICC) deliverable to the Agency six (6) months prior to go-live of the EDS module. This solution and process shall be submitted to and reviewed by Program Integrity Division. The Contractor shall keep the PICC current and update annually.

4. Program Integrity Deliverables

Table II-22: Program Integrity Deliverables

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_04	5153	Program Integrity Control Criteria (PICC)	The Contractor shall develop and submit a Program Integrity Control Criteria (PICC) deliverable to the Agency six (6) months prior to go-live of the EDS module. This solution and process shall be submitted to and reviewed by the Program Integrity Division. The Contractor shall keep the PICC current and update annually.	Six (6) months prior to the start of the implementation period	Annually

5. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

- Q - 40 Describe the tools, functionality, and approach you will use to assist the Agency in detecting fraud, abuse, waste, or misuse in the Medicaid program.
- Q - 41 Provide examples of Program Integrity reports from other similar projects.
- Q - 42 Describe your approach to developing Program Integrity Control Criteria.
- Q - 43 Describe how your solution will integrate with and provide needed data to other third-party vendors to support case management activities.

I. Enterprise and General Services

Enterprise and General Services activities are comprised of several key administrative and business areas, all of which establish a foundation to manage all program, project, and contract activities and tasks and work together to fulfill the Agency’s vision for the successful transition towards and operation of the end-state MES. This section outlines the business and administrative framework that the Agency views as key to the success of all project phases.

The EDS Contractor should understand that their solution must be responsive to the overall complexity of the project and operate within the multi-Contractor, modular environment that is envisioned by the Agency, and as such, the EDS Contractor shall follow and comply with all subsections within section I - Enterprise and General Services. The EDS solution must convey the framework, vision, and approach that, at a minimum, incorporates services for all planned phases of the project as listed and defined in this RFP.

The Agency requires an overall Enterprise and General Services approach that adheres to recognized industry standards and principles for both project management and quality control. The Vendor's proposed approach and methodology must embody the essence and directives derived from these principles and standards and apply them across the spectrum of the project as they relate to all required project documents, plans, and deliverables.

The following Enterprise and General Services areas include similarly grouped, comprehensive requirements that relate to the overall project. The listed business areas are described for the purposes of responding to this RFP and the related requirements as listed in Section I and subsections of Section I – Enterprise and General Services. The EDS Contractor shall meet all the requirements included, as they are the framework under which all project activities and work is governed. In meeting these requirements, the EDS Contractor is reminded that they are to be applied and managed universally throughout the project timeline, phases, and work, unless explicitly amended by the Agency to fit or address a specific problem, issue, or failure.

As a part of the response to this RFP, the Vendor must describe how they plan to perform all services listed in Section I: Enterprise and General Services and all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

1. Project Management

The EDS Contractor shall adhere to industry standard project management principles, as documented by the PMO Contractor, and approved by the Agency.

The EDS Contractor shall ensure project management processes and procedures are flexible to accommodate different sized maintenance and modification projects throughout the term of the Contract.

The Initiation and Planning Phase will allow the EDS Contractor eight (8) weeks to produce all ascribed deliverables required for delivery during this period (see [Appendix D – Contract Deliverables Table](#)) and finalize scheduling. The activities will include briefings, presentations, training in the proposed system development lifecycle methodology, processes, and any software tools the EDS Contractor proposes. The Initiation and Planning Phase will allow all parties, including any new contractors, current contractors, and all stakeholders, the opportunity to participate in and understand the upcoming project approach and timeline. This will provide the basis needed for the project to move forward smoothly and successfully.

a. Project Management Activities Required in All Phases

1. Weekly Project Progress Report

The EDS Contractor shall provide weekly project progress reports by Close of Business (COB) each Friday. The weekly project progress report is a high-level summary of key project information that delineates the overall progress and status of the project. The weekly status reports are key in providing stakeholders information on the status and progress of the project's delivery. The information provided will contain enough detail to allow stakeholders to make informed decisions and maintain oversight of the project.

At a minimum the reports will contain:

- Overall project status, focusing on relevant phases
- Upcoming and past-due project scheduled activities, milestones, and Key Milestones
- Current blockers, concerns, or constraints
- Status of critical issues and/or risks
- Key decisions made or needed

- Any updates needed for project reporting to internal and external stakeholders

2. Monthly Project Status Report and Meeting

The EDS Contractor shall provide a monthly Project Status Reports three (3) business days in advance of the monthly Project Status Meeting. The Monthly Project Status Reporting must include updates needed for project reporting to internal and external stakeholders. The EDS Contractor shall use the AMMP template for these monthly reports.

The EDS Contractor should understand that AMMP created a program-wide Project Status Report template and that, as part of the overall onboarding process, the Agency requires a collaborative review process resulting in an attestation for the usage of this Project Status Report template. The EDS Contractor must address any concerns during the onboarding activities. The PMO Contractor will review the Project Status Report template every six (6) months or as needed to address project conditions, client input, or Contract changes. The EDS Contractor will be given the opportunity to review and comment on any changes to the plans/templates as they occur.

3. Kick-offs

The EDS Contractor should understand that AMMP has created a program-wide Kick-off Meeting Protocol Guide (PMO-2-c) and Kick-off Presentation Template (PMO-2-c-01). During onboarding, the EDS Contractor shall review, understand, and attest to adhering to the latest version of the Kick-off Meeting Protocol Guide. The PMO Contractor will review the Kick-off Meeting Protocols Guide every six (6) months or as needed to address project conditions, client input, or Contract changes. The Agency will allow the EDS Contractor the opportunity to review and comment on any changes to the plans/templates as they occur.

The Protocol Guide clarifies the workflow and expectations of the EDS Contractor for Kick-off meetings. The Agency will schedule Project Kick-off meetings with the EDS Contractor within the first two (2) weeks after Contract start-up. These Project Kick-off meetings will introduce the EDS Contractor to the AMMP stakeholders and oversight areas. At least five (5) business days before the kick-off meetings, the EDS Contractor shall submit a PowerPoint presentation, for Agency review and approval, that contains an overview of their module and team introductions. The EDS Contractor will be allowed (2) hours to present their module overview. If more time is needed, the EDS Contractor shall inform the Agency upon submittal of the PowerPoint presentation for review and approval. The EDS Contractor must participate in the Project Kick-off meetings and ask questions, but concerns that require more discussion will be addressed during the Contract Discovery sessions. See [Section I.1.1](#)– Initiation and Planning.

Some of the other Alabama Medicaid areas that will be present during these kick-off meetings include:

- Medicaid Enterprise Systems Program Management Office
- Data Governance Office
- Information Security Office
- Project Portfolio Management Office
- Project Quality Assurance
- Enterprise Quality Program

The Agency requires various kick-off meetings prior to and/or during all phases of the project as outlined in the OCM Kick-off Meetings Protocol Guide. The start of the phase is identified by the first meetings with the stakeholders related to that phase. The EDS Contractor shall be responsible for working with the Organizational Change Management (OCM) team on the presentation and any

other material needed. The phase kick-off presentation will be a deliverable and must follow the standard approval process. These phase kick-off meetings can occur any time they are needed but will be required for the following activities:

- Contract Kick-off
- Requirement Validation
- Design
- Configuration/Development
- Conversion
- Testing
- Implementation and Post Implementation
- Certification
- Turnover and Closeout

These phase kick-off meetings will focus on the business stakeholders. The EDS Contractor's presentation must address items such as business area responsibilities, the phase timeline with an emphasis on the business resources required, the contact information of EDS Contractor personnel that will support the business area during that phase, and any other information that helps the business stakeholders. The EDS Contractor is required to participate in the project kick-off meeting and all remaining phase kick-off meetings, as scheduled by AMMP Module Contractors, for all future modules

4. Project Schedule

A key component of project oversight is the EDS Contractor's detailed project schedule. The Vendor must provide a high-level project schedule with the RFP response. Until the detailed project schedule is approved, the EDS Contractor shall be held to the high-level project schedule submitted with the response. The EDS Contractor shall submit weekly (close of business Thursday) schedule updates to the Agency utilizing the Agency-approved documentation storage solution (e.g., SharePoint), and this will be used to monitor the EDS Contractor project status. The project status related to the schedule will be included in the executive dashboard, as well as the project status reports. For this reason, the EDS Contractor's detailed project schedule must be approved by the Agency within fourteen (14) calendar weeks of contract start and baselined upon Agency approval to track the project schedule/task variance.

The EDS Contractor must understand that AMMP has created a program-wide Integrated Master Schedule Template (PMO-2-q-02). During onboarding, the EDS Contractor shall review, understand, and attest to adhering to the latest version of the Integrated Master Schedule Template. The PMO Contractor will review the Integrated Master Schedule Template every six (6) months or as needed to address project conditions, client input, or Contract changes. The EDS Contractor will be given the opportunity to review and comment on any changes to the plans/templates as they occur.

The EDS Contractor shall provide a fully decomposed Project Schedule that uses the approved AMMP-Program Integrated Master Schedule Template (PMO-2-q-02) and follows the expectations defined within the Integrated Master Schedule Management Plan (PMO-2-q). The detailed project schedule shall be submitted twelve (12) weeks after contract start. If after fourteen (14) weeks the schedule is not approved, daily meetings will occur until the detail schedule is approved. The meetings must include the EDS Contractor personnel required for schedule modification and approval. The EDS Contractor must update the project schedule on a weekly basis and provide to the Agency and PMO for review and approval of schedule changes. Once approved, the project schedule must be baselined to track the project schedule/task variance. The Agency

requires all Project Schedules to include, but not be limited to, all related tasks to successfully obtain Federal Certification or assist another module in obtaining Federal Certification.

b. Contract Discovery

The EDS Contractor shall participate in Contract Discovery sessions to ensure the project team clearly understands the scope of the project, including the EDS Contractor's underlying drivers and proposed solutions. The focus of the sessions is to increase the likelihood of project success by ensuring the project team understands the objectives of the project. A discovery phase provides a context for decisions that happen daily during the project. The EDS Contractor Discovery Sessions will begin two (2) weeks after the Project Kick-off Meetings.

The EDS Contractor must use the Contract Discovery Template, which is located in the Procurement Library, to document any questions or concerns related to the Contract. The Agency must receive the EDS Contractor's version of the Contract Discovery document five (5) business days before the first contract discovery session. The Agency will also develop a Contract Discovery document that contains the questions and concerns identified by the MES team. The Agency will provide their contract discovery document to the EDS Contractor three (3) business days before the first contract discovery session. The EDS Contractor document and the MES document will be merged to provide the agenda for the Contract Discovery sessions. This process will ensure everyone on the project understands the Contract and identifies concerns/blockers/risk that need to be addressed.

These sessions will be used to discuss differences between the solicitation documents and the proposal submitted by the EDS Contractor. The sessions will walk through each area of the Contract to ensure both sides have the same understanding of what is required for the Contract to be a success. During the sessions, all relevant stakeholders will review AMMP-Program plans and guides, deliverable templates, invoicing process, and other topics critical to the success of the project.

c. Project Management Plans

1. Project Management Plan

The EDS Contractor must plan, coordinate, execute, and monitor its work on AMMP through the development, utilization, and maintenance of a comprehensive Project Management Plan (PMP). All deliverables/artifacts will be subject to Agency approval throughout the project. The PMP must contain the following components at a minimum:

- Project Initiation and Approach Plan
- Quality Management Plan
- Schedule Management Plan
- Communication Management Plan
- Change Management Plan
- Risk Management Plan
- Issue Management Plan
- Scope Management Plan
- Stakeholder Management Plan
- Resource Management Plan
- Other content the EDS Contractor determines to be important in a project like AMMP

Due to the nature of the AMMP, some components of the PMP described above must be constructed as standalone documents that are referenced within and comprise a comprehensive PMP. The EDS

Contractor shall keep the PMP current and submitted for review and approval every six (6) months following Agency approval.

2. Project Initiation and Approach Plan

The EDS Contractor shall develop a Project Initiation and Approach Plan that defines the project approach and methodologies, objectives, and how the EDS Contractor will achieve all defined objectives, project scope, purpose, management, and deliverables required by the Agency. The Project Initiation and Approach Plan must focus on multi-vendor projects. The document must, at a minimum, contain the following:

- Summary/Overview
- Objectives
- Scope
- Assumptions and Dependencies
- Constraints and how to overcome
- Organization and Governance
- Coordination/cooperation among all stakeholders
- Quality Management
- Quality Management Overview, Approach and Objectives of the Project
- Quality Standards used by the project
- Quality Roles and Responsibilities
- Documentation of work products that are subject to Quality Reviews, including, but not limited to, deliverables, artifacts, requirements, communications, project documentation, reporting, training, and knowledge materials
- Description of the Quality Review process and QC Checklist for each work product type
- Description of the approach to addressing AMMP-Program Project Quality Assurance (PQA) findings
- Reporting and integration with Contract Monitoring of quality-related SLAs, Operational Level Agreements (OLAs), KPIs, and metrics
- Post Implementation/Operations Quality Evaluations – Description of the process for continuous quality evaluations on the performance of the Operations Team and Contact Center ongoing support

3. Quality Assurance and Quality Management

The EDS Contractor shall focus on the importance of quality systems, services, artifacts, and documentation. It will be important for the EDS Contractor to plan, implement, endorse, and continuously improve their quality assurance program, taking on responsibility for tracking, reporting, and improving project quality as it relates to the EDS solution.

AMMP created a program-wide Quality Management Plan (PMO-2-k) and Quality Control (QC) Checklist (PMO-2-k-01). The EDS Contractor shall be required to perform QC for all artifacts and deliverables prior to submission. A completed QC checklist will be required for each deliverable submission and must follow the deliverable process defined in the Configuration Management and Document Validation Plan (PMO-2-r).

The EDS Contractor shall also develop and maintain a Quality Management Plan (QMP) early in the project to address the needs and specific opportunities for quality improvement through all phases, from the Contract initiation through contract turnover. The QMP must reflect the EDS Contractor's experience and commitment toward quality in systems design, testing, and implementation; process design and staff training; performance standards development and

measurement; and customer satisfaction measurement and analysis. As part of its approach to quality management, the EDS Contractor shall provide adequate resources to develop, support, and report progress against Agency-approved quality metrics, SLAs, or performance metrics defined by the Agency. The EDS Contractor's assigned resources must be skilled and experienced in both quality assurance and quality control.

4. Schedule Management

The EDS Contractor should understand that AMMP has created a program-wide Integrated Master Schedule Management Plan (IMSMP) (PMO-2-q) and an Integrated Master Schedule Template (PMO-2-q-02). During onboarding, the EDS Contractor shall review, understand, and attest to adhering to the latest version of the IMSMP and to use the Integrated Master schedule template for its schedule. The PMO Contractor will review the AMMP-Program IMSMP every six (6) months or as needed to address project conditions, client input, or Contract changes. The Agency will allow the EDS Contractor the opportunity to review and comment on any changes to the plans/templates as they occur.

The purpose of the IMSMP is to define the schedule development and management approach and establish the process for collecting, using, and communicating schedule information (e.g., schedule status, forecasts, upcoming activities) at both the project and program level. It also defines the specifications required to incorporate a detailed contractor schedule into the program-wide Integrated Master Schedule (IMS).

5. Communications Management

The EDS Contractor should be aware that AMMP has created an AMMP-Program Communication Management Plan (COM-11), as well as the AMMP-Program Responsibility Assignment Matrix (COM-6-A). During onboarding, the EDS Contractor shall review, understand, and attest to adhering to the latest version of the AMMP-Program Communication Management Plan. The PMO Contractor will review the AMMP-Program Communication Management Plan every six (6) months or as needed to address project conditions, client input, or Contract changes. The Agency will allow the EDS Contractor the opportunity to review and comment on any changes to the plans/templates as they occur. A module-specific document repository (e.g., SharePoint) will be created for each module (SI, Program Management Office, EDS, CPMS) to access for communication management activities.

The EDS Contractor shall also develop a module-specific Communication Management Plan and a Responsibility Assignment Matrix. These items will work together to provide detailed communication activities during the EDS Contractor's transition into project support and set the communications framework for conducting an effective AMMP project. The EDS Contractor shall use the format approved by the Agency in both COM-11 and COM-6-A to guide their specific deliverable.

The module-specific Communications Management Plan shall define the communication requirements for the project, which set the communications framework for conducting an AMMP project. The EDS Contractor shall ensure module-specific Communications Management Plan and all communication standards within it are followed by all members of their team. Additionally, it serves as a guide for communications throughout the term of the Contract, which includes, but is not limited to:

- Communication Requirements
- Communication Response Expectations
- Communication Process and Procedures

- Communication Matrix
- Responsibility Assignment Matrix, with Responsible, Accountable, Supportive, Consulted, Informed (RASCI) Chart (COM-6-A)
- Communication (Stakeholder) Register
- Project Meetings
- Project Status Reporting
- Other Communication Methods
- Storage, Retrieval, and Disposition

6. Risk Management

The EDS Contractor should understand that AMMP has created a program-wide Risk Management Plan (PMO-2-i). As part of the overall onboarding process, the Agency requires a collaborative review of the approved plan, resulting in the EDS Contractor's attestation for the usage of this Risk Management Plan. The EDS Contractor must address any concerns during the onboarding activities. The PMO Contractor will review the Risk Management Plan every six (6) months or as needed to address project conditions, client input, or Contract changes. The EDS Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur.

The Risk Management Plan standards and supporting processes are used by the entire Program/Project team for the proactive planning, identification, analysis, response, and management of risks that could have an impact on project progress or, ultimately, the success of the AMMP. Once risks turn into issues, the EDS Contractor shall be responsible for reacting as quickly and efficiently as possible to not only resolve those risks at the project level but to identify and mitigate the downstream effects of those issues across the AMMP.

7. Issue Management

The EDS Contractor should understand that AMMP has created a program-wide Issue Management Plan (PMO-2-j). As part of the overall onboarding process, the Agency requires a collaborative review of the approved plan, resulting in the EDS Contractor's attestation for the usage of this Issue Management Plan. The EDS Contractor must address any concerns during the onboarding activities. The PMO Contractor will review the Issue Management Plan every six (6) months or as needed to address project conditions, client input, or Contract changes. The EDS Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur.

The Issue Management Plan standards and supporting processes are used by the entire project team to analyze, respond to, and manage issues that have an impact on project progress or, ultimately, the success of the AMMP. The EDS Contractor shall be responsible for reacting as quickly and efficiently as possible to not only resolve issues at the project level but to identify and mitigate the downstream effects of those issues across the AMMP.

8. Scope Management

The EDS Contractor should understand that AMMP has created a program-wide Scope Management Plan (COM-10). As part of the overall onboarding process, the Agency requires a collaborative review of the approved plan, resulting in the EDS Contractor's attestation for the usage of this Scope Management Plan. The EDS Contractor must address any concerns during the onboarding activities. The PMO Contractor will review the Scope Management Plan every six (6) months or as needed to address project conditions, client input, or Contract changes. The EDS Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur.

The Scope Management Plan outlines the scope management approach, methodology, and tools used to define, develop, verify, monitor, control, and report scope-related work and components that could impact the Agency program and/or projects in the portfolio. The approved scope management process ensures a defined, documented, repeatable, and measurable process exists for successful quality management.

The Scope Management Plan provides standard terminology, clear roles and responsibilities, a high-level scope management process, and the standard templates and tools used in the scope management process. It is designed to guide the program team, project teams, and stakeholders for consistent scope management activities, including scope change control.

9. Stakeholder Management

The EDS Contractor shall provide a Stakeholder Management Plan that defines the processes required to identify the people, groups, or organizations that could impact or be impacted by the project; to identify stakeholder expectations and their impact on the project; and to develop appropriate management strategies for effectively engaging stakeholders in project decisions and execution.

The EDS Contractor must create a Stakeholder Management Plan to address how they will:

- Identify Stakeholders – Define the processes to identify, analyze, and document relevant information regarding their interest, involvement, dependencies, influence, and potential impact on project success.
- Plan Stakeholder Engagement – Define the processes to engage stakeholders based on their needs, expectations, interests, and potential impact on the project.
- Manage Stakeholder Engagement – Define the processes for communicating and working with stakeholders to meet their needs and expectations, address issues, and foster appropriate stakeholder engagement involvement.
- Monitor Stakeholder Engagement – Define the processes for monitoring stakeholder relationships and tailor strategies for engaging stakeholders through the term of the Contract.

The activities related to stakeholder management are iterative in nature, will be reviewed collectively by the MES Contractors, and updated routinely. The Stakeholder Registry is to be considered an artifact of the Stakeholder Management Plan.

10. Resource Management

The EDS Contractor shall describe within the Resource Management Plan how project resources are identified, acquired, allocated, monitored, and controlled. The Resource Management Plan must include, but not be limited to the following:

- Resource Planning – Define the process used to estimate, acquire, and manage team resources
- Resource Estimating – Define the process used to estimate the type of resources, roles and responsibilities, and quantity of resources needed to be successful during the term of the Contract
- Resource Development – Define the methods for improving the effectiveness of individuals and the EDS Contractor team (e.g., training, mentoring)
- Resource Management – Define the methodology for managing individual and team performance, with an objective on determining ways to continually improve performance
- Resource Control – Define the methodology for:

- Attrition control
- Project onboarding orientation
- Resource transition during project execution
- Resource transition at project closure
- Asset Control as it pertains to all supplies and equipment used by the EDS Contractor or owned by the Agency, used by the Agency, or critical to the success of the project

As part of the Resource Management Plan, the EDS Contractor shall provide an updated Organization Chart and Stakeholder Registry within five (5) business days of when a key person is replaced or reassigned or reorganization takes place, using the Agency-approved format. This is to include an action plan for backfilling the position until a replacement is found and approved by the Agency. Additionally, as part of the Resource Management Plan, the EDS Contractor must create and maintain a staff loading chart for each phase of the project. The staff loading chart shall provide staffing levels (estimated by phase) throughout the term of the Contract. Roles must be identified by resource type (key personnel, lead personnel, and general project personnel).

d. Requirements Management

The Agency will work collaboratively with the EDS Contractor, during the initial stages of the project, to make sure there is transparency and understanding of the EDS Statement of Work (SOW) and that all requirements defined in the EDS Contractor's RFP are verified and validated. The deliverables within this section outline the expectation of initial Requirements Management, requirements verification, Gap Analysis, and the ongoing maintenance of the Requirements Traceability Matrix (RTM).

1. Requirements Validation Plan

The EDS Contractor shall submit a Requirement Validation Plan (RVP) two (2) weeks after the last Contract Discovery session. The Requirement Validation Plan must identify the approach and process for requirements validation, as well as the topics and attendees for each Requirement Validation (RV) session. The Agency and the PMO will review and provide approval for the RVP. The RV sessions shall occur once the RVP has been approved but will need to occur prior to any customization, configuration, or testing of the proposed solution. The EDS Contractor must use the Requirements Response Matrix (RRM) provided as part of the proposal response as the starting point during RV sessions.

The EDS Contractor shall maintain the RVP to document, analyze, trace, prioritize, and agree upon requirements and communicate to relevant stakeholders. This is a continuous process throughout the project. The Requirements Validation Plan shall define metrics and measures associated with requirements to be used to ensure the EDS is fulfilling the business requirements.

2. Gap Analysis Document

The EDS Contractor shall provide a Gap Analysis document as an output from the RV sessions. The Gap Analysis document must clarify the difference or "gap" between the contractual requirements and existing module/service capabilities. The gap analysis must include a thorough exploration of the future state of the Module/Service (e.g., process, systems, staff) and a variety of environmental factors necessary to understand how the organization operates today. The EDS Contractor must produce a Gap Analysis document and submit to the Agency three (3) weeks after all RV sessions have completed.

3. Requirements Traceability Matrix

The EDS Contractor should understand that AMMP has created a program-wide Requirements Traceability Matrix (RTM) (REQ-2-a3-4). The RTM is designed to keep track of how each requirement will be tested and implemented in the system. During onboarding, the EDS Contractor shall review, understand, and attest to adhering to the latest version of the RTM. As the project progresses through implementation, the RTM should be updated with further elaborated information regarding each requirement such as Test Case number and Test results. The PMO Contractor will review the RTM every six (6) months or as needed to address project conditions, client input, or Contract changes. The EDS Contractor will be given the opportunity to review and comment on any changes to the plans/templates as they occur. As the RTM is updated and approved by the Agency, it becomes the expectations and guidelines for each project moving forward.

The EDS Contractor shall provide weekly extracts of requirements in the Agency approved Module Requirements Traceability Matrix (RTM) Update template (REQ-2-a3-4-01) for the term of the Contract. This extract will be used to update the AMMP-Program Requirements Traceability Matrix in the AMMP-Program Requirements Management Tool (RMT) and provide details about how each requirement is being implemented and tested. The PMO Contractor will schedule an overview meeting to review the user guide and templates necessary for Module requirement updates. The EDS Contractor shall submit the weekly Module RTM update files beginning three (3) weeks after the completion of RMT Overview meeting.

e. **Project Management Requirements**

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-23: Project Management – Project Management Requirements and Table II-24: Project Management – Project 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: Project Management – Project Management Requirements

Master ID	Requirement Description
4581	The Contractor shall work with the Agency to collaboratively review and execute the plans, guides and checklists contained within <u>AMMP Plans Guides and Templates TOC</u> .
4583	The Contractor shall possess all necessary technology, software, hardware, and equipment to facilitate project work, activities, and meetings via a remote/offsite location, as required by the Agency.
4605	The Contractor shall follow established quality management process as stated in the Quality Management Plan (PMO-2-k) and Quality Control Checklist (PMO-2-k-01) for document standards, guidelines, checklists, and <u>quality review process prior submission to the Agency</u> .
4606	The Contractor shall develop and embed its deliverable/artifact schedule within their overall project schedule to be submitted and approved by the Agency in accordance with Agency required timeframes.
4607	The Contractor shall adhere to AMMP deliverable/artifact submission and review process and timelines, as agreed to and approved by the Agency. Any AMMP (Module) Contractors' deliverables/artifacts that require review and feedback are expected to be reviewed, with feedback submitted, in accordance with the 10-5-5 review process.
4608	The Contractor shall update and maintain all Project Deliverables as outlined within the Deliverable-specific requirements in this and all RFP sections. As Modules are added to the Medicaid Enterprise, the Agency will require the Contractor to integrate Project Deliverables with other MES module contractors as requested by the Agency.

Master ID	Requirement Description
4609	The Contractor shall utilize the Agency-approved deliverable management tool on the Agency SharePoint site. The Contractor shall schedule a meeting for all applicable reviewers within three (3) business days to review deliverables not approved at the end of the defined review cycle.
4610	The Contractor shall align its overall project management methodology to conform and comply with Agency-approved AMMP PMO methodologies, protocols, plans, templates, and processes.
4611	The Contractor shall utilize Agency approved software, applications, and tools, as listed in the Enterprise Software List, to fulfill the requirements of this contract.
4612	The Contractor shall utilize automated tools approved by the Agency to formally track all requirements and related design, configuration, testing, and certification artifacts. The tools must maintain requirements traceability to approved change requests, test cases, and defects for the term of the Contract. The Contractor's tools shall export the detail information to an extract file in a format defined and approved by the Agency.
4635	The Contractor shall follow the Agency approved styles and standards as defined in PMO-2-k-03: AMMP Style Guide for all deliverables.
4654	The Contractor shall develop and maintain as part of the Resource Management Plan a Project Work Location Table, accessible to the Agency, of all individuals identified in the Resource Management Plan Staff Loading chart. The contents of the list shall provide the following: <ol style="list-style-type: none"> 1. Individual's name 2. Preferred name 3. Position 4. Business telephone number and business email address 5. Physical location of work 6. Contract area of responsibility 7. Hours allocated and percent of time dedicated to the project
4734	The Contractor shall develop a gap analysis document and submit to the Agency within three (3) weeks after the requirement validation sessions are complete for review and approval.
4744	The Contractor shall develop and submit a Resource Management Plan to the Agency within eight (8) weeks from Contract Start for review and approval. The Contractor shall update the Resource Management Plan every six (6) months through the term of the Contract. The Resource Management Plan shall include personnel, position/contract area, and responsibilities.
4745	The Contractor shall provide a Project Schedule that uses the approved AMMP Program Wide Integrated Master Schedule Template (PMO-2-q-02) and follows the expectations defined within the Integrated Master Schedule Management Plan (PMO-2-q) to be submitted to the Agency twelve (12) weeks from the contract start date. If the schedule is not approved fourteen (14) weeks from the contract start date, then daily meetings will occur until the project schedule is approved.
4746	The Contractor shall submit weekly (close of business Thursday) schedule updates to the Agency utilizing the Agency-approved documentation storage solution (e.g., SharePoint).
4748	The Contractor shall follow the Kick-off Meetings Protocol Guide (PMO-2-c-01) and work with the Agency and the MES PMO to conduct a kick-off meeting within two (2) weeks of the Contract start date and shall use the program kick-off template (PMO-2-c-02).
4749	The Contractor shall develop a Kick-off presentation for each phase of the project. The Contractor shall adhere to the Kickoff Meeting Protocol Guide outlined in the AMMP Plans Guides and Templates located in the Procurement Library.

Master ID	Requirement Description
4750	The Contractor shall develop and submit a Quality Management Plan to the Agency within six (6) weeks from Contract Start for review and approval. The Contractor shall update the Quality Management Plan every six (6) months through the term of the Contract.
4754	The Contractor shall develop and submit a module-specific Communication Management Plan and a Responsibility Assignment Matrix to the Agency within eight (8) weeks from Contract start for review and approval. The contractor shall update the module specific Communication Management Plan and Responsibility Assignment Matrix every six (6) months through the term of the Contract.
4766	The Contractor shall develop and submit Project Initiation and Approach Plan to the Agency within six (6) weeks from Contract Start for review and approval. The Contractor shall update the Project Initiation and Approach Plan every six (6) months through the term of the Contract.
4772	The Contractor shall create a Delivery Expectation Document (DED) for any deliverable that does not use an Agency-approved format. The Contractor shall submit the DED to the Agency and obtain Agency approval a minimum of ten (10) days prior to the Contractor starting work on a deliverable.
4773	The Contractor shall maintain a master version of all deliverables, artifacts, and work products on the Agency SharePoint site.
4775	The Contractor shall submit invoices to the Agency following the (PMO-2-n-04) Invoice Protocols Reference Guide on a monthly basis.
4776	The Contractor shall develop and submit a Project Management Plan (PMP) to the Agency within eight (8) weeks from Contract Start for review and approval. The Contractor shall update the PMP every six (6) months through the term of the Contract.
4777	The Contractor shall, at the end of each phase, perform Lessons Learned following the processes defined within the AMMP approved, Lessons Learned Protocol Reference Guide (PMO-2-n-05).
4779	The Contractor shall develop and submit a Stakeholder Management Plan to the Agency within six (6) weeks from Contract Start for review and approval. The Contractor shall update the Stakeholder Management Plan every six (6) months through the term of the Contract.
4789	The Contractor shall follow the Agency defined deliverable and artifact review process, which includes, but is not limited to: <ol style="list-style-type: none"> 1. Agency initial review of deliverable, ten (10) business days 2. Contractor revisions based on comment log, five (5) business days 3. Agency review of revisions and approval of comment log, five (5) business days 4. Informal reviews and walkthroughs of draft and final deliverables are encouraged.
4948	The Contractor shall participate in Contract Discovery sessions, to discuss differences between the RFP/RFB and the proposal or bid submitted by the Contractor.
4949	The Contractor shall participate in scheduled contract discovery sessions, which will occur ten (10) business days after the project kick-off meetings.
4950	The Contractor shall use AMMP Contract Discovery Template (PMO-2-w-01) to record the Contractor's questions in any aspect of the Contract and submit it to the Agency five (5) business days before the first contract discovery session
4961	The Contractor shall produce a report that will be delivered to the Agency within 10 business days after the completion of each full mock test or actual disaster recovery exercise and desk review.
4965	The Contractor shall develop and submit an initial weekly extract of requirements using the REQ-2-a3-4-01 template format to the Agency three (3) weeks after the RMT Overview meeting.

Master ID	Requirement Description
4966	The Contractor shall develop and submit weekly extracts of requirements using the REQ-2-a3-4-01 template format to the Agency through the term of the Contract.
4967	The Contractor shall develop and submit a Requirement Validation Plan to the Agency within two (2) weeks after the last Contract Discovery session for review and approval.
4968	The Contractor shall schedule Requirement Validation (RV) Sessions once the Requirement Validation Plan is approved, and RV sessions should occur prior to any customization, configuration or testing of the proposed solution.
5034	The Contractor shall create a cadence and schedule weekly Touchpoints using an Agency defined agenda template. These touchpoints are to begin within the first month after Contract start up for the term of the Contract.
5035	The Contractor shall create a cadence, schedule and facilitate Monthly PMO Status report meetings to begin within the first month after contract start up for the term of the Contract.
5037	The Contractor shall have all personnel and ancillary personnel adhere to all applicable policies, procedures, and training requirements for the term of the Contract.
5039	The Contractor shall review and follow established AMMP program processes, plans, and protocols throughout the term of the Contract. During the term of Contract, the Contractor shall be given the opportunity to review and comment on any changes to the plans as they occur.
5040	The Contractor shall support non-business hours as needed for scheduled releases, emergency, and off cycle test-related activities subject to occur with no additional cost incurred by the Agency for the term of the Contract.
5042	The Contractor shall use the AMMP Status Report Template (COM-12-1) for the monthly status reporting. The Contractor shall work with the PMO and the Agency to define the content of the status reports.
5281	The Contractor shall develop and submit a Post Implementation Summary Report to the Agency within thirty (30) calendar days post implementation for review and approval.
5293	The Contractor shall provide an updated Detailed Schedule within three (3) weeks of a request from the Agency to re-baseline the schedule. If the Detailed Schedule is not approved after a two (2) week Agency review, daily meetings will occur until the Detailed Schedule is approved. These meetings must include Agency and Module Contractor personnel required for schedule modification and approval.

f. Project Management Deliverables

Table II-24: Project Management – Project Management Deliverables

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PRJ_01	5034	Project Progress Report	High-level summary of progress related to the overall status of project delivery	Four (4) weeks from Contract Start	Weekly
PRJ_02	5035, 5042	Project Status Report	Detailed summary of progress related to the overall status of project delivery	Four (4) weeks from Contract Start	Monthly

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PRJ_03	4530, 4533, 4748, 4749	Kick-offs	Kick-offs shall address business area responsibilities; the phase timeline; the contact information of Contactor personnel that will support the business area during that phase, and any other information that helps the business stakeholders.	Two (2) weeks from Contract Start	Once at Start of Contract, each Phase
PMP_01	4606, 4712, 4745	Project Schedule	A fully decomposed Project Schedule following the Integrated Master Schedule Management Plan (PMO-2-q-02).	Twelve (12) weeks from Contract Start	Updated weekly
PMP_02	4948, 4949, 4950	Contract Discovery	<ul style="list-style-type: none"> Contract Discovery Document (from template) Meeting minutes with risk, action items, issues and decisions identified. 	Two (2) weeks after the Project Kick-off Meetings	Once at Start of Contract
PMP_03	4776	Project Management Plan	<p>The PMP must contain the following components at a minimum:</p> <ul style="list-style-type: none"> Project Initiation and Approach Plan Quality Management Plan Schedule Management Plan Communication Management Plan Change Management Plan Risk Management Plan Issue Management Plan Scope Management Plan Stakeholder Management Plan Resource Management Plan Training and Knowledge Plan Contract Monitoring Plan 	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_04	4766	Project Initiation and Approach Plan	Project Initiation and Approach Plan that shall define the project approach and methodologies, objectives and how the Contractor shall achieve objectives, project scope, purpose, management, and deliverables to be produced.	Six (6) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_05	4750	Quality Management Plan (QMP)	Collaborative review resulting in an attestation to adhere to the AMMP Program QMP, as well as the creation of a Contractor specific QMP	Six (6) weeks from Contract Start	Every 6 months
PMP_06	4745	Schedule Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Integrated Master Schedule Management Plan	Six (6) weeks from Contract Start	Once at start of Contract
PMP_07	4754	Communication Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Communication Plan, as well as the creation of a Contractor specific Communication Plan	Six (6) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_09	4776	Risk Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Risk Management Plan	Six (6) weeks from Contract Start	Once at start of Contract
PMP_10	4776	Issue Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Issue Management Plan	Six (6) weeks from Contract Start	Once at start of Contract
PMP_11	4487 and 4490	Scope Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Scope Management Plan	Six (6) weeks from Contract Start	Once at start of Contract

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_12	4779	Stakeholder Management Plan	Stakeholder Management Plan that defines the processes required to identify, engage, manage, and monitor stakeholders. A Stakeholder Registry shall be considered an artifact of the Stakeholder Management Plan	Six (6) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_13	4744	Resource Management Plan	Resource Management Plan that describes how resources needs are planned, estimated, developed, managed, and controlled.	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
REQ_01	4967	Requirements Validation Plan	The Requirement Validation Plan shall identify the approach and process for requirements validation, as well as the topics and attendees for each Requirement Validation (RV) session.	Two (2) weeks after Contract Discovery Sessions	Once at start of Contract
REQ_02	4734	Gap Analysis Document	The Gap Analysis document shall clarify the difference, or “gap,” of the contractual requirements and existing module/service capabilities.	Three (3) weeks after Requirement Validation sessions	Once at start of
REQ_04	4965, 4966	Requirement Traceability Matrix	The Contractor shall provide weekly extracts of requirements, for the term of the Contract, in mentioned REQ-2-a3-4-01 template format	Four (4) months from Contract Start	Weekly

2. Change Management

The Agency defines Change Management as the systematic approach to governing any system/service changes made to business and technical aspects of a project over the course of the Contract. The overall purpose and function of change management is to ensure that proposed/nominated changes go through a systematic and defined process (as discussed in RFP [Section II.C. Contract Startup](#)) to assess, prioritize, and document the circumstances, needs, probable impacts, and approval/denial of those changes. Furthermore, the change management process must incorporate all business and technical change processes, including all maintenance and modification work. The Agency believes that change management is deeply entrusted and rooted within the relevant Agency appointed, and mandated governing boards, inclusive of the Change Control Board (CCB) and the subsidiary Change Advisory Board (CAB). The participant composition of the CAB is defined and governed by the Agency and will include an assigned EDS representative, as well as assigned representatives across all MES Contractors and relevant Agency stakeholders.

The Agency requires an end-to-end Medicaid enterprise environment that includes the EDS solution coexisting with other MES Module Contractors that must allow for the comprehensive coordination of both individual/solution-specific change management within an overall program-wide approach. This program-wide approach must be followed and adhered to by all MES Contractors. As the complexity of the Medicaid Enterprise increases, the importance of a program-wide approach to change also evolves and expands. Therefore, executing this expanded program-wide approach to change, the EDS Contractor shall participate in extensive cooperation and coordination across all Contractors. These activities are rooted in the implementation of a comprehensive, program-wide plan for change management focused on a Centralized Change Management System (CCMS).

a. Change Management Plan

The EDS Contractor shall be required to develop and implement an EDS Change Management Plan that aligns with Agency AMMP-Program Change Management Plan within eight (8) weeks of the Contract start.

The AMMP-Program Change Management Plan will enable comprehensive coordination among other MES Module Contractors for both individual/solution-specific change management and overall program-wide integration. This program-wide approach must be followed and adhered to by all AMMP and MES Contractors. To that end, the EDS Change Management Plans must include processes and procedures for:

- Planning and controlling changes
- Maintaining release/change schedules (release management)
- Change decision-making and change authorization
- Understanding the impact of changes
- Ensuring remediation plans are documented
- Measuring and controlling changes
- Stakeholder communication and reporting needs
- Continual improvements

The EDS Contractor will not be entitled to compensation for any changes other than as described in this RFP.

b. Annual Report of Suggested Changes

The Contractor shall produce an annual report of suggested improvements with high-level estimates of effort to any system, maintenance, modification, or other work requests. The reports shall be submitted to the Agency before the end of the first quarter of the calendar year. A meeting shall be scheduled with the Agency one (1) week after delivery of the report.

c. Organizational Change Management

The Agency employs Organizational Change Management (OCM) throughout AMMP. OCM is the practice of applying a structured approach to transition an organization from a current state to a future state to achieve expected benefits. OCM includes the processes, tools, and techniques to manage the “people side” of change to achieve business results. The Agency recognizes that their organization changes via the progress made by people within the Agency, so it seeks to identify and focus on the needs and capabilities of individuals.

The EDS Contractor’s OCM lead must help with transitioning staff into a new way of working – not just teaching them how to use a new tool to do the same job they have already been doing. Enterprise-wide implementations create significant change in business processes and therefore require a focused OCM program to inform, inspire, and train staff on how to work in a new way.

The EDS Contractor shall collaborate with the AMMP OCM team on tasks that include stakeholder identification and readiness assessments, stakeholder engagement and resistance management, planning and delivering effective and efficient OCM communications, establishing appropriate training methods and content, development of a transition plan, and providing ongoing stakeholder support and reinforcement. The Agency views all of these activities as vital elements for OCM effectiveness. The Agency recognizes that improving individual awareness about the reasons for a change, increasing desire for the change, expanding the knowledge and skills of impacted stakeholders, and providing support and reinforcement increases adoption and use. This, in turn, raises the likelihood of benefit realization and achieving the planned return on the EDS project investment.

d. Change Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-25: Change Management Requirements, Table II-26: Organizational Change Management Requirements, and Table II-27: 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-25: Change Management – Change Management Requirements

Master ID	Requirement Description
4487	The Contractor shall utilize all AMMP-approved, scope management plan templates and CAB-specific materials/templates for change related material.
4489	The Contractor shall, as part of its participation on the CAB and all governance boards, collaborate with board members to review Agency policy changes, contribute to the impact analysis assessments, and perform assessments, estimates, and work changes in the timeframe and priority set by each governing board.
4490	The Contractor shall, as a member of the CCB, participate and follow the processes as written and described in the COM-10 (Scope Management Plan) and the Change Control Board (CCB) Charter.
4491	The Contractor shall produce an annual report of suggested improvements with high-level estimates of effort to any system, maintenance, modification, or other work requests. The reports shall be submitted to the Agency before the end of the first quarter of the calendar year. A meeting shall be scheduled with the Agency one (1) week after delivery of the report.
4492	The Contractor shall collaborate with all AMMP/MES Contractors as it relates to any system or non-system-based changes, modifications, or maintenance activities, testing efforts, tasks, or projects.
4494	The Contractor shall provide adequate resources necessary to support consultation/advisory activities, as requested by and/or provided to the CAB.
4495	The Contractor shall proactively engage with the CAB to identify system/non-system-based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient effect on systems or operations of the AMMP and/or MES.
4496	The Contractor shall provide the Agency, upon request, a solution specific summary and/or detailed report that reflects all current change requests that are being tracked under the CAB purview.
4497	The Contractor shall notify the Agency of all software and infrastructure version upgrades and/or end of support dates within two (2) business days of receipt from a software/infrastructure provider with recommendations for managing the upgrades and/or end of support.

Master ID	Requirement Description
4498	The Contractor shall configure and integrate their Change Management tracking data and processes with the CCMS Tool in support of Agency-approved change management processes to track all changes that impact the AMMP and/or MES environment.
4753	The Contractor shall develop and submit to the Agency a module-specific Change Management Plan that aligns with the AMMP Change Management Plan, within eight (8) weeks from Contract start for review and approval. The Contractor shall update the module-specific Change Management Plan every six (6) months through the term of the Contract.
4969	The Contractor shall use the Requirement Response Matrix (RRM), provided during the proposal response, as the starting point during the Requirement Validation sessions.
5026	The Contractor shall have the Technical Representative participate on the Change Advisory Board (CAB) and attend meetings to review the priority list of changes and modify priorities.
5032	The Contractor shall be required to follow the AMMP processes for Change, Defect and Release Management for the term of the Contract.

Table II-26: Change Management – Organizational Change Management Requirements

Master ID	Requirement Description
4601	The Contractor shall collaborate with AMMP OCM to identify stakeholders and participate in an impact assessment identifying specific impacts for each stakeholder group through the term of the Contract.
4602	The Contractor shall collaborate with AMMP OCM to participate in organizational change readiness assessments with each of the identified stakeholder groups through the term of the Contract.
4603	The Contractor shall follow the AMMP OCM Communication Plan (OCM-2-d1) and actively participate in the creation of a module-specific OCM Communication Matrix (OCM-2-d2).
4604	The Contractor shall provide an identified OCM lead to support all OCM activities throughout all phases over the term of the Contract, as requested by the Agency.

e. Change Management Deliverables

Table II-27: Change Management – Change Management Deliverables

Deliverable Master ID	Requirement	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_08	4753	Change Management Plan	Collaborate with PMO Contractor in development and implementation of the AMMP Program Wide Change Management Plan.	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
EDS_05	4491	Annual Report of Suggested Improvements	The Contractor shall produce an annual report of suggested improvements with high-level estimates of effort to any system, maintenance,	First week of March each year for the term	Annually

Deliverable Master ID	Requirement	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			modification, or other work requests. The report shall be submitted to the Agency before the end of the first quarter of the calendar year. A meeting shall be scheduled with the Agency one (1) week after delivery of the report.	of the Contract	

3. Design, Development, and Implement (DDI)

a. Detailed Technical Architecture Package (DTAP)

The EDS Contractor shall define, document, and maintain the technical and information architecture. The Agency requires a Detailed Technical Architecture Package (DTAP) that documents the technical and information architecture of the EDS. The DTAP shows how the EDS is designed and built to support the Agency’s technical requirements, defines the minimum set of technical capabilities of its components, and complies with related standards (State-adopted standards, MITA, CMS Seven Conditions and Standards, etc.) The DTAP would be maintained and updated as needed to accurately reflect all the information necessary to support communication and operation of the EDS. The DTAP is described within RFP Section II.D.1 – Technical Architecture and Environments.

b. Concept of Operations

Alabama Medicaid has developed a Concept of Operations (CONOPS) document (EA-f) for the Alabama Medicaid Management Information System. In support of the effort, the Contractor shall provide an EDS CONOPS, using the AMMP CONOPS template (EA-f-01). The EDS CONOPS, at a minimum, must describe characteristics of the proposed solution from an end user perspective. This includes the proposed system in operations phase, contact center operations, etc. The CONOPS must demonstrate the inclusion of high-level requirements.

c. Configuration Management Plan

The EDS Contractor shall collaborate with AMMP to provide a Configuration Management Plan (CMP) for Agency approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Contractor, integrated systems solution. The CMP will describe the processes, configuration management tools, and procedures the EDS Contractor shall use for the duration of the project, with the flexibility to adjust throughout all project phases and activities. The CMP will represent the configurations of the current systems and/or proposed component software and hardware (e.g., technical infrastructure, platforms, and services).

The CMP establishes the technical and administrative direction and surveillance for the management of releases and configuration items (i.e., software, hardware, and documentation) associated with the AMMP Project that are to be placed under configuration control.

Configuration Management processes and tools will be implemented to track all individual Configuration Items within a system service catalog and will provide the following features:

1. **Planning:** The CMP will cover a rolling twelve-month period in detail and the preceding nine months in outline. It will be reviewed with the Agency at least twice a year and will include any impacts to strategy, policy, and scope; objectives; roles and responsibilities; the Configuration Management processes, activities and procedures; the database; and relationships with other processes and third parties, as well as tools and other resource requirements.
2. **Identification:** The process of recording information, including hardware and software versions (meaning an upgrade to Software that changes the first digit of the software version, e.g., Oracle 10.x.x to Oracle 11.x.x, for Software packages that follow this numbering convention), documentation, ownership, and other unique identifiers. Records will be maintained in a Configuration Management Database covering the selection, identification, and labeling of all configurations of every item in the EDS Contractor-provided infrastructure and systems.
3. **Control:** The process requires adherence to standards so that only authorized and identifiable configuration items are accepted and recorded from receipt to disposal. All EDS Contractor-provided infrastructure and systems will be managed and controlled through Change Management.
4. **Control:** Accounting and reporting features will provide a view regarding current and historical data (data collection begins following the EDS Contractor Implementation) concerned with each EDS Contractor-provided item throughout the term of the Contract. Changes to items and tracking of their records through various statuses, e.g., ordered, received, under test, live, under repair, withdrawn or for disposal, will be provided.

d. Detailed Product Design

The EDS Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the EDS Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The EDS Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production.

e. Implementation Management Plan

The Implementation Management Plan (IM Plan) describes the installation, deployment, and transition of the automated system/application or IT solution to an operational state.

The EDS Contractor shall work collaboratively with the SI Contractor to develop the EDS-specific IM Plan that adheres to the direction provided by the SI Contractor’s IM Plan – System. The EDS Contractor shall develop an EDS IM Plan and submit for approval within three (3) months prior to the start of implementation. The EDS IM Plan must include, but not be limited to, the following:

System Implementation Management

1. Planning
 - Implementation Team/Lead Assignments
 - Assumptions
 - Detailed System Implementation Schedule
 - Identifiable Steps
 - Implementation Tasks and Task Descriptions
 - Dependencies
 - Support/Resource Assignments
2. Implementation Period Communication Protocols
 - Testing Validation and Test Management

- Documentation and Reporting as Requested by the Agency
- System Implementation Monitoring and Reporting
- Implementation Period Risk Log
- Implementation Status Reports
- Acceptance Criteria
- Approval Process and Workflow
- Implementation Period Change Management
- Implementation Period Defect Management
- Implementation Period System Upgrades
- Implementation Period System Maintenance

f. Deployment Plan

The EDS Contractor shall develop a Deployment Plan addressing all criteria for implementation decision making as it pertains to go/no-go status. All Deployment Plan artifacts, documented decisions and other relevant documentation are to be stored in a centralized and accessible location to be defined by the Agency. The EDS Contractor must develop the Deployment Plan and submit for approval within three (3) months prior to the start of implementation. The Deployment Plan must include, but not be limited to, the following:

- Full Implementation Checklist (to be comprised of both System and Operations Implementation Acceptance Criteria)
- Operational Readiness Review Process
- Go/No-Go Criteria (inclusive Go/No-Go Criteria broken down by Approval Area, e.g., Testing, Security, Data Governance Office)
- Detailed Back-out/Contingency Plan
- Post Implementation Summary Report (and Verification Checklist) Template

g. Post Implementation Support

Post implementation support will apply to the EDS Contractor. This support will begin when EDS goes live and end three (3) months after CMS certification has been received. The EDS Contractor shall retain key resources with critical knowledge of the EDS solution during this period to ensure knowledge transfer to the Operations team is complete and the Operations team is ready to perform steady state operations.

The post implementation support will include the support required to identify, track, and resolve defects or issues that occur post implementation. The EDS contractor will participate in meetings to discuss and prioritize the tasks required to resolve EDS module issues as quickly as possible. These stand-up meetings may start with meeting multiple times daily and taper to weekly or monthly. This support differs from the normal Operations Support processes in that the focus during this post implementation support period is on stabilizing the new solution and prioritized problem resolution. Prioritized focus for this support will include, but not be limited to:

1. Project reporting – To coincide with the frequency of the stand-up meetings
2. Attending stand-up meetings as scheduled
3. Reporting abnormalities or inconsistencies to all PMs and the Contract owner within an hour of identification
4. Other support as identified by the Agency

h. Defect Identification and Management

The Contractor shall ensure that the EDS solution meets Contract requirements as defined in this RFP, the DTAP, the CONOPS, and the Agency-approved system documentation for the term of the Contract. Any technical design deficiencies, configuration, or code defect developed under this Contract will be remedied at no additional cost to the Agency.

Medicaid considers a system defect (or a bug) to be a flaw or weakness in any area of the system or hardware that creates any kind of shortcoming, imperfection, or deficiency. Defects may occur at any time during the Contract. Defects must be identified, tracked, and reviewed during the project status meetings. Defect resolution is the responsibility of the Contractor, and Medicaid may not be charged for the resolution in any way. Defects may include such things as:

- Violation of specified (or unspecified) requirements
- Inclusion of incorrect or unnecessary requirements
- Failure to behave as it should
- Missing characteristics that it should have
- Behaving in a manner it should not behave
- Inclusion of characteristics that it should not have
- Inconsistencies with its architecture or design
- Incorrect or inappropriate architecture, design, implementation, or configuration decisions
- Violation of design guidelines or coding standards
- Safety or security vulnerabilities

When a defect is identified, the Contractor must track and document the defect to final resolution. The EDS contractor shall provide the Agency EDS Project Team (prior to go-live) and the Agency EDS Operations Team (after go-live) access to the System Desk Tool (SDT). The defect must be reported to the PMO or the Agency MMIS Operations Team within one (1) business day – high priority e-mail notification is acceptable. The next business day (after defect identification), the Contractor shall follow the defined protocol to request a meeting with the PMO or the Agency MMIS Operations Team to initially discuss the defect. During the meeting, the Contractor shall provide all available information associated with the defect. If the Contractor lacks sufficient information during the initial meeting and the PMO or the Agency MMIS Operations Team deems the defect to be high priority/high severity, a follow-up meeting will be scheduled.

The PMO or the Agency MMIS Operations Team will review the defect and determine the required reporting frequency based on the priority and severity of the defect. The Contractor must provide a status on all open/active defects during each status meeting. Any request for additional information on a defect must be provided within one (1) business day. Any reporting on the defect must include the following at a minimum:

- Unique identifier for the defect (such as a number)
- Link to original user call ticket(s) information
- Date the defect was first reported by the user
- Date the defect was first reported to the PMO
- Issue priority and severity
- Description of the defect
- Detailed description of the solution
- Number and type of users impacted
- Linear and non-linear impact analysis
- Work-around (if applicable)

- Date development will be complete
- Date test results will be presented
- Estimated implementation date
- Stakeholder notification (if required)
 - Date
 - Method
 - Message

Medicaid expects defects to be resolved within sixty (60) days of the date reported by the user. Any defect that is not resolved within sixty (60) days must receive approval from the PMO or a CAP will be requested.

i. Post Implementation Summary Report

The EDS Contractor shall schedule a Post Implementation Meeting with the Agency and others identified by the Agency within one (1) month prior to the implementation to review the Post Implementation Summary Report. The report shall be a short narrative summary of the results of implementation, and must include at a minimum:

1. Deficiencies, defects, and issues encountered and their resolution
2. Lessons learned
3. Recommendations for any improvements to the module(s)
4. Identified updates to the Security and Privacy Plan
5. Identified updates to the Project Management Plan
6. Identified updates to any other deliverables, including, but not limited to:
 - a) Training materials
 - b) User manuals

j. Release Listing Document

Release management is critical to the success of continual system improvement and must be managed in a way that will provide the Agency the ability to plan and prepare for new releases. For this reason, the EDS Contractor shall develop and submit a release listing document five (5) business days prior to the release being applied to the production environment through the term of the Contract. The release listing shall contain all changes that shall be applied to the Production environment and shall include the following, but not be limited to:

- Associated system identifier
- Change type (change order, defect, etc.)
- Change description
- Groups impacted (Agency, Operating Agency, Provider, Worker, etc.)
- Agency approval date
- Release Notes

Any updates to the release listing document shall be no later than noon of the business day following the release. The release listing shall be stored on a shared documentation platform.

k. DDI Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-28: DDI – DDI Requirements and Table II-29: 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-28: DDI – DDI Requirements

Master ID	Requirement Description
4593	The Contractor shall develop a Configuration Management Plan that aligns with the AMMP Configuration Management Plan. The Contractor Configuration Management Plan shall contain proven promotion and version control procedures for the implementation of a multi-contractor, integrated system wide enterprise solution.
4723	The Contractor shall manage, communicate status, and correct all defects and design deficiencies at no additional cost to the Agency in accordance with the Agency-approved change management process and TCOE requirements as defined in the AMMP Program-wide Change Management Plan and the module-specific Change Management Plans for the term of the contract.
4732	The Contractor shall provide a Concept of Operations (CONOPS). The CONOPS shall, at a minimum, describe characteristics of the proposed solution from an end user perspective. This includes the proposed system in operations phase, contact center operations, etc. The CONOPS shall demonstrate the inclusion of high-level requirements.
4752	<p>The Contractor shall develop and submit a release listing document fifteen (15) business days prior to the release being applied to the production environment and store this release listing document on a shared documentation platform. The release list shall contain all changes that shall be applied to the production environment and shall include, but not be limited to:</p> <ul style="list-style-type: none"> • Associated system identifier • Change type (change order, defect, etc.) • Change description • Groups impacted (Agency, OA, Provider, Worker, etc.) • Agency approval date • User friendly release notes, detailing user facing changes, defect identification/resolution, and process changes
4778	<p>The Contractor shall schedule a Post Implementation Meeting with the Agency and others identified by the Agency within thirty (30) days of the implementation to review the Post Implementation Summary Report. The report shall include at a minimum:</p> <ol style="list-style-type: none"> 1. Deficiencies, defects, and issues encountered and their resolution 2. Lessons learned 3. Recommendations for any improvements to the module(s) 4. Identified updates to the Security and Privacy Plan 5. Identified updates to the Project Management Plan 6. Identified updates to any other deliverables, including, but not limited to: <ol style="list-style-type: none"> a. Training materials b. User manuals c. Online help
4529	The Contractor shall publish any updates to the release listing document no later than noon of the business day following the release.
4824	The Contractor shall provide a system that can be configured with automation to accommodate leap year and other date anomalies.

Master ID	Requirement Description
5286	The Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production.
5294	The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the contract.
5801	The Contractor shall develop a Deployment Plan addressing all criteria for implementation decision making as it pertains to go/no-go status. The Contractor shall develop the Deployment Plan and submit for approval ninety (90) calendar days prior to the start of the implementation period.
5795	The Contractor shall provide post implementation support to the Agency from the time the solution goes live until the end of three (3) months after CMS certification has been received.
5796	The Contractor shall provide support to identify, track and resolve defects or issues that are outstanding or that have occurred since implementation until the end of three (3) months after CMS certification has been received.
5797	The Contractor shall retain any key resources for post implementation support until the end of three (3) months after CMS certification has been received and provide complete knowledge transfer from the Contractor's Implementation team to the Contractor's Operations team.
5798	The Contractor shall schedule and facilitate meetings to provide updates on post implementation tasks and status on defects or issues on a cadence agreed upon by the Agency until the end of three (3) months after CMS certification has been received.

I. DDI Deliverables

Table II-29: DDI – DDI Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
DDI_01	5294	Detailed Technical Architecture Package (DTAP)	The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the contract.	Six (6) months after Contract Start	

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
MEA_01	4732	Concept of Operations	The Contractor shall provide a Concept of Operations (CONOPS) describing characteristics of the proposed solution from an end user perspective	Eight (8) weeks from Contract Start	Every six (6) months
DDI_02	4593	Configuration Management Plan (CMP)	The Contractor shall provide a CMP that establishes the technical and administrative direction and surveillance for the management of releases and configuration items that are to be placed under configuration control.	Six (6) months prior to the start of implementation	Annually

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
REQ_03	5286	Detailed Product Design	The Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production.	Eight (8) weeks after Requirement Validation Sessions	Every six (6) months
IMP_03	5801	Deployment Plan	The Contractor shall provide a Deployment Plan that addresses all criteria for implementation decision making as it pertains to go/no-go status	Three (3) months prior to the start of implementation	Annually

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
IMP_01	4776	Implementation Management Plan	The Contractor shall provide an Implementation Management Plan that describes the installation, deployment, and transition of the automated system/application or IT solution to an operational state	Three (3) months prior to the start of implementation	Annually
EDS_12	4598	Configuration Management Summary Report	The Contractor shall provide a Configuration Management Summary report providing a high-level overview of any upcoming changes to the system baseline configuration and any impact to operational usage as defined in the Configuration Management Plan. The reporting shall begin six (6) months post implementation and continue every six (6) months for the term of the contract.	Six (6) months post implementation	Every six (6) months
IMP_04	5281	Post Implementation Summary Report	The Contractor shall provide a high-level summary of the results of the solution implementation along with the overall status of production deficiencies, defects, and issues encountered and their resolution and identified updates.	One (1) month post implementation	One time submission

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_06	4752	Release Listing Document	The Contractor shall develop and submit a release listing document five (5) business days prior to the release being applied to the production environment through the term of the Contract. The release listing shall be stored on a shared documentation platform.	Five (5) days prior to a release for the term of the Contract.	Prior to every release being applied to the production environment
EDS_06a	4529	Release Listing Document Update	The Contractor shall publish any updates to the release listing document no later than noon of the business day following the release.	By noon of one (1) business day following the release	Following every Release being applied to the production environment

4. Operations

a. Technical and User Support

The Contractor shall provide a technical and stakeholder support structure and services to stakeholders (all users and MES Contractors) who need assistance with the EDS solution. To be clear, the services required from the EDS Contractor are focused on helping with specific stakeholder problems and issues during operations and are separate from required and optional end user and administrator training. It is important for the Contractor to provide a framework that is responsive to the types and magnitudes of all assistance requests it expects to receive, based on the scope of services provided to the Agency. Additionally, the Agency understands that the Contractor will have to allocate the personnel resources necessary to ensure that all requests are resolved in a timely manner. Any resources allocated to provide technical and user support must be experienced and trained to efficiently and appropriately handle the variety of assistance requests that are submitted. The Agency requires that, as a part of an overall technical and stakeholder support solution, the EDS Contractor shall bring a Services Desk Tool (SDT) to manage all requests that are received. The Contractor shall provide, at a minimum, read-only access to the SDT for up-to-date monitoring of service desk activities.

The Contractor must provide a technical and stakeholder support solution that works to resolve all requests received in a timely and accurate manner, yielding an overarching positive customer/stakeholder experience.

The Agency will not provide basic service desk services (aka Tier 1, or similar to) for EDS. Callers to the Agency or Medicaid Agency Service Desk will be referred to the EDS Contractor's technical support services.

b. Monthly Operations Management Plan

During the implementation phase of the EDS project, the EDS Contractor shall provide an Operations and Maintenance Plan that provides details regarding the provisions of operations and maintenance services in the production environment.

The EDS Contractor shall develop an Operations Management Plan that describes how they will manage day-to-day operations during and post implementation of the production system. The Operations Management Plan must include, but not be limited to, the following:

- Operations Management Approach
- Updated Business Processes
- Business Process Flow
- Business Production Responsibility Assignment Matrix (RACI Chart)
- Post Implementation and Production Staffing and Support
- New Positions
- New Skills Inventories
- Transitioned Positions
- Transitioned Skills
- General and Routine Maintenance
- Ongoing Enhancements and Modifications
- Post production Issue, Problem and Risk Tracking and Resolution
- Service Delivery, Monitoring, and Performance Management Approach
- Service Delivery (Network, Server, Application Monitoring)
- Production Monitoring Metrics
- Production Reporting Metrics
- Service Level Agreement Plan

c. System Operations Manual

During the training phase of the EDS project, the EDS Contractor must provide a System Operations Manual three (3) months prior to the start of the implementation and update it annually. The System Operations Manual shall document the system operating and maintenance procedures. The procedures help define and provide understanding of system operations and performance. The manual shall address all facets of the technical operation of the system.

d. Service Desk Management Plan

Service Desk management is defined as the process any MES Module Contractor employs to respond to an unplanned event or service interruption to restore the service to its operational state. The Agency requires the incident management process to be documented in the Service Desk Management Plan (SDMP) and must work to ensure that required service operations are restored in a manner and on a timeline that will minimize the impact to business users and stakeholders.

The EDS Contractor shall develop and submit a SDMP three (3) months prior to the start of implementation and maintain and update it annually. The SDMP shall define all types of tickets being entered, actions to resolve, and related definitions. Specifically, for incidents, the Agency defines an incident as any event that disrupts or reduces the quality of service for the EDS solution,

module solutions, or the MES as a whole. The Contractor has a duty and responsibility to manage and control incidents that directly affect the EDS.

The SDMP must explain the EDS Contractor's Service Desk management process and how it will ensure that required service operations are maintained and/or restored in a manner and on a timeline that will minimize the impact to business users and stakeholders. The SDMP includes, but is not limited to, the following items:

- Service Desk ticket Identification
- Service Desk ticket Logging
- Service Desk ticket Categorization and Prioritization
- Service Desk ticket Diagnosis
- Service Desk ticket Escalation
- Service Desk ticket Resolution/Recovery
- Service Desk ticket Closure

The SDMP shall also establish the following:

- Time to initiate a response timeframe
- Time to resolve Service Desk tickets based on criticality
- Time to report resolution
- Communication flow for all Service Desk tickets, including responding to original reporter of a Service Desk ticket

e. Service Desk Tool

The EDS Contractor shall acquire and use a Service Desk Tool (SDT) to manage all tickets related to the EDS solution and services. The EDS Contractor shall utilize the SDT to track all technical and stakeholder support tickets (requests, events, access, problems, and incidents) in the SDT. The Service Desk Tool will support industry standard incident management and service desk capabilities, such as:

- Multiple avenues/ways for users to request assistance
- Ticket creation and tracking/workflow capabilities
- Routing and prioritization of assistance requests
- Tracking and reporting of technical/user support information and statistics

The Agency requires the use of an industry standard Centralized Service Desk Management Tool (CSDMT). The Agency requires the tool to provide a single view into all Service requests across the MES. The CSDMT shall integrate each Module Contractor's service desk data. The Agency requires the service desk data to be aggregated near real-time throughout day-to-day operations to provide an enterprise-wide view of service desk data for management and reporting through the CSDMT. The SI Contractor will be responsible for implementation and operations of the CSDMT; however, the EDS SDT must support exporting and importing information with the CSDMT to achieve the Agency's vision and goal of comprehensive service desk management and reporting across the AMMP and MES.

f. Service Desk Standard Operating Procedures

During the training phase of the EDS project, the EDS Contractor shall provide a Service Desk Standard Operating Procedure deliverable that documents the Service Desk standard operating procedures. The procedures help define and provide understanding of these procedures. The manual must address all facets of the Service Desk Standard Operating Procedures.

The EDS Contractor will develop Service Desk User Manuals that provide detailed guidance to Service Desk staff and leadership and include standard procedures for performing day-to-day operations based on Alabama Medicaid Agency specifications. The Service Desk User Manuals shall include, but not be limited to:

- Service Desk Operations Manual
- Service Desk Equipment/Systems Manuals
- Service Desk Channels, which may include, but not be limited to phone, email, physical mail, e-fax, webchat, or web-form
- Service Desk Request/Call Record Management System Operations Manual
- Scripts, Knowledge Base and Canned Response Use
- AMA Customer Service Etiquette
- Service Desk Tier Level (or similar to) Escalation Business Rules
- Supervisor Request Protocol
- Request Reporting and Tracking
- Service Desk Performance Objectives
- Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

g. Monthly Operations Status Report

The EDS Contractor shall provide a Monthly Operations Status Report that focuses on the health and performance of the EDS, upcoming changes and maintenance activities, details from the Contract Monitoring Report related to OLAs/SLAs/KPIs, accomplishments, upcoming events, and any blockers/concerns. The EDS Contractor will provide a Monthly Operations Status Report three (3) business days in advance of the monthly Operations Status Meeting. For the Monthly status report, the EDS Contractor is required to use a template provided by the Agency.

h. System User Manual

The EDS Contractor shall develop System User Manuals that provide detailed guidance to users of the EDS that reflect Alabama Medicaid Agency specifications. The manuals will also provide standard procedures for performing day-to-day operations. These role-based manuals will provide for, but are not limited to:

- Account creation and maintenance
- User interface field and descriptions
- User interface functions with related steps
- User interface edits, audits, and error message guidance

i. Environmental Monitoring Plan

To plan and support operations of the EDS, the Contractor shall provide an Environmental Monitoring Plan (EMP) three (3) months prior to the start of implementation that includes, but is not limited to:

- Software Update Plan/ Schedule
- Hardware Refresh Plan/ Schedule
- Technology Refresh Schedule
- Data Refresh Plan/Schedule
- Data Archival Plan/Schedule
- User Access
- Extract, Transform, and Load (ETL)/Extract, Load, and Transfer (ELT) Process and Monitoring
- Data Solution Monitoring

- Contractor’s Server Monitoring
- Application and Services Monitoring
- Infrastructure Monitoring
- Performance Benchmarks and Standards
- System Operating Procedures
- System Maintenance Procedures
- System Performance Monitoring Procedures
- Emergency Procedures and Communication Protocols
- Data Dictionary

The EMP shall be kept current and reviewed annually with the Agency. Within two (2) months after approval of the EMP, the Contractor shall develop and maintain a dashboard that provides information that includes, but is not limited to, data ingestion and load processes as defined in the Environmental Monitoring Plan for the term of the contract.

j. Operations Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-30: Operations Requirements and Table II-31: 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-30: Operations – Operations Requirements

Master ID	Requirement Description
3985	<p>The Contractor shall provide an Environmental Monitoring Plan (EMP) that includes, but is not limited to:</p> <ol style="list-style-type: none"> 1. Software Update Plan/Schedule 2. Hardware Refresh Plan/Schedule 3. Technology Refresh Schedule 4. Data Refresh Plan/Schedule 5. Data Archival Plan/Schedule 6. User Access 7. Extract, Transform, and Load (ETL)/Extract, Load, and Transfer (ELT) Process and Monitoring 8. Data Solution Monitoring 9. Contractor’s Server Monitoring 10. Application and Services Monitoring 11. Infrastructure Monitoring 12. Performance Benchmarks and Standards <p>The EMP shall be kept current and reviewed annually with the Agency.</p>
4033	<p>The Contractor shall develop and maintain a dashboard that provides information that includes, but is not limited to, data ingestion and load processes as defined in the Environmental Monitoring Plan for the term of the Contract.</p>
4092	<p>The Contractor shall provide benchmarks and standards that cover the performance of each component of the EDS solution, including, but not limited to, data ingestion, data loads, reporting, query response time, dashboard refreshes, interactive visualizations, and data extracts. This information shall be provided in the Environmental Monitoring Plan for Agency review and approval.</p>
4564	<p>The Contractor shall provide a Service Desk Management Plan to the Agency for review and approval within ninety (90) calendar days from the start of the Contract. The SDMP</p>

Master ID	Requirement Description
	shall document the Contractor's service desk ticket processes and explain how required service operations are restored in a manner and on a timeline that will minimize the impact to business users and stakeholders.
4566	The Contractor shall be responsible for triaging, assigning priority and criticality, and driving resolution of recorded Service Desk tickets within their module according to the processes defined in the Agency-approved Service Desk Management Plan.
4568	The Contractor shall provide regular updates based on criticality in accordance with the incident management processes defined in the Agency-approved Service Desk Management Plan.
4569	The Contractor shall perform root cause analysis (RCA) on any reoccurring incident or upon the request of the Agency and provide results of RCA within three (3) business days of the request or a timeframe agreed upon by the Agency.
4572	The Contractor shall ensure that all module-specific Service Desk ticketing information is available in the Centralized Service Desk Management Tool on a near real-time basis (e.g., commensurate with the criticality of the incident).
4573	The Contractor shall provide all Service Desk tickets to the Centralized Service Desk Management Tool (CSDMT) as defined in the module Service Desk Management Plan to ensure that the CSDMT has an accurate inventory of all incidents within MES.
4574	The Contractor shall provide a Service Desk Tool that can provide an automated response to a user upon receipt of email or web ticket submission within an Agency-approved timeframe.
4575	The Contractor shall immediately create a Service Desk ticket upon identification of a service disruption.
4576	The Contractor shall provide a Service Desk Tool that supports standard incident management reporting, delivered in a format and schedule agreed upon by the Agency, as well as provide ad hoc reporting and export functionality to share data.
4577	The Contractor shall provide a Service Desk Tool that shall assign a unique identification number for each Service Desk ticket created.
4578	The Contractor shall make available its Service Desk Tool to report incident management and metrics for audits by the State or its third-party designee.
4972	The Contractor shall acquire, configure, and maintain a Service Desk Tool and submit a Service Desk Management Plan.
4669	The Contractor shall provide Tier 0 or equivalent self-help and user-retrieved information, such as a FAQs available from the contractor's web page, contractor-supported blogs, and user groups. These may be for the Contractor's products and not specific to the Module configurations. The Contractor is not required to track or report users' access of Tier 0 but may include it as information.
4670	The Contractor shall provide Tier 1 or equivalent technical and user support for basic issues such as solving usage problems and fulfilling service desk requests that need IT involvement.
4671	The Contractor shall provide Tier 2 or equivalent in-depth technical and user support by more experienced and knowledgeable technicians to assess issues and provide solutions for problems that cannot be handled at lower tiers.
4672	The Contractor shall provide Tier 3 or equivalent expert product and service support for recurring problem resolution or new feature creation. Tier 3 support includes the correction of defects through attempts to duplicate problems and define root causes using product designs, code, or specifications, as well as management of the development, test, and implementation of changes to these.

Master ID	Requirement Description
4673	The Contractor shall provide Tier 4 or equivalent support through outside contracted partners, for example for network circuits or datacenter hardware. Contracts for Tier 4 support are typically transparent to the State, but the Contractor shall report on Tier 4 issue resolution whenever Tier 4 support service is required.
4674	The Contractor shall provide a technical and user support structure and services to all users who need assistance with its solution.
4675	The Contractor shall provide automated technical and user support for their solution. The Contractor's automated support solution shall allow users to report an issue by telephone Automated Voice Response System, email, web submission, and chatbot 24 hours a day, every day of the year.
4957	The Contractor shall prepare and conduct planned full mock exercises of the Continuity of Operations Plan (COOP), annually at a minimum, in coordination with Disaster Recovery Plan (DRP) testing activities.
4958	The Contractor shall develop and submit for Agency approval a method for ensuring the results of COOP activities are captured during the mock COOP exercise.
4959	The Contractor shall keep all COOP Activities and Reporting-related artifacts current and relevant throughout the term of the contract. The COOP must be kept current with a formal review every six (6) months.
4960	The Contractor shall provide awareness training of the COOP to all staff within four (4) weeks of onboarding.
4962	The Contractor shall prepare and conduct planned full mock exercises of the DRP, annually at a minimum.
4963	The Contractor shall develop and submit for approval a method for ensuring the results of DRP activities are captured during the exercise.
4964	The Contractor shall keep all DRP Activities and Reporting-related artifacts current and relevant throughout the term of the Contract. The DRP must be kept current with a formal review every six (6) months.
5028	The Contractor shall provide technical and user support for their solution. The Contractor's support solution shall allow users to report an issue by telephone, email, web submission, and chat beginning one hour before normal Agency business hours and ending one hour after normal Agency business hours 7:00 a.m. to 6:00 p.m. Central Time, Monday through Friday excluding State holidays and emergency closures.
5041	The Contractor shall use products or tools that are compatible with Microsoft Windows 10, Microsoft Office 365, and Microsoft Project 2016 or later that are still supported by Microsoft, unless otherwise approved by the Agency.
5050	The Contractor shall provide a solution that will perform real-time data processing, as agreed to by the Agency, including, but not limited to, data loading, integration, validation, and transformation.
5803	The Contractor shall develop and submit a System Operations Manual and System User Manuals to the Agency ninety (90) calendar days prior to the start of the implementation period for review and approval. The Contractor shall update both documents annually and with every Module and Centralized Service implementation through the term of the Contract.
5802	The Contractor shall develop and submit an Operations Management Plan to the Agency ninety (90) calendar days prior to the start of the implementation period for review and approval. The Contractor shall update the Operations Management Plan annually and with every module and Centralized Services implementation through the term of the Contract.

Master ID	Requirement Description
5800	The Contractor shall develop and submit a Service Desk Standard Operating Procedures to the Agency ninety (90) calendar days prior to the start of the implementation period for review and approval. The Service Desk Standard Operating Procedures shall be kept current with an update every six (6) months.
5908	The Contractor shall provide a Monthly Operations Status Report that focuses on the health and performance of the EDS, upcoming changes and maintenance activities, details from the Contract Monitoring Report related to OLA/SLA/KPIs, accomplishments, upcoming events, and any blockers/concerns. The Contractor shall provide a Monthly Operations Status Report, using a template approved by the Agency, three (3) business days in advance of the monthly Operations Status Meeting.
5909	The Contractor shall schedule and hold Operations Status meetings, using an Agency defined agenda template, to discuss the Monthly Operations Status Report. The Operations Status meetings shall occur on a monthly basis and begin within the first month after system go-live for the term of the contract.

k. Operations Deliverables

Table II-31: Operations – Operations Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
OPS_01	5802	Operations Management Plan	Operations Management Plan that describes how the Contractor will manage day-to-day operations during and after post implementation of the production system (SLA Management Plan is part of this plan)	Three (3) months prior to the start of implementation	Annually
OPS_02	5803	System Operations Manual	System Operations Manual documents the system operating and maintenance procedures for all facets of the technical operation of the system	Three (3) months prior to the start of implementation	Annually

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
OPS_03	4564	Service Desk Management Plan	The Service Desk Management Plan shall explain the Contractor's Service Desk management process and how it will ensure that expected service operations are maintained and/or restored, in a timeline	Three (3) months prior to the start of implementation	Annually
OPS_04	5800	Service Desk Standard Operating Procedures	Service Desk Standard Operating Procedures provide detailed guidance for performing day-to-day operation activities	Three (3) months prior to the start of implementation	Annually, Every Module and Centralized Service
OPS_06	5908, 5909	Monthly Operations Status Report	Provides the health and performance of the EDS, the status of services, and upcoming activities. (SLA performance reporting is part of this Status Report)	Post Implementation	Monthly
EDS_10b	5803	Systems User Manuals	Provide detailed guidance to users of the EDS reflecting AMA specifications, as well as role-based standard procedures for performing day-to-day operations.	Three (3) months prior to implementation	Annually, Every Module and Centralized Service
EDS_01	3985	Environmental Monitoring Plan (EMP)	The Environmental Monitoring Plan (EMP) includes, but is not limited to: <ol style="list-style-type: none"> 1. Software Update Plan/ Schedule 2. Hardware Refresh Plan/ Schedule 3. Technology Refresh Schedule 4. Data Refresh Plan/Schedule 5. Data Archival Plan/Schedule 6. User Access 	Three (3) months prior to the start of the implementation period	Annually

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			7. Extract, Transform, and Load (ETL)/Extract, Load, and Transfer (ELT) Process and Monitoring 8. Data Solution Monitoring 9. Contractor’s Server Monitoring 10. Application and Services Monitoring 11. Infrastructure Monitoring 12. Performance Benchmarks and Standards The EMP shall be kept current and reviewed annually with the Agency.		
EDS_01a	4033	Environmental Monitoring Dashboard	Provides information That includes, but is not limited to, data ingestion and load processes as defined in the Environmental Monitoring Plan for the term of the Contract.	Two (2) months following approval of the EMP	Every six (6) months

5. Continuity of Operations/Disaster Recovery (DR)

a. Continuity of Operations

The Continuity of Operations is critical to the success of the Agency to be able to keep the EDS running while the Agency and MES Contractors are responding to a disaster. “Disaster” means an occurrence(s) of any kind whatsoever that adversely affects, in whole or in part, the error-free and continuous operation of the module, and/or affects the performance, functionality, efficiency, accessibility, reliability, and security of the system. Disaster also refers to any event that jeopardizes human safety and welfare. Disaster events may include, but not be limited to, natural disasters, human error, security breach, terrorist activity, computer virus, network disruptions, or a malfunctioning of the hardware or electrical supply.

The Agency views incident training and staged exercises as vital to providing comprehensive support for the continuity of operations across the Enterprise. These preparedness activities work to establish the effectiveness of the Continuity of Operations Plan (COOP), as well as the performance

and level of understanding demonstrated by staff in the event of an actual disaster. Therefore, the Contractor must play a key role in coordinating the COOP planning and testing with the Agency and MES to ensure alignment. A COOP describes the planning efforts taken by the Contractor, in collaboration with the Agency, to ensure the capability exists to continue essential functions and services in response to and during a disaster scenario. The COOP lays the framework for how the Contractor maintains critical business functions at an alternate location and/or under adverse conditions. Continuity of operational activities shall include coordination with the Agency and its designees to ensure continuous delivery of services.

b. Disaster Recovery

Disaster recovery is a cornerstone of a successful business continuity strategy. The Agency defines a "Disaster" as an occurrence(s) of any kind whatsoever that adversely affects, in whole or in part, the error-free and continuous operation of the EDS solution or module, and/or affects the performance, functionality, efficiency, accessibility, reliability, and security of the MES. A disaster also refers to any event that jeopardizes human safety and welfare. Disaster events may include, but not be limited to, natural disaster, human error, security breach, cyber-crime, terrorist activity, computer virus, network disruption, or a malfunctioning of the hardware or electrical supply. The EDS Contractor is mandated to develop a Disaster Recovery Plan (DRP) that defines in detail the approach they shall follow when responding to a disaster. The Agency requires the EDS Contractor to review and update its DRP deliverables to address potential changes, accuracy, viability, and improvements to address projected MES evolution, on a frequency required by the Agency.

The Agency views incident training and staged exercises as vital to providing comprehensive support for the continuity of operations across the Enterprise. These preparedness activities work to establish the effectiveness of the DRP, as well as the performance and level of understanding demonstrated by staff in the event of an actual disaster. Therefore, the EDS Contractor must play a key role in coordinating the DRP planning and exercising with the Agency and MES to ensure alignment.

c. Continuity of Operations Plan

The EDS Contractor shall develop a Continuity of Operations Plan providing guidance in the event of a natural, man-made or technological emergency, as defined above. The COOP shall define and layout the processes and procedures the EDS Contractor shall follow to ensure essential functions and services continue without disruption. In the event of disruption, the Plan shall define processes aligned with Disaster Recovery Plan (DRP).

The COOP must include planning associated with the four phases of continuity of operations: readiness and preparedness, activation, continuity of operations, and reconstitution. Additionally, the COOP must address essential aspects of continuity of operations, people, processes, technology, and infrastructure, as well as align with and address all applicable State and Federal (e.g., CMS, Health and Human Services [HHS], Office of Information Technology [OIT]) Government standards, essential functions, and services. It is critical that the EDS Contractor use the program-approved Master COOP template. This plan shall include, at a minimum, but not be limited to, the following:

- COOP Quick Reference Guide
- COOP Communication Plan
- Communication Methods and Protocols
- COOP contingency roles, responsibilities, assigned individuals with contact information.

- Emergency mode of operation plans
- Identification of essential organizational missions and business functions and associated contingency requirements
- Documentation of a clear continuity strategy and process impact analysis with a recovery priority by business area, a level of service required by each area, and an estimated recovery time
- Documented continuity objectives, restoration priorities, and metrics
- Documented approach to maintaining essential organizational missions and business functions despite an information system disruption, compromise, or failure
- Identification of alternate processes to maintain business functions
- Correlation of alternate processes to Disaster Scenarios described in the Disaster Recovery Plan.
- Development of a training plan and material specific to COOP
- Return to Operations (RtOP) Transition Plan

The EDS Contractor shall develop and deliver the Continuity of Operations Plan two (2) months following the start of the Contract and update and deliver the COOP and all supporting documentation every six (6) months thereafter, following Agency approval, for the term of the Contract.

d. COOP Activities and Reporting

The EDS Contractor shall conduct ongoing COOP activities, as well as conduct continuity of operations activities as a result of any event leading to the activation of the COOP. The EDS Contractor must ensure all on-boarding staff receive training on the DRP for awareness.

The EDS Contractor will prepare and conduct planned full mock exercises of the COOP, annually (as defined by the module program manager) at a minimum, in coordination with DRP testing activities. These activities must work to establish the effectiveness of the COOP, as well as the performance and level of understanding demonstrated by staff as a result of COOP activation. The EDS Contractor is also required to develop and submit for approval a method for ensuring the results of COOP activities are captured during the exercise. The EDS Contractor will work to ensure all COOP activities and reporting-related artifacts are kept current and relevant throughout the term of the Contract. Finally, at a minimum, the EDS Contractor shall provide COOP updates, especially updates as a result of COOP activities and subsequent findings.

The EDS Contractor shall develop a template for a report that will be produced within ten (10) business days after the completion of each full mock test or actual disaster recovery exercise and the desk review. The report must, at a minimum, provide details on the following:

- Analysis of activity
- Issues identified during the activity
- Defects identified during the activity
- Lessons learned
 1. Issues or problems that resulted from the Disaster Recovery Plan or the execution of the plan
 2. Updates and improvements, including:
 - High-level plan to complete and implement changes

- Updates necessary to better prepare for the next exercise or DR activation
- Retest plan

e. Disaster Recovery Plan

The EDS Contractor shall develop a Disaster Recovery Plan (DRP) two (2) months after Contract start that defines the plan the EDS Contractor must follow in response to a declared disaster, as defined in section II.I.5.e above. The DRP must address the five primary areas of Disaster Recovery (DR): Prevention, Protection, Mitigation, Response and Recovery.

Additionally, the DRP must address essential aspects of disaster response and recovery, people, processes, technology, and infrastructure, as well as align with and address all applicable State and Federal (e.g., CMS, SSA, HHS, OIT) Government standards, essential functions, and services. The EDS Contractor must use the program-approved Master DRP Template. This plan includes the following, as applicable to the proposed environment, but may not be limited to:

- Immediate Response Quick Reference Guide
- DR Communication Plan
 - Roles and Responsibilities
- DR Plans
 - Data back-up and storage plans
 - Source code and compiled executable version back-up and storage
 - Cloud environment back-up and storage
 - Back-up plans for impacted hardware, software, network, and telecommunications links
- Disaster Scenarios
- System Security
- Plan to address the safety and welfare of project support staff
- Emergency mode of operation plans
- Identification of essential organizational missions and business functions and associated contingency requirements
- A systems impact analysis with a recovery priority by area, a level of service required by each area, and an estimated recovery time
- A business process impact analysis with a recovery priority by business area, a level of service required by each area, and an estimated recovery time
- Documented Recovery Point Objectives (RPO), restoration priorities, and metrics
- Documented Recovery Time Objective (RTO), restoration priorities, and metrics
- Documented contingency roles, responsibilities, and assigned individuals with contact information
- Documented essential organizational missions and business functions despite an information system disruption, compromise, or failure
- Return to Operations (RtOP)
- On-site and off-site emergency and evacuation procedures
- DR/COOP Test Plan (determine frequency of updates and testing requirements)

The EDS Contractor shall update and deliver the DRP and all supporting documentation every six (6) months following Agency approval for the term of the Contract.

f. DRP Activities and Reporting

The EDS Contractor shall conduct ongoing DRP activities, as well as conduct DRP activities in the event of an actual disaster or other scenario leading to the activation of the DRP. The EDS Contractor must ensure all on-boarding staff receive training on the DRP for awareness.

The EDS Contractor will conduct planned full mock exercises of the DRP annually (as defined by the system program managers) at a minimum. These activities must establish the effectiveness of the DRP, as well as the performance and level of understanding demonstrated by staff in the event of an actual disaster. The EDS Contractor shall develop and submit for Agency approval a method for ensuring all areas of DR activities are captured during the exercise. This information must be reported to the Agency following DR activation or mock exercise activities are thoroughly tested and results captured during the event. The EDS Contractor will ensure all DRP activities and reporting-related artifacts are kept current and relevant throughout the term of the Contract. Finally, at a minimum, the EDS Contractor shall provide updates, especially updates as a result of DRP activation activities and subsequent findings.

The EDS Contractor shall develop a template for a report that will be produced within 10 business days after the completion of each full mock test or actual disaster recovery exercise and the desk review. The report is required to provide details on the following but may not be limited to:

- Analysis of activity
- Issues identified during the activity
- Defects identified during the activity
- Lessons learned
 1. Issues or problems that resulted from the Disaster Recovery Plan or the execution of the plan
 2. Updates and improvements, including:
 - High-level plan to complete and implement changes
 - Updates necessary to better prepare for the next exercise or DR activation
 - Retest plan

g. COOP/DR Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-32: COOP/DR Requirements and Table II-33: Continuity of Operations/Disaster Recovery – COOP/DR Deliverables and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Table II-32: Continuity of Operations/Disaster Recovery – COOP/DR Requirements

Master ID	Requirement Description
4503	The Contractor shall ensure collaboration with AMMP to develop tiers of criticality, order of priority, and KPIs during DRP/COOP execution and include these elements within their DRP and COOP.
4504	The Contractor shall provide a back-up and recovery solution system in compliance with State of Alabama Information Technology Policy 673-00 and CFR 164.308 (7)(ii)(A) rules and regulations to ensure full back-up.
4505	The Contractor shall provide for back up capabilities at a geographically separate remote site(s) within the Continental United States (CONUS) from the Contractor's primary site in accordance with the standards set forth in the DRP/COOP. Recovery Point Objective (RPO) will be a maximum of six (6) hours.

Master ID	Requirement Description
4506	The Contractor shall maintain full and complete replication of all data and software for restoration from an alternate location as defined in the DRP/COOP.
4507	The Contractor shall provide alternate processing capability to ensure Agency services deemed necessary by the Agency can continue in the event of a disaster or major hardware problem at the primary location.
4508	The Contractor shall provide an up-to-date hard and electronic copies of the DRP/COOP stored in a secure, centralized online location and at an offsite location approved by the Agency.
4509	The Contractor shall provide training to Contractor staff and identified stakeholders on the execution of the DRP/COOP a minimum of twenty (20) business days prior to implementation of the Contractor's module components and annually thereafter or as directed by the Agency.
4510	The Contractor shall perform annual disaster recovery and business continuity exercises. These exercises will include activities selected from the DRP/COOP to verify the viability of each singular DRP/COOP in accordance with NIST CP-4 standards. The Contractor shall document all testing activities and report the results to the Agency within ten (10) business days from the time of the event. In instances where recovery procedures were unable to be completed, the Contractor shall adjust contingency and training plans to correct the identified plan deficiencies and present updates to the Agency for approval.
4512	The Contractor shall, in the event of a disaster, resume normal operational business functions in accordance with specified SLAs and according to the Agency-approved disaster recovery plan.
4513	The Contractor shall perform and manage all system backup activities in accordance with the Agency's policies and requirements, including regular testing of restore procedures, and perform capacity management related to backup files.
4514	The Contractor shall work with the Agency and other Agency contractors and modules to resolve any disaster recovery test failures or issues. Additional disaster recovery testing will be performed to confirm successful resolution of test failures or until testing results are accepted by the Agency.
4515	The Contractor shall review any change to the Contractor system or solution for impact to DRP/COOP and update the DRP/COOP accordingly prior to implementation of the change.
4516	The Contractor shall keep current key personnel contact information as it relates to Disaster Recovery and Continuity of Operations in the DRP and/or COOP, respectively, with an update every six (6) months.
4517	The Contractor shall ensure their solution allows for a maximum Recovery Time Objective (RTO) of six (6) hours for the module's solutions and services.
4729	The Contractor shall develop and submit a Disaster Recovery Plan to the Agency within sixty (60) calendar days of contract start for review and approval. The DRP shall be kept current with an update every six (6) months.
4519	The Contractor shall gain Agency approval prior to returning service to the primary service host or site(s) in the event a disaster is declared during the course of the Contract period.
4945	The Contractor shall provide annual test reports to the Agency within five (5) business days of a DRP/COOP exercise.
4946	The Contractor shall provide a report to the Agency within one (1) business day of a DRP/COOP incidence.
4947	The Contractor shall provide a report to the Agency within one (1) business day a deficiency to the DR or COOP plans is identified.

Master ID	Requirement Description
4955	The Contractor shall develop and submit a Continuity of Operations Plan (COOP) within two (2) months of Contract start, which details the Contractor’s approach to provide continuity of operations in the event of a natural, man-made, or technological emergency as defined in this RFP. The Contractor must use the program-approved Master COOP template.
5025	The Contractor shall have a role in the disaster response and recovery of MES and will collaborate with the Agency and MES module contractors on all DR planning, testing, exercising, and recovery activities.
5031	The Contractor shall be required to conduct ongoing DRP test, training, and exercise activities, as well as conduct DRP activities in the event of an actual disaster or other scenario leading to the activation of the DRP.
5047	The Contractor shall deliver the Continuity of Operations Plan (COOP) Update within one (1) month following the completion of the DDI and deliver updates to the COOP within one (1) month following the completion of Testing or one (1) month prior to Implementation, whichever date occurs first. Additionally, the Contractor shall keep the COOP current at all times and deliver updates to the COOP and all supporting documentation every six (6) months for the term of the Contract.
5285	The Contractor shall, as part of the Implementation Management Plan, execute Disaster Recovery (DR) and Continuity of Operations (COOP) full mock exercises, as indicated in the approved DRP and COOP. The Contractor shall execute these full mock exercises prior to the system going live.

h. COOP/DR Deliverables

Table II-33: Continuity of Operations/Disaster Recovery – COOP/DR Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
DDI_05	4955	Continuity of Operations Plan (COOP)	The COOP shall define in detail the approach the Contractor shall follow to ensure continuity of operations when responding to a disaster	Two (2) months from Contract Start	As defined in DDI_05a
DDI_05a	5047	Continuity of Operations Plan (COOP) Update	The COOP shall define in detail the approach the Contractor shall follow to ensure continuity of operations when responding to a disaster	One (1) month following completion of DDI and one (1) month following completion of Testing or one (1) month prior to implementation, whichever date occurs first	Every six (6) months

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
DDI_06	4729	Disaster Recovery Plan (DRP)	This DRP shall define in detail the Contractor's approach for return to operations following a disaster. The Contractor shall use the program-approved Master DRP Template.	Two (2) months from Contract Start	Every six (6) months

6. Certification Management

The Agency views Federal certification as a collaborative and cooperative process between all vested internal and external stakeholders and partners. This partnership between all stakeholders will work to ensure that the EDS solution and business support responsibilities comply with Federal guidance, conditions, and standards required of all states. Further, this partnership will work to ensure the Agency receives enhanced federal funding for newly implemented, modernized Medicaid modules. If the EDS does not maintain Federal certification for full Federal Financial Participation (FFP) retroactive to the approved operational date and it is determined by the Agency that such failure or loss of certification and FFP is due in whole or in part to the Contractor's performance or failure to perform, then the Contractor may be subject to Contract Liquidated Damages as described in [Section VIII.MM Contract Liquidated Damages](#).

As the Agency progresses towards its envisioned end-state MES environment, the Agency recognizes that Federal certification/authorization guidance may mature and/or evolve. Therefore, the Agency will provide the EDS Contractor any additional processes, procedures, and guidance as it is released from all Federal agencies to the Agency. However, for the purposes of submitting a proposal response to this RFP, any current, specific details or guidance around Federal certification/authorization processes or framework that *may* be applicable to the MES, can be found at the following websites:

- CMS:..... <https://www.medicaid.gov/medicaid/data-systems/index.html>
- FedRamp:.. <https://www.fedramp.gov/federal-agencies/>
- SSA: <https://www.ssa.gov/dataexchange/security.html>
- NIST: <https://www.nist.gov/privacy-framework/privacy-framework>
- HiTrust:..... <https://hitrustalliance.net/>
- FTI Data.... <https://www.irs.gov/pub/irs-pdf/p1075.pdf>

As part of any Federal certification process, it is incumbent upon all MES Contractors to demonstrate that the implemented system functions and business processes meet the systems testing, expected outcomes, and certification-related requirements necessary to achieve Federal certification/authorization. The Agency requires all MES Module Contractors to coexist in an end-to-end integration environment that will allow for complete testing and certification/authorization across all MES components. Executing this vision will be a responsibility of all MES Module Contractors, necessitating extensive cooperation and coordination across the Enterprise. These cooperation and coordination activities are rooted in the implementation of a comprehensive, program-wide plan for certification. The EDS Contractor shall develop a Certification Management Plan as described in [Table II-35: Scope of Work – Certification Deliverables](#), as well as any security audits, as required by the Medicaid Enterprise Security Plan and the required System Security Plan and Authorization Package, as detailed in [Appendix D – Contract Deliverables Table](#).

Finally, the EDS Contractor must understand that any/all certification assistance and work activities required will span the term of the Contract.

a. CMS Streamlined Module Certification (SMC)

In April 2022, CMS published the Streamlined Modular Certification for Medicaid Enterprise Systems Certification Guidance Version 1.0. As such, the Agency will utilize the Streamlined Module Certification (SMC) approach for individual module-based and enterprise-wide system certification or an alternate certification methodology as required by CMS at the time the EDS module is ready to be certified.

The program-wide Certification Support Management Plan (COM-16) defines the activities and the schedule related to the CMS certification of each contractor within the AMMP. Additionally, the EDS Contractor will be required to complete a Certification Management Plan specific to the EDS SMC certification effort, and the EDS Contractor shall partner with module vendors needed to provide necessary direction and content for completion. The EDS Contractor shall provide resources to execute comprehensive certification support. As part of that support, the EDS Contractor shall submit all necessary Federal documentation, reports, and required artifacts while performing all necessary business services to assist the Agency in obtaining system certifications in accordance with the published Federal guidance.

Inherent in these support activities, the EDS Contractor’s certification expectations extend to comprehensive assistance with the successful completion of all Operational Readiness Reviews (ORR) and final Certification Reviews (CR) for the EDS module, according to the Agency’s Integrated Master Schedule and continuing monthly submissions of required evidence, as requested by the Agency. Additionally, the EDS Contractor is responsible for providing responses to assigned questions posed by applicable Federal agencies unless the Agency waives specific questions.

b. Social Security Administration (SSA) Certification

Federal standards require the SSA to maintain oversight of the information it provides to its Electronic Information Exchange Partners (EIEPs). EIEPs must protect the information with efficient and effective security controls. SSA requires electronic data exchange partners to meet information security safeguards requirements, which are intended to protect SSA-provided information from unauthorized access and improper disclosure. As a prerequisite to receiving SSA information, SSA must certify that new electronic data exchange partners are in full compliance with defined safeguard requirements. Moreover, SSA conducts triennial security reviews of all electronic data exchange partners to ensure their ongoing compliance with safeguard requirements.

The EDS Contractor’s certification support activities are inclusive of comprehensive assistance with the successful completion of the Social Security Administration (SSA) Certification for the EDS module as defined by the SSA and in accordance with the Agency’s Integrated Master Schedule. The EDS Contractor is also responsible for providing responses to assigned questions posed by SSA.

c. Certification Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-34: Certification Management Requirements, Table II-34: Certification Management Requirements Table II-35: Certification Deliverables, and Table II-36: Certification Management – Certification Required Outcomes and all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Table II-34: Certification Management Requirements

Master ID	Requirement Description
4549	The Contractor shall collaborate with AMMP to attest and support all Agency-approved Certification Support Management Plans.
4551	The Contractor shall be able to adapt to changes to the Outcomes-Based Certification (OBC)/SMC approach as they become available from CMS in order to support the Agency complying with CMS’ Conditions and Standards for Enhanced Federal Funding and achieving and maintaining Federal certification.
4552	The Contractor shall meet each requirement listed in Part 11 of the State Medicaid Manual and the CMS Certification requirements.
4554	The Contractor shall provide all source documentation and contribute to the preparation of the certification folders that include the State Medicaid Manual and CMS-required documentation, reports, requirement/outcome crosswalks, required evidence/testing scenarios, and MITA capability supporting documentation.
4555	The Contractor shall prepare and load updated, Agency approved system documentation to the Certification Documents Repository thirty (30) business days prior to all Federal certification reviews.
4556	The Contractor shall provide an identified certification lead to support all certification activities throughout all certification phases and processes over the term of the Contract, as requested by the Agency.
4557	The Contractor shall provide all requested/applicable subject matter expertise, system, and/or business operational staff to support the Agency in completion of all required Certification materials, answer questions, or provide insight during the certification process, including onsite, in person interviews, as requested by the Agency and in accordance with both AMMP Certification Support Management Plan and module-specific Certification Support Management Plan.
4558	The Contractor shall, within three (3) business days of receipt of a request from the State/Federal government or Agency, make all requested data available to the requestor in the format, media type, and quantities designated, at no additional charge. Requests are limited to data within the purview and scope of the Contractor.
4559	The Contractor shall support any Federal certification remediation activities that are identified by the Agency, for the AMMP and MES, deemed necessary to achieve Federal sign-off/approval/certification for any enterprise-wide AMMP and MES modularity over the term of the contract.
4560	The Contractor shall align with Agency approved testing, configuration, and change control procedures for all changes made to the solution throughout the term of the contract.
4561	The Contractor shall prepare and participate in all demonstrations needed for Federal Certification for any part of the AMMP or MES. This includes at a minimum: 1. Demonstration scenario data 2. Dry runs 3. Functionality required to successfully complete demonstration scenarios
4562	The Contractor shall provide a walkthrough of any designated operations sites, if required by the State or the Federal certification team.
4563	The Contractor shall provide updated versions of the Systems documentation and artifacts to address each finding following Federal certification Operational Readiness Reviews (ORR) or the Certification Reviews (CR) within the timeframe agreed upon between the Contractor and the Agency.

Master ID	Requirement Description
4954	The Contractor shall assist the Agency in obtaining all eligible system certifications including, but not limited to: <ul style="list-style-type: none"> a. Submission of all necessary Federal documentation, reports and required artifacts b. Comprehensive assistance with the completions of all Operational Readiness Reviews (ORRs) c. Final Certification Reviews (CRs) for all MES modules according to the Agency’s Integrated Master Schedule d. Continuing monthly submissions of required evidence, as requested by the Agency.
5033	The Contractor shall complete a Certification Management Plan using COM-16-a as a template that aligns with the Certification Support Management Plan (COM-16). The Certification Management Plan shall be submitted within three (3) months following the Contract Start, and shall be updated every six (6) months.
5045	The Contractor shall create and submit required systems documentation and artifacts three (3) months prior to the Operational Readiness Reviews (ORR).
5284	The Contractor shall provide all End-to-End testing activities, along with test scenarios, test cases, defects, and test results to the Agency for the completion of the final Test Phase Acceptance (TPA) package 30 days prior to CMS Operational Readiness Review (ORR).

d. Certification Deliverables

Table II-35: Certification Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_13	5033, 4954	Certification Management Plan	The Contractor shall complete a Certification Management Plan using COM-16-01 as a template that aligns with the Certification Support Management Plan (COM-16-01). The Certification Management Plan shall be submitted within three (3) months following the Contract Start and shall be updated every six (6) months.	Three (3) months following contract start	Every six (6) months
CRT_01	4554, 4555, 4558, 4561, 4562, 4563, 5284	Operational Readiness Review (ORR) Evidence Documentation and Support	The Contractor shall develop and provide necessary evidence needed to prepare for the Operational Readiness Review with CMS/MITRE. Includes advance preparation support,	Six (6) months prior to the start of implementation	One time submission

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			presentation support, and follow-up responses to CMS provided to the Agency before, during, and following the ORR for SUR/MAR/DSS. culminating in Operational Readiness approval from CMS.		
CRT_02	4554, 4555, 4558, 4561, 4562, 4563, 5284	Certification Review (CR) - SUR, MAR, DSS Evidence documentation and support	The Contractor shall develop and provide necessary evidence and metrics needed to prepare for the Certification 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 CR for SUR/MAR/DSS culminating in Certification approval from CMS.	Six (6) months prior to the start of implementation	One time submission

e. Certification Outcomes

Table II-36: Certification Management – Certification Required Outcomes

Outcome ID	Regulatory Source	Outcome	Required Metric
PI4	42 C.F.R. 455.23(a-g)	System can suspend Medicaid payments in whole or in part to providers for whom the Agency has determined there is a credible allegation of fraud and is conducting an investigation and other activities, including provide notice of suspension; referrals to Medicaid Fraud Control Units (MFCU); and documentation and record retention.	Number of provider lock-in identified, Number of notices sent to impacted members and providers. The EDS can provide a Number of recipients locked-in to a provider identified, Number of notices sent to impacted members and providers.

Outcome ID	Regulatory Source	Outcome	Required Metric
PI7	42 C.F.R. 455.304(d)	System can complete the required independent certified audit of Disproportionate Share Hospital (DSH) payments for each Medicaid State Plan rate year using payment and utilization information.	Number of DSH audits completed in a plan year.
PI9	42 C.F.R. 455.506	System can support activities conducted by Medicaid RACs, including review all claims submitted by providers of items or services for which payment has been made to identify underpayments and overpayments and recoup overpayments as necessary.	Provide a copy of the RAC report of total claims submitted, underpayments, overpayments, and recoup overpayments.
PI10	42 C.F.R. 455.21(a)	System can refer all cases of suspected provider fraud to the State's Medicaid Fraud Unit and provide access to Case Tracking as applicable.	Cases sent to MFCU/All cases initiated. EDS can provide a number of cases sent to MFCU.
PI12	42 C.F.R. Â§431.970	System can submit following information to CMS for, among other purposes, estimating improper payments in Medicaid and CHIP, that include, but are not limited to: (1) Adjudicated fee-for-service or managed care claims information, or both, on a quarterly basis, from the review year; (2) Upon request from CMS, provider contact information that has been verified by the state as current; (3) All medical, eligibility, and other related policies in effect, and any quarterly policy updates; (4) Current managed care contracts, rate information, and any quarterly updates applicable to the review year; (5) Data processing systems manuals; (6) Repricing information for claims that are determined during the review to have been improperly paid; (7) Information on claims that were selected as part of the sample, but changed in substance after selection, for example, successful provider appeals; (8) Adjustments made within 60 days of the adjudication dates for the original claims or line items, with sufficient information to indicate the	Ad-hoc reporting capabilities EDS Contractor will be required to meet this Outcome. This KPI will be identified by the EDS Contractor in the DDI phase of the contract.

Outcome ID	Regulatory Source	Outcome	Required Metric
		nature of the adjustments and to match the adjustments to the original claims or line items; (9) Case documentation to support the eligibility review, as requested by CMS; (10) A corrective action plan for purposes of reducing erroneous payments in FFS, managed care, and eligibility; and (11) Other information that the Secretary determines is necessary for these purposes.	
DSS/DW1	42 CFR § 431.428	The solution includes analytical and reporting capabilities to support key policy decision making	Verify and validate the CMS annual report provisions from 431.428 (1) through 431.428 (11) are met annually.
DSS/DW2	42 CFR § 433.112	The solution includes analytical and reporting capabilities to support key policy decision making	Produce data-driven reporting on transaction data and performance to meet 433.112 (b) (15). The Contractor will work with the Agency to define this metric during DDI.
EPS5	42 CFR 438.818, 438.242	The State complies with Federal reporting requirements. These include but are not necessarily limited to: <ul style="list-style-type: none"> • T-MSIS (Transformed Medicaid Statistical Information System) • CMS 416 (EPSDT) • CHIPRA core set quality measures - Medi-Medi, 1115 evaluation, and • CMMI demonstration evaluation reports. 	The metrics for this will include the following reports that will be produced in the new EDS: <ul style="list-style-type: none"> • T-MSIS • Ad-hoc reports to support the CMS 64 • 416 is a yearly report • CMS 372 Yearly

7. Turnover and Closeout Management

Both the EDS Contractor and the Agency benefit from successful Contract Turnover and Closeout activities. Contract turnover and closeout is essential for the timely execution of tasks and to conduct an Agency-approved closeout. The Contractor will be required to provide both an initial and updated Turnover Management Plan.

The Turnover and Closeout Phase is defined as the last twelve (12) months prior to the end of the Contract. During the Turnover and Closeout Phase, the incumbent EDS Contractor shall review and revise the Turnover Management Plan and deliver quarterly. At the end of the Contract term, the incumbent Contractor must be ready to turn over all records, data, manuals, training materials, plans and deliverables, established business services, and solution operations to the Agency and a successor Contractor to fulfill/complete all the requirements of the Contract term. The Agency expects the incumbent EDS

Contractor to cooperate with the Agency and the new Contractor to perform ongoing operations of the solutions, as well as support turnover and closeout services defined in the contract.

The closeout of EDS business services must be completed without interruption of business operations, module services, or enterprise degradation and without a decrease in the responsiveness to the Agency clients and other MES stakeholders. Finally, the Agency expects that all end of Contract, turnover training sessions, and activities occur in an adequate timeframe to facilitate just-in-time knowledge transfer.

a. Initial Turnover Management Plan

The Contractor will be required to provide the initial Turnover Management Plan within the first six (6) months from Contract start date. The initial Turnover Management Plan should include, but not be limited to, the following:

- Detailed Turnover Approach: A clear description of the needs and expectations for AMMP PMO, MES Contractors, the Agency, and any additional parties identified by the Agency
- Turnover Communication Approach
- Turnover Team
 1. Key roles and resources associated with Turnover planning and activities
 - Defined responsibilities of each role specific to Turnover
- Turnover assumptions, constraints and risks and recommendations

b. Updated Turnover Management Plan

The EDS Contractor is expected to provide an updated Turnover Management Plan, which is required for the transition of operations, services, and system components, to the Agency for review and approval at least ninety (90) calendar days prior to the start of the turnover period, defined as the last twelve (12) months prior to the end of the Contract.

The updated Turnover Management Plan shall facilitate and accomplish a seamless transition from the incumbent to an incoming contractor, AMMP PMO, Agency personnel, and any additional parties identified by the Agency at the expiration of the . The updated Turnover Management Plan should include, but not be limited to, the following:

- Detailed Turnover Approach
- Turnover Communication Approach
- Turnover Team
- Turnover Assumptions, Constraints and Risks and Recommendations
- Turnover Strategy – including Initial Transition Readiness Assessment
- Contract Continuity Approach
 1. Turnover Staffing Plan
 - Key Personnel transition approach
 - Overall staffing approach for continued support and ramp down
 2. Procurement Management - Details of procurements in place, including, but not limited to, third party labor, products/tasks, license/Contract end dates
- Property Turnover
 1. Equipment – Details of Agency, incumbent, or any contractor supporting MES
 2. Full inventory of assets, including, but not limited to, operational, technology, application and documentation assets, or anything needed to operate and maintain the integrity of the module

- Knowledge Transfer
 1. List of outstanding system defects, modifications or enhancements, and configuration requests, including potential changes to supporting documentation
 2. System Desk Tool (SDT) reports with full listing of support requests, current and historical
 3. Detailed approach to the knowledge transfer of documented assets
 4. How the Contractor will conduct knowledge transfer needed to operate and maintain the module
 5. The necessary tasks and procedures to support ongoing operations
 6. Any procedural documentation is updated with each enhancement or change to the system and is verified during this phase for accuracy
- Agency Agency-Owned Data or Artifacts
 1. Inventory and approach of all data sharing
 2. Approach to digitizing, transferring, and shredding hard copy artifacts
- User Accounts
 1. The Contractor shall work with the AMMP PMO to coordinate an approach to ensuring accountability for disabling any personnel access and user accounts
 2. List of Personnel User Account information by Agency system
 3. List of Contractor Personnel in possession of an Agency-authorized property badge
 4. Finalized list upon contract turnover, including dates of deactivation or disabling of each individual account or access authorization
- Turnover Acceptance Criteria - The Contractor shall draft the turnover acceptance criteria based on their intimate knowledge and expertise of the Contract, the current status of the project, and state of daily operations. Criteria may be compiled of key milestones, Knowledge Transfer, tasks, and activities designated in the Contractor-provided and Agency-approved Turnover Schedule, including a detailed description and responsible party.

c. Status Reporting

The incumbent Contractor shall, during the Turnover and Closeout Phase, provide a Turnover Status Report and updated Turnover Schedule on a weekly basis.

d. Turnover and Closeout Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-37: End of Contract and Turnover Requirements and Table II-38: End of Contract and Turnover – End of Contract and Turnover Deliverables all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Table II-37: End of Contract and Turnover – End of Contract and Turnover Requirements

Master ID	Requirement Description
4530	The Contractor shall, within six (6) weeks of the Contact start date of the incoming contractor, hold the kick-off meeting with the Agency, PMO, MES Contractors, and the incoming contractor.
4531	The Contractor shall update and submit, for Agency review and approval, the Turnover Management Plan, one quarter prior to the beginning of the Turnover and Closeout Phase, to be updated quarterly, thereafter.

Master ID	Requirement Description
4532	The Contractor shall, along with the PMO and incoming contractor, within four (4) weeks of new contract start, hold a meeting with the Agency to walk through the Turnover Management Plan Deliverable and receive Agency approval. Comments and issues will be resolved during the meeting with the Agency, if possible. Any outstanding comments and issues must be handled through remediation to the plan within five (5) calendar days.
4533	The Contractor shall, within six (6) weeks of new contract start, facilitate an initial meeting (to occur after discovery sessions have completed) with the new contractor, PMO, and the Agency to review the Agency approved Turnover Management Plan, update the Turnover and Closeout Phase schedule, and plan the initial kickoff meeting with all MES Contractors.
4536	The Contractor shall designate key points of contact for turnover planning and activities as related to the module in accordance with the Turnover Management Plan.
4537	The Contractor shall, if requested, allow the Agency or Agency-specified resource to work side-by-side to facilitate knowledge transfer.
4538	The Contractor shall provide and assign staffing resources to successfully complete the Turnover Management Plan and activities according to the approved Turnover and Closeout Phase Schedule.
4539	The Contractor shall, at no cost to the Agency, be responsible for and correct any defects within the Agency-approved timeframes that are introduced by the Contractor, or caused by a lack of Contractor support, as identified by the Agency, prior to or by the completion of the Turnover and Closeout period.
4541	The Contractor shall, upon termination of the Contract, ensure associated licenses with ownership are transferred to the Agency.
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"> a. Replacements for all data and reference files, computer programs, control language, and system software b. All other documentation as required by the Agency or its agent to operate the solution
4543	The Contractor shall turn over, in a format approved by the Agency, module-related system design documentation, records, data, manuals, training materials, training data, plans, and deliverables to the Agency in accordance with the Agency approved Turnover Management Plan and Turnover and Closeout Phase schedule.
4544	The Contractor shall generate and provide all Agency-requested, module-related documentation and data for inclusion into a procurement library within sixty (60) business days of the Agency's request as part of the turnover and closeout activities.
4545	The Contractor shall return all documents, which refers to any outstanding documentation after the completion of turnover activities with the incoming contractor, to Medicaid within three (3) business days following expiration or termination of the contract. This includes but is not limited to: <ol style="list-style-type: none"> 1. Final records 2. Checklists 3. Data dumps
4546	The Contractor shall, upon the expiration of the Contract term or the termination date, remove/delete and sanitize all Medicaid data from all Contractor storage devices and media in accordance with the Medicaid Enterprise Security Policy and submit an attestation of those actions to the Agency upon the expiration of the Contract term or the termination date.

Master ID	Requirement Description
4547	The Contractor shall maintain all software and production data files used in the performance of the Contract for at least one hundred twenty (120) calendar days after the expiration or termination of the Contract and shall maintain such at a readily accessible place and shall make them available to the Agency on demand in the format and media requested.
4548	The Contractor shall comply with all applicable Federal and Agency protocols and requirements for the destruction of PHI.
4783	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 prior to the term of the contract.
4785	The Contractor shall develop and submit a detailed Turnover Schedule to the Agency ninety (90) calendar days prior to the start of the turnover period for review and approval. The Contractor shall update the Turnover Schedule quarterly during the first three quarters of the turnover period, with weekly updates thereafter through the Term of the contract.
5024	The Contractor shall collaborate with the new contractor and the PMO to update and submit the Turnover and Closeout Phase schedule for review and approval by the Agency in alignment with the following timeframes: <ol style="list-style-type: none"> 1. Submittal within six (6) weeks of the new Contract execution date. 2. Agency review and approval to be completed within eight (8) weeks of completion of the discovery sessions. 3. Weekly updates thereafter until the end of the contract.

e. Turnover and Closeout Management Deliverables

Table II-38: End of Contract and Turnover – End of Contract and Turnover Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
CLS_01	4534	Turnover Management Plan	The Contractor shall provide a Turnover Management Plan that provides the details to successfully facilitate a seamless transition from the incumbent to an incoming contractor	Six (6) months from Contract Start	Three (3) months prior to the start of the turnover period, then Quarterly, until final three (3) months. Weekly for final three (3) months
EDS_11	4783	Turnover Status Report	The Contractor shall provide a Turnover Status Report for Agency review during the turnover period. The Turnover and Closeout phase is defined as the last		Monthly during the first three quarters of the turnover period, with weekly updates

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			<p>twelve (12) months prior to the term of the Contract.</p> <p>The Turnover Status Report shall contain, at a minimum:</p> <ol style="list-style-type: none"> 1. Overall turnover status 2. Turnover deliverables, milestones, key activities accomplished 3. Current blockers, concerns, or constraints 4. Status of critical issues and/or risks 5. Upcoming activities 6. Key decisions made or needed 7. Current Transition Checklist 8. Current status of Turnover Acceptance Criteria 		thereafter until the term of the Contract.

8. General Staffing

Staffing is a key component to the success of the overall Enterprise Data Services implementation and overall solution operations and maintenance. As such, the Agency has outlined and defined the staffing categorization and staffing requirements focused on the Key (Named) and Lead Personnel. The Personnel Tables in the following subsections outline the Key and Lead Personnel and qualifications the Agency views as minimally necessary to support a proposed solution.

The Vendor is also required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. Therefore, the Vendor is encouraged to propose staffing positions deemed as critical to the success of the solution, whether or not those positions or descriptions are listed within the following subsections.

a. Location of Work Performed

Services required of the SI Contractor for the AMMP may be performed onsite, remote or a combination of both.

The EDS Contractor personnel shall be responsible for the cost of their own travel, parking, local transportation, per diem, and lodging. EDS Contractor personnel that travel to work onsite in the Agency’s facility require escort by an authorized State employee or contractor. It is the responsibility of the EDS Contractor to coordinate their escorted access through the Medicaid Service Desk. Typical badge operating

hours are 6:00 A.M. to 6:00 P.M. Central Time, Monday through Friday, excluding state holidays and emergency closures, throughout the term of the contract. Exceptions for outside of normal business hours may include visiting contractors' onsite support for releases or critical test activities. Escorted access requests shall include the visiting individuals' names and their company name, the company point of contact if different from the visitors, the Agency contact's name and telephone number, the reason for the visit, date, time, and duration of visit. If unescorted access to the Agency's facility is justified, the EDS Contractor shall request it through the Agency. An unescorted visitor's badge requires a state and national fingerprint-based background check performed by the Alabama Law Enforcement Agency (ALEA), and the completion of annual Agency-designated security awareness training. The ALEA background check must be coordinated with the Agency, and the costs shall be borne by the Contractor.

b. General Staffing Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II 39: General Staffing Requirements and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Table II-39: General Staffing Requirements

Master ID	Requirement Description
4236	The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the EDS Module including, but not limited to: <ol style="list-style-type: none"> 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager
4237	The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the EDS Module including, but not limited to: <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager
4239	The Contractor shall provide two (2) dedicated on site, full time Data Analytics and Reporting Technicians to support the Agency Analytical staff in utilizing the capabilities of the reporting tools. This support shall include assistance with the development and maintenance of ad-hoc and/or canned queries. This shall also include expert technical assistance in designing queries and reviewing data tables behind the reporting applications based on site at the Agency's office in Montgomery, Alabama throughout the life of the Contract.
4244	The Contractor shall provide their allocated staff the necessary training and support to become knowledgeable in AMA's programs and data.
4655	The Contractor shall provide and keep current, as part of the Resource Management Plan, organizational charts depicting the Contractor's organization in relation to the project, including key, lead, and project personnel. These charts shall include identification of each employee and position/contract area.
4656	The Contractor shall ensure that all personnel assigned by the Contractor or its subcontractor(s) to the performance of services under this procurement and executed Contract shall be fully qualified to perform the duties and responsibilities as described by their position.

Master ID	Requirement Description
4657	The Contractor shall certify that all data, hosting, and work associated with this Contract is located within the continental United States (CONUS) and no staff, including subcontractors, shall access, view, or receive Alabama data while they are outside of the CONUS.
4658	The Contractor shall, as part of the Resource Management Plan, create and maintain a staff loading chart for each phase of the project. The staff loading chart shall provide staffing levels (estimated by phase) throughout the term of the Contract. Roles should be identified by resource type (key personnel, lead personnel, and general project personnel).
4659	The Contractor shall provide and allocate project staff inclusive of all required Key Personnel and Lead Personnel, as well as any additional general project personnel, that will meet the requirements, RFP Scope of Work, and expectations of the Agency throughout all project phases, for the term of the Contract.
4661	The Contractor shall notify the Agency within one (1) business day of the Contractor being notified of a replacement, reassignment, resignation, or termination of any personnel directly supporting the awarded Contract.
4665	The Contractor shall fill vacant staff positions named in the RFP within thirty (30) business days of date of vacancy or obtain written approval by the Agency for extended vacancies.
4667	The Contractor shall provide a staffing solution that will include only staff performing AMMP work to be located within the continental United States (CONUS).
4668	The Contractor shall have personnel available during normal Agency business hours, 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding State holidays and emergency closures.
4974	The Contractor shall have all personnel and ancillary personal working offsite equipped with hardwired broadband internet connection either through DSL, cable, or fiber to home (FiOS or FiberOptic) with minimum internet speed of 10 mbps download and 5 mbps upload contracted speed.
5164	The Contractor shall verify that Key Implementation Personnel and Key Operations Personnel work together from ORR through the Certification Review and completion of any action items required per the certification letter.
5165	The Contractor shall verify that the Key Implementation Personnel transition duties to the Key Operations Personnel.
5157	The Contractor shall provide staff to meet modification hours, modification size, and modification complexity of the customer service request requirements of the Contract. The staff shall be knowledgeable in and have experience with Medicaid programs, including, but not limited to, DSS, MAR, and SUR.
5158	The Contractor shall provide staff to meet the customer service request requirements of the Contract. The staff shall be knowledgeable in and have experience with Medicaid programs, including, but not limited to, DSS, MAR, and SUR.
5159	The Contractor shall provide staff to meet the Federal reporting submission and correction requirements of the Contract. The staff shall be knowledgeable in and have experience with Medicaid programs, including, but not limited to, DSS, MAR, and SUR.
5160	The Contractor shall provide staff to meet the go-live requirements of the Contract. The staff shall be knowledgeable in and have experience with Medicaid programs, including, but not limited to, DSS, MAR, and SUR.
5275	The Contractor shall provide staffing levels for the EDS Help Desk to achieve an average of two and a half minute or less hold time with an 8.5% or less abandonment rate after fifteen (15) seconds. Therefore, an answer rate of 91.5% or greater has been targeted. The vendor shall work with the Agency to define a monthly report of the help desk statistics.

Master ID	Requirement Description
5799	The Contractor shall replace or reassign personnel for any positions named in the RFP at the Agency's request.

c. Key Personnel

For the purpose of this contract, the term “Key Personnel” refers to senior manager, contract personnel deemed by the Agency to be essential to the satisfactory performance of this contract. All Key Personnel shall be employed by the Contractor. Any changes to this must be approved by the Agency. It is required that the awarded EDS Contractor must, over the base Contract duration and all future contract amendments, maintain Key Personnel based on the current and anticipated demands and complexity of maintaining and operating the implemented solution.

In the event it becomes necessary to replace Key Personnel, the EDS Contractor shall notify the Agency as soon as possible and, when possible, allow a four (4) week period for knowledge transfer from the Key Personnel to the replacement personnel at no additional charge to the Agency. The Agency reserves the right to conduct a personal interview with any Key Personnel prior to the start of the Contract and request replacement of personnel at any time during the Contract. Requested personnel change does not constitute a change to the Contract.

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Tables II-40 through II-44 for Key Personnel and all requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions. The Key Personnel tables list their roles, engagement parameters, responsibilities, and required experience/qualifications.

Vendors are required to provide résumés for all resources that are proposed to hold a Key Personnel position in accordance with the form/format presented in [Appendix H: Personnel Resume Sheet](#) and should be included as part of the proposal response in Tab 8.

Table II-40: Key Personnel – Project Director

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Project Director				
Key (Named)	1.00	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency
Minimum Required Responsibilities				
Provide onsite management of the project and serve as the chief liaison to the Agency for design, development, and project implementation activities, as well as the project’s maintenance and operational phase to include:				
<ul style="list-style-type: none"> • Contract administration and coordination of basic contractual/invoicing requirements • Project and scope coordination and management • Project scheduling and provision of resources • Formal communication and correspondence with the Agency 				

Position Type	Min. FTE	Phases	Scope of Work	Allocation
<ul style="list-style-type: none"> • Primary point of contact for the EDS contract, including deliverables, risk, issues, decisions, action items, etc. • Responsible for the measurement, assessment of required project metrics (e.g., health, performance, quality) • Responsible for managing the contract resources, including onboarding, training, assignments, etc. • Responsible for keeping all phases of the program on time • Oversee, develop, and monitor the tools, processes, and procedures • Provide regular status reports • Oversee and manage Project Manager(s) 				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"> • 8+ years of experience managing multiple concurrent projects • 6+ years of experience managing implementation and operations of Medicaid or Major Health Care Payer projects • 6+ years of experience managing multi-vendor projects or similar complex integration efforts • 4+ years of experience with Medicaid Enterprise Certification Toolkit, Outcomes Based Certification, or other Certification efforts • Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions 			Bachelor's degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE. Project Management Institute (PMI) Project Management Professional (PMP) or equivalent certification.	

Table II-41: Key Personnel – Technical Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Technical Manager				
Key (Named)	1.00 FTE	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency
Minimum Required Responsibilities				
<ul style="list-style-type: none"> • Oversee the development of the EDS • Oversee and direct the DDI project team • Provide regular project updates • Complete and submit performance and status reports • Manage EDS technical schedules and deliverables • Assigned to sit on CAB • Manage data mapping and/or conversion activities • Manage resource utilization and team integration • Deploy corrective action processes (as needed) • Provide bi-weekly status report 				

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"> 8+ years of experience managing Medicaid or Major Health Care Payer projects 6+ years of experience as a Technical Manager (Technical Manager of datacenter or infrastructure type project) 6+ years of experience with implementation and operations of technology deployments relevant to the proposed solution Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions 			Bachelor's degree in computer science, information systems or similar field; or equivalent work experience as listed in the MRE.	

Table II-42: Key Personnel – Data Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Data Manager				
Key (Named)	1.00 FTE	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency
Minimum Required Responsibilities				
<ul style="list-style-type: none"> Participate in Agency Data Governance activities as requested Oversee adherence to project, Agency, State and Federal data governance policies Manage and collaborate with stakeholder in the design, implementation, maintenance and support of enterprise data services and projects Oversees data design and the creation of database architecture and data repository(ies) Responsible for developing the EDS Data Management Plan Manage data mapping and/or conversion activities Deploy Data Corrective Action processes (as needed) Provide information as needed for project status reporting 				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"> 8+ years of experience managing Medicaid or Major Health Care Payer data projects 5+ years of experience using visualization and analytics tools such as (Tableau, Power BI, Excel, etc.) 6+ years of experience as a Data Manager (manager of datacenter or infrastructure type project) 6+ years of experience with implementation and operations of technology deployments relevant to the proposed solution Advanced understanding of SQL or working directly with MS Access joining relational tables together and/ledge of one other scripting/compiled/statistical programming language (e.g. VBA, Python, R, SAS, 			Bachelor's degree in Computer Science, Software Engineering, Information Systems, or other Technical degree	

Position Type	Min. FTE	Phases	Scope of Work	Allocation
.NET, C++, Java, etc.)				
<ul style="list-style-type: none"> Working knowledge of Medicaid Claims and Administrative data Understanding of HL7 and FHIR data standards Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions 				

Table II-43: Key Personnel – Testing Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Testing Manager				
Key (Named)	1.00 FTE	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency
Minimum Required Responsibilities				
<ul style="list-style-type: none"> Manage testing activities during DDI and Operations Manage testing activities for enhancements and maintenance and operations, as needed Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks Produce and maintain associated schedules, plans, and procedures for testing Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required Lead training of Agency personnel and Agency-designated contractors in the use of testing tools Validate that testing activities are carried out according to quality standards Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements Provide testing metrics and reports and report on test case completion, defects, and defect resolution Work with the Agency in support of User Acceptance Testing (UAT) 				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
Minimum 4 Years professional experience leading teams for software testing, E2E testing, integration testing, UAT, and/or automation testing			Bachelor's Degree - Software Engineering, Information Systems, or other Technical degree	

Table II-44: Key Personnel – Data Analytics and Reporting Technicians

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Data Analytics and Reporting Technicians				

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Key (Named)	2.00 FTE	Contract Start Date through Turnover and Closeout	Entire Scope of Work	The Contractor shall provide two (2) dedicated onsite, full-time Data Analytics and Reporting Technicians to support the Agency Analytical staff in utilizing the capabilities of the reporting tools. This support shall include assistance with the development and maintenance of ad-hoc and/or canned queries. This shall also include expert technical assistance in designing queries and reviewing data tables behind the reporting applications based on site at the Agency's office in Montgomery, Alabama throughout the life of the Contract.

Minimum Required Responsibilities

- Manage testing activities during DDI and Operations
- Manage testing activities for enhancements and maintenance and operations, as needed
- Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations
- Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks
- Produce and maintain associated schedules, plans, and procedures for testing
- Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required
- Lead training of Agency personnel and Agency-designated contractors in the use of testing tools
- Validate that testing activities are carried out according to quality standards
- Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements
- Provide testing metrics and reports and report on test case completion, defects, and defect resolution
- Work with the Agency in support of User Acceptance Testing (UAT)

Minimum Required Experience (MRE)

- 3 years of experience using visualization and analytics tools such as (Tableau, Power BI, Excel, etc.)
- Work experience with MS Excel, MS Access, SQL Server, Teradata, Oracle, or comparable database systems
- 2-4 years' work experience in data mining, statistical analysis, auditing, and/or forecasting
- An intermediary understanding of SQL or working directly with MS Access joining relational tables together and/ledger of one other scripting/compiled/statistical programming

Minimum Required Qualifications

Bachelor's Degree - Software Engineering, Information Systems, or other Technical degree

Position Type	Min. FTE	Phases	Scope of Work	Allocation
<ul style="list-style-type: none"> language (e.g. VBA, Python, R, SAS, .NET, C++, Java, etc.) • Ability to understand the end user's perspective and problem to provide the best solution • 3 years of experience using the EDS vendor's solution • Ability to detect and interpret important patterns in the data using business intelligence and analytics tools • Ability to write performant MS SQL / ETL Procedures, Views and Triggers • Strong critical thinking, analytic, interpretive, and problem-solving skills with ability to exercise mature judgement • Strong time management to accomplish large workloads of data collection, synthesis and analysis 				

As a part of the response to this RFP, the Vendor must describe and provide résumés for the Key Personnel. Additionally, the EDS Contractor must provide a response that addresses all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

d. Lead Personnel

The awarded EDS 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-45: 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.

Table II-45: Lead Personnel

Position	Agency Expectation	Experience and Qualifications
Data Integration and Interface Lead	Manage integrations, responsible for leading sessions between Contractor and SI, design of the interface, DDI of the interface, implementation	Previous experience managing similar engagements, experience implementing HIPAA rules, four (4) years combined
Project Manager(s)	Schedules management; risks, actions, issues and decisions (RAID) items; resource management; status reporting	Project Management Institute (PMI) Project Management Professional (PMP) or equivalent project management experience
Information System Security Officer / Cyber Security Analyst	Responsible for all information in the Agency Governance, Risk, and Compliance (GRC) management platform; responsible for supporting the Information System Security Manager (ISSM) and maintaining compliance with the Medicaid Enterprise Security policy	Previous experience as a security and compliance practitioner, working knowledge of MARS-E, POAM, and ATO packages, two (2) years combined
Security Lead	Responsible for planning and	<ul style="list-style-type: none"> • 5+ years of professional

Position	Agency Expectation	Experience and Qualifications
	directing system security for the EDS solution and compliance with the Medicaid Enterprise Security policy, including, but not limited to: <ul style="list-style-type: none"> • Serve as the leader in compliance with the Medicaid Enterprise Security policy • Serve as the leader in HIPAA compliance • Serve as leader in all State and Federal Security requirements and compliance (e.g., audits and security testing) • Ensure integration and alignment with Data Governance office, Privacy office, and Security office tools • Implementation and maintenance of the policies and procedures in support of the Medicaid Enterprise Security Policy • Daily program operations and program development • Monitoring program compliance • Risk Mitigation, development, and activities related to the Plan of Action and Milestone (POAM) to close vulnerabilities 	experience in information security compliance <ul style="list-style-type: none"> • 2+ years of direct experience in HIPAA compliance • Knowledge and demonstrated experience with NIST, Federal Information Security policies/requirements, HIPAA, and other related State and Federal information privacy laws, security laws, and breach notification laws
Operations Manager	Ongoing Operations Management	Previous experience managing operations of similar engagements, seven (7) years combined
Training and Documentation Manager	Responsible for managing and implementing solution training; responsible for managing all project required documentation and knowledge materials	Previous experience managing training and documentation of similar engagements, 2 years combined
Product Owner(s)	Responsible for day-to-day product configuration, maintenance, delivery for products; responsible for implementation of products and ongoing operations management of products	Previous experience managing product delivery for similar engagements, two (2) years combined
Data Specialist	Integrate Data Governance Rules into EDS;. work with DGO to continuously improve data governance processes for the Agency	Previous experience as a data specialist practitioner, working knowledge of data modeling, experience implementing HIPAA rules, two (2) years combined
Organizational	Responsible to support	Previous experience as OCM

Position	Agency Expectation	Experience and Qualifications
Change Specialist / Lead	organizational transition from a current state to a future state to achieve expected benefits; includes the process, tools, and techniques to manage the “people side” of change, to achieve business results	practitioner, working knowledge of processes, tools, and techniques supporting change
Quality Specialist / Lead	Responsible to support adherence to and completion of all Quality Control (QC) processes and guidelines as defined and approved by the Agency; perform QC on all required deliverables and artifacts; attend meetings with MES QC Manager to review MES program QC process	Previous experience as technical writer and/or QC manager/lead/specialist; working knowledge of QC / Quality Assurance (QA) processes, tools, and techniques supporting change

Services required of the EDS Contractor for the AMMP may be performed onsite, remote, or a combination of both.

For personnel that travel to work onsite, typical badge operating hours are 6:00 a.m. to 6:00 p.m. Central Time, Monday through Friday, excluding State holidays and emergency closures, throughout the term of the contract. Exceptions may include release support or critical test activities occurring outside normal business hours. EDS Contractor personnel shall adhere to all applicable Agency policies, procedures, and training required annually by the Agency. The Agency has strict procedures for things such as badge use, exiting and entering the building, and elevator access. Contractor personnel having access to an Alabama Medicaid Agency building or office shall be subject to background checks at the Contractor’s expense. The EDS Contractor personnel shall be responsible for their own parking, transportation, and lodging.

Any EDS Contractor personnel that work off-site, remote, or work from home shall be available for telecommunications, electronic communication, and video consultation with the Agency during normal business hours of 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding State holidays and emergency closures. The EDS Contractor shall also support non-business hours as needed for scheduled releases, emergency, and off cycle test-related activities subject to occur throughout the implementation life cycle with no additional cost incurred by the Agency.

All off-site personnel are required to have the following:

1. Hardwired broadband internet connection either through DSL, cable or fiber to home (FiOS or FiberOptic) with minimum internet speed of 10 mbps download and 5 mbps upload contracted speed.
2. Ability to work in an environment that is private and free of distractions and be able to devote full attention to your job during work hours.

The EDS Contractor company management shall be available for Agency consultation during regular business hours anytime the Agency feels there is an issue that requires their attention. As a part of the response to this RFP, the Vendor must describe and provide a staffing allocation plan for all Leads as indicated in RFP Section II.I. – Scope of Work – Enterprise and General Services, Sub-Section 8 – General Staffing. The Vendor is encouraged to propose an adequate staffing plan for all

personnel necessary to complete the scope of work as listed within this RFP, whether listed within the Key or Lead Personnel tables or not listed.

9. Testing Management

The EDS Contractor shall onboard with established test management methodologies (TMM), tools, and documents. The EDS Contractor scope of TMM must include planning, monitoring, coordinating, executing, analyzing, and controlling activities for the EDS.

System Testing assesses the functionality and interoperability of the EDS system and the multiple other systems it interacts with, such as databases, hardware, software, rules engine, document management system, identity management system workflow, interfaces, webservice, and their integration with infrastructure into an overall integrated system.

The EDS Contractor's solution serves as the enterprise data solution of the MES, which makes validation of the solution paramount to success of the modernization project. Due to the AMMP's modernization timelines, the EDS Contractor should understand that business and system dependencies across modules will increase, making cross module testing ever more critical. Thorough analysis, planning, testing, and monitoring prior to releasing to the production environment help to identify and resolve critical errors and promote greater confidence for stakeholders and project teams. Incremental evaluation and reporting along key points in the project roadmap will keep progress moving forward and enable program management to make informed decisions.

The EDS Contractor must provide testing support across MES for purposes of testing interfaces. It is required for the EDS Contractor to collaborate with Module Contractors to support their development of valid test documents specific to the module interfaces. The EDS Contractor shall continue to support testing efforts for change orders and incident management resolution efforts during operations.

It is required that the EDS Contractor shall evaluate and verify that the solution meets or exceeds the Agency-defined test quality and deployment objectives, as follows:

- System meets or exceeds State and Federal regulations and requirements
- System meets or exceeds all requirements in the RFP
- Defects are found and fixed early in the testing process
- All critical bugs or defects are resolved before promotion to production or with Agency approval
- Test reports and test result data extracts are sufficient to support informed decisions by the Agency

To ensure these quality test objectives are satisfied, the EDS Contractor shall perform validation, monitoring, and evaluation activities as referenced in the Testing requirements within [Appendix E: Requirements Response Matrix \(RRM\)](#).

The EDS Contractor shall provide and maintain all Alabama-specific non-production environments necessary to complete testing of the EDS solution, module testing, and ongoing operational testing needs. The EDS Contractor must provision all necessary environments to meet Alabama testing requirements. The Agency anticipates the need for non-production environments that contain only Alabama relevant data, configuration, and processes to support operational reliability and readiness. The Agency requires that all test activities are visible within the solution detailed project schedule. See Section II.I.1 for project schedule description. The EDS Contractor shall use an industry standard test management tool and develop test data extracts from their test management tool for use by the Agency. These extracts will be produced weekly once the detailed test plan is deployed and testing begins.

a. Testing Evaluation and Management Plan

The EDS Contractor shall have a structured testing strategy that helps the Agency to understand the EDS Contractor's approach to testing, testing objectives, and the tools/processes and workflows used. Additionally, the Agency seeks to understand the EDS Contractor's TMM, monitoring and controlling activities, testing defect management, and their overall deployment activities. It is imperative that the EDS Contractor adapt and align its methodologies to focus on reducing defects and rework across the MES. The EDS Contractor must develop a solid Test Evaluation and Management Plan (TEMP) and incremental Detailed Test Plan(s). The EDS Contractor shall collaborate with all MES Contractors throughout the testing schedule and planned activities of the project to review test cases and environment(s) as needed. Additionally, the EDS Contractor shall develop all test documentation according to industry best practices and Federal standards. The EDS Contractor shall develop and deliver a TEMP that must include, but not be limited to, the following:

- Methodology/Approach to Testing and Phases
- Test Environment Plan
- Roles and Responsibilities
- Detailed Test Schedule and Work Plan
- Entrance, Acceptance and Exit Criteria – this defines which test phases require entrance/exit
- Testing Defect Management and Reporting

b. Detailed Test Plan

The EDS Contractor shall produce an EDS solution-specific Detailed Test Plan that aligns with the Alabama implementation timeline. The test plan(s) shall outline test activities for development (or implementation) of their solution(s), Centralized Services, and support/activities for End-to-End (E2E) testing for the EDS solution. The test plan must comply with Agency test standards, regulations, and good practices and shall align with implementation of module projects across the AMMP.

The EDS Contractor shall use the Agency-provided template or an organic document upon request and approval by the Agency. Agency review and approval of the Detailed Test Plan is required before test execution begins.

The Agency requires test planning to be a continuous activity that must be performed throughout the EDS Contract duration. Therefore, as the AMMP progresses and more information becomes available, it is required that more detail shall be included in the Test Plan deliverable updates. Additionally, continuous monitoring and feedback from test activities must be used to recognize changing risks so that planning can be adjusted and reflected in the Detailed Test Plan.

The Detailed Test Plan must include methods of testing, test deployment/implementation being used, the scope of testing, objectives, risks, constraints, criticality, and testability, as well as identify resources and availability of the resources required specific to the iteration. The Detailed Test Plan must include, but not be limited to, the following:

- Scope, objectives, and risks of testing
- Overall approach of testing
 - Integration and coordination required for test activities specific to the SIP and integrative capabilities
- In Scope and Out of Scope testing for the EDS capabilities
 - Planned schedule of test analysis, design, implementation, execution, and evaluation activities, either on particular dates (e.g., in sequential development) or in the context of each iteration (e.g., in iterative development)
- Identified metrics for test monitoring and control

c. Test Phase Acceptance

The EDS Contractor shall produce a Test Phase Acceptance (TPA) package that summarizes and provides the details of each Test Phase. The objective of the Test Phase Acceptance package is to ensure clear visibility to the effectiveness of each Test Phase. The package, must provide, but not be limited to, the following:

- RTM Coverage – provided weekly
- Test Case Analysis – provided weekly
- Defect Analysis – provided weekly
- Required Workaround – provided with final TPA package
- Corrective Action Plan – provided with final TPA package
- Acceptance Criteria Assessment – provided with final TPA package

The EDS Contractor shall provide a weekly TPA package that includes, but is not limited to, RTM coverage, test case development/execution status, and defect release schedule. The final TPA package will require the specific details for any approved required workarounds, corrective action plans, and acceptance criteria assessment. The TPA package is required at the end of the Test Phase and shall be approved by the Agency prior to go-live. The TPA must be provided at least two weeks prior to the Operational Review Checklist milestone.

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-45: Testing Requirements and all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

d. Testing Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-46: Testing Management – Testing Management Requirements and Table II-47: 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-46: Testing Management – Testing Management Requirements

Master ID	Requirement Description
4676	The Contractor shall provide Test/Facilitation Execution which includes the schedule and facilitation of UAT testing for Agency review and approval.
4680	The Contractor shall collaborate with MES module contractors throughout the phases of the project to review test cases, review environment(s), and support testing phases as needed.
4681	The Contractor shall evaluate and verify their solution meets or exceeds the Agency-defined test quality and deployment objectives, including satisfying the requirements of this RFP while meeting State and Federal regulations, as defined in the agreed-upon Test Evaluation and Management Plan and the Detailed Test Plan.
4759	The Contractor shall develop and submit a Test Evaluation and Management Plan (TEMP) specific to the Alabama implementation timeline for their solution. The Contractor shall update the TEMP every six (6) months through the term of the Contract and within four (4) months of every module contract start.
4760	The Contractor shall develop and submit a detailed test plan specific to the Alabama implementation timeline for their solution to the Agency. The Contractor shall update the test plan every six (6) months through the term of the Contract and within four (4) months of every module contract start.

Master ID	Requirement Description
5023	The Contractor shall be responsible for preparing for all CMS meetings related to testing and producing meeting minutes for Agency approval.
5027	The Contractor shall meet or exceed Federal testing expectations and recommendations.
5029	The Contractor shall respond to Federal testing-related queries within three (3) business days.
5068	The Contractor shall provide the Agency and the TCOE reports and updates on testing activities for each testing phase (SIT, End-to-End, and UAT) and submit artifacts as defined in the Contractor TEMP through the term of the Contract.
5069	The Contractor shall develop and submit weekly extracts of use cases, user stories, test cases, test scripts, and defects data from the Contractor's test management tool using the Agency-approved template to the Agency for all test phases (SIT, End-to-End and UAT) through the term of the Contract.
5279	The Contractor shall collaborate with the TCOE contractor through the term of the Contract.
5280	The Contractor shall coordinate with the Agency and TCOE for validating each documented requirement in the release list document prior to release to the production environment.
5283	The Contractor shall follow and adhere to all Agency-approved testing plans (SIT, End-to-End and UAT), and AMMP Testing Strategy.
5291	The Contractor shall provide walkthroughs of any test cases, test scenarios, or test results related to requirements, as requested by the Agency. The Agency may request changes, addition, or re-execution of test scenarios or test cases after any walkthrough.
5292	The Contractor shall provide test results to the Agency for review at least seven (7) days prior to the required approval date. All test results must have the approval/signoff of the functional process owner before being moved to the next environment.
5311	The Contractor shall develop and submit a Test Phase Acceptance (TPA) Package to the Agency weekly during each test phase (SIT, End-to-End, and UAT) and a final TPA at the end of the test phase for review and approval.
5312	The Contractor shall perform and/or support testing throughout the project. Testing shall address the following, including, but not limited to: <ul style="list-style-type: none"> a. Unit Testing b. System Testing c. Integration Testing d. Interface Testing e. Performance Testing f. Regression Testing g. User Acceptance Testing (UAT) h. Operational Readiness Review (ORR) i. Security Testing

e. Testing Management Deliverables

Table II-47: Testing Management – Testing Deliverables

Deliverable Master ID	Req ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
TST_01	4759	Test Evaluation and Management Plan (TEMP)	The TEMP shall provide, but not be limited to, a structured testing vision; methodology; approach; schedule; and entrance, acceptance, and exit criteria	Four (4) months from Contract Start	Annually
TST_02	4760	Detailed Test Plan	Detailed Test Plan shall outline test activities for development of the Contractor’s solution(s) and support/activities for testing across all integrated modules	Four (4) months from Contract Start and twelve (12) weeks prior to Test Phase	Annually
TST_03	5311	Testing Phase Acceptance	<p>The Contractor shall develop and submit a Test Phase Acceptance (TPA) Package to the Agency weekly during each test phase and a final TPA at the end of each test phase for review and approval. The Contractor shall create the TPA for every module integration and Centralized Service through the term of the contract.</p> <ol style="list-style-type: none"> 1. RTM Coverage – provided weekly 2. Test Case Analysis – provided weekly 3. Defect Analysis – provided weekly 4. Required Workaround – provided with final TPA package 5. Corrective Action Plan – provided with final TPA package 6. Acceptance Criteria Assessment – provided with final TPA package 	End of Test Phase	Annually

10. Document Management

The Agency views updated and accurate system and business documentation as a critical success factor for AMMP and MES Contractors. The Agency requires that all project-related documentation, inclusive of system documentation, business documentation, and project deliverables, will be stored on the Agency-approved repository (e.g., SharePoint) in an electronic format easily accessible to all approved stakeholders.

While the EDS Contractor works through the development of all required documentation and deliverables, the Agency will allow those versions to be stored in the EDS Contractor's document repository. However, once all documentation and deliverables are submitted for Agency and/or PMO review and approval, those draft versions must be stored in the designated Medicaid repository. The Agency requires that the designated Medicaid site will be the "source of truth" for all Contractor documentation and must be organized to allow all stakeholders easy access to the documentation. The EDS Contractor is responsible for maintaining or updating all documentation in the designated Medicaid site to reflect the current state of the comprehensive EDS solution. The Agency will impose a Corrective Action Plan (CAP) for any documentation or deliverables that are out-of-date for more than one (1) month from the time the change occurred. See [Section II.I.11 Contract Management](#) for details and more information on the Agency's Project and Contract Administration Requirements.

The EDS Contractor should expect that the PMO Contractor will provide some document and deliverable templates over the term of the Contract. The EDS Contractor must receive the PMO Contractor and Agency approval before using anything other than the approved PMO Contractor document templates provided.

[Appendix D – Contract Deliverables Table](#) lists the common and EDS-specific deliverables that have been identified to be required by the Agency. The table denotes the existence of common, Agency-approved templates the EDS Contractor must use. Any additional deliverables discovered throughout the term of the Contract, but not specifically listed in the Deliverable table, will need to be submitted to the Agency for approval as outlined in [RFP Section II.C.7 – Deliverable Management](#) or at least ten (10) business days prior to the EDS Contractor starting work on the deliverable.

When the EDS Contractor submits a new template for PMO and Agency review and approval, it is required that the EDS Contractor will comply with the following:

- The format (or template) of all documents must be approved by the Agency.
- In many cases, one template can be used for multiple documents, and the EDS Contractor shall indicate this when the template is submitted for approval.

The EDS Contractor's deliverables and documentation shall:

- Follow industry best practices, which are based on guidance provided within Part 11 of the State Medicaid Manual (SMM), MITA, and Federal Certification guidance
- Follow the processes and procedures as defined in PMO guidance (PMO 2-r and PMO 2-k)
- Identify and define all the criteria required for the deliverable
- Meet Agency-approved standards and content requirements as defined in the SOW

Each deliverable will be reviewed by the PMO Contractor and is subject to approval from the Agency. The EDS Contractor shall perform periodic reviews of all documentation, processes, frequencies, and procedures as defined in RFP Section II.I.1 – Project Management. Specific update and review frequencies can be found in [Appendix D – Contract Deliverables Table](#).

a. Document Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-48: 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-48: Document Management – Document Management Requirements

Master ID	Requirement Description
4520	The Contractor shall follow established program deliverable management process as stated in the Configuration Management and Document Validation (PMO-2-r) for document development, review and formal submission to the Agency for approval.
4521	The Contractor shall consult with the Agency during routine document maintenance and development.
4522	The Contractor shall prepare, update, revise, and submit to the Agency for approval all new and/or existing operational, systems, or reporting-based documentation as listed in the Contract Deliverables Table in Appendix D and in accordance with Agency-approved timeframes, as related to system changes, maintenance, or modification work requests.
4523	The Contractor shall utilize the Agency-approved documentation storage solution (e.g., SharePoint) to maintain system-related business, technical, and operational documentation.
4524	The Contractor shall ensure all documentation is readily available online and electronically maintained, retained, archived, and restored as required by the Agency.
4525	The Contractor shall ensure all documentation is retained and stored as required by all Federal, State, and Agency document and data retention laws, including any applicable litigation hold.
4526	The Contractor shall maintain a complete and accurate version control of all changes made to previously approved documentation. Version Control will cover the complete life cycle of the documentation from inception to retirement.
4527	The Contractor shall align with, utilize, and cooperate with the PMO electronic workflow/management, tracking, routing, and archiving system for documentation that will record all activities associated with the creation and maintenance for all documentation.
4528	The Contractor shall collaborate with the AMMP to implement and maintain Agency-approved standard document management, indexing strategies, and procedures.

11. Contract Management

Through processes defined within contract administrative procedures, the EDS Contractor shall be able to address general Contract changes and contractual compliance issues. Contract changes are handled through the Contract Change Order process, as detailed in the following subsections. Contract problems and/or performance requirement problems will be dealt with in a variety of enforcement and compliance processes. The Agency staff shall identify Contract compliance issues resulting from the EDS Contractor’s performance of its responsibilities through routine Contract monitoring activities. The EDS Contractor shall be required to follow the processes and/or procedures below in order to formally manage the contractual relationship with the Agency.

a. Contract Monitoring Plan

The EDS Contractor should understand that AMMP has created a program-wide Contract Monitoring Plan (PMO-2-x) and a Contract Monitoring Report Card (PMO-2-x-01), and as part of the overall onboarding process, the Agency requires a collaborative review process resulting in an attestation for the usage of this Contract Monitoring Plan. The EDS Contractor must address any concerns during the onboarding activities. The PMO contractor will review the Contract Monitoring Plan every six (6) months or as needed to address project conditions, client input, or contract changes. The EDS Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur.

The Contract Monitoring Plan establishes approved practices and reporting mechanisms to compare project progress in defined focus areas to their planned trajectory. The Contract Monitoring Plan

identifies specific activities required for decomposition of the project's expectations. Decomposition of the project expectations is done to align each vendor contract to Agency goals to define obtainable measurements. The EDS Contractor shall assist in the development of a Contract Monitoring Report Card that, at a high-level, details how they plan to meet and report the metrics for each SLA as defined in the RFP Scope of Work (SOW).

All plans the EDS Contractor submits to the Agency shall align with existing AMMP-Program Plans.

b. Change Order Requests and Scopes of Work

The Agency will request a change to the system by issuing a Change Order Request (COR) through the Change Management and Modification processes summarized in [Section II.I.2 Change Management](#) and [Section II.I.12 – Maintenance and Modification Management](#). The COR shall include, but not be limited to, the following information:

- Description of the change requested
- Business justification for the change
- Agency point of contact for the COR
- Functional process owner(s) of the COR
- Other major stakeholders in the COR
- Target Due Date for the COR

If the EDS Contractor requires additional information to perform the COR assessment, a meeting request shall be sent to the PMO Contractor within five (5) business days of the receipt of the COR. In the meeting request, the EDS Contractor must identify the COR, the required audience, and a list of any questions or comments. The Agency recommends developing as much of the COR Scope of Work (SOW) as possible before the meeting and including it as an attachment with the meeting request.

The EDS Contractor shall provide the completed COR SOW within ten (10) business days of the receipt of the COR or within ten (10) business days of the requested meeting. If the EDS Contractor needs more than ten (10) business days, they must request PMO Contractor approval for a different delivery date. The EDS Contractor cannot charge more than 60 hours for the SOW Preparation.

The EDS Contractor shall establish a single firm fixed hourly rate, annually adjusted over Contract year periods, for the cost of their personnel resources. This Hourly Personnel Rate shall be provided by the EDS Contractor in [Appendix C: Pricing](#). For each task identified in the SOW, the EDS Contractor shall identify the recommended personnel resources by roles, hours, and cost based on their established hourly rate. The final positions required and hours for each will be identified by the EDS Contractor and negotiated with the Agency for any and all Change Orders requested by Medicaid. Inevitably, Change Orders will occur at any time in the term of the Contract.

Recommended tasks of the SOW include:

- Scope of Work Preparation
 - Description of Requested Change
 - Change Solution Description
 - Assumptions and Clarifications
- Requirement Updates
- Data Model Changes
- Software Configuration Change(s)

- Device Application Changes
- User Interface Changes
- Changes to Edit, Audit, Error Messages
- Interface Changes
- Report Changes
- Operational Changes
- Companion Guide
- Testing Scenarios/Test Cases
- Security Scans and Analysis
- Documentation Updates
- Updated Requirements Traceability Matrix
- Schedule for activities, including start dates
- Total cost for all activities and payment milestones

Once the Change Order Request (COR) Scope of Work (SOW) is complete, the EDS Contractor shall submit it to the PMO Contractor. The PMO Contractor shall schedule a meeting with all stakeholders to review the COR SOW. The solution and schedule shall be reviewed by the stakeholders to ensure the SOW will satisfy and resolve the business need/purpose of the request. If any additional changes are needed to the SOW, the EDS Contractor shall have an additional five (5) business days to make the requested changes. The updated SOW shall be resubmitted to the PMO for another meeting and review. This process shall be repeated until the Agency approves the SOW. The EDS Contractor shall not charge more than forty (40) additional hours for the updates or a total of 100 hours for any COR SOW Preparation tasks. The total approved cost for all activities will be the firm fixed price, and the Agency will determine the funding allocations needed to support the overall cost of the COR.

The COR SOW shall include the signature of the EDS Contractor's authorized manager and a line for the signature of the Agency's authorized manager. The Agency will return the fully executed COR SOW within five (5) business days. The EDS Contractor shall execute the COR SOW according to the approved schedule. Any milestone delay of two (2) weeks or more can result in a Corrective Action Plan (CAP). The EDS Contractor must be proactive and request PMO Contractor approval of delays as soon as possible to prevent a CAP.

The EDS Contractor shall submit invoices based upon Agency acceptance of the COR SOW approved payment milestones.

c. Statement of Concern

The Agency will closely monitor the timely and adequate performance of the EDS Contractor during each phase. Should the EDS Contractor's performance, communications, behaviors, or actions suggest or imply problems, concerns, or issues that may be forthcoming, the Agency will provide a statement of concern (SOC) to the EDS Contractor. This SOC will identify the concern(s), reference applicable guidelines or industry standards, and describe the reason for concern. The EDS Contractor must respond to the written statement of concern within three (3) business days and submit the response to the Agency. The response must address the concern, identify how they are resolving the concern, reference applicable guidelines or industry standards, and/or provide alternate suggestions. The Agency will provide a written response to the EDS Contractor within five (5) business days of their submission. The EDS Contractor or the Agency may request a meeting to discuss the concern at any time. All concern(s) identified by the Agency must be resolved within ten (10) business days of identification, or the EDS Contractor must receive Agency approval to delay or bypass the concern.

d. Corrective Action Plan

The Agency will closely monitor the timely and adequate performance of the EDS Contractor during each phase of the SOW. If the Agency identifies a problem with EDS Contractor performance, a Corrective Action Plan (CAP) will be requested. CAPs are not included in the planned and scheduled work to the benefit of the Agency, and therefore, CAPs will result in deliverables that are not separately priced or payable. Performance problems that can result in a CAP include:

- Schedule delays of more than two (2) weeks without Agency prior approval. A CAP will not be required for Agency-approved schedule delays
- Documentation that is out of date more than one (1) month
- Requirements that are not being met
- SLAs that are not met consistently

The CAP must be submitted to the Agency as directed in RFP [Section VIII.MM Contract Liquidated Damages](#) and [Appendix D – Contract Deliverables Table](#). The Agency will have five (5) business days to review and approve the CAP. If the Agency does not approve the CAP, a meeting will be scheduled to discuss and finalize the CAP. The desired results of the meeting will be an approved CAP. The CAP must identify the issue and state how the EDS Contractor will correct the issue. It will provide details on the correction, as well as a schedule of events to achieve the corrections. The details and status of the CAP will be discussed in depth during status meetings. The EDS Contractor must begin execution of the CAP within five (5) business days of Agency approval. If the EDS Contractor fails to successfully execute the CAP, liquidated damages can be assessed as defined in [Section VIII.MM Contract Liquidated Damages](#).

e. Contract Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-49: Contract Management – Contract Management Requirements and Table II-50: Contract Management – Contract Management Deliverables and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Table II-49: Contract Management – Contract Management Requirements

Master ID	Requirement Description
4615	The Contractor shall begin execution of the CAP within five (5) days of Medicaid approval.
4771	The Contractor shall adhere to the Agency approved (COM-9) Corrective Action Plan (CAP) as needed throughout the life of the project. Upon being placed on a CAP, the Contractor shall submit the CAP response, using COM-9-01 (CAP Template), to the Agency for review and approval within five (5) business days.
5058	The Contractor shall respond to the written Statement of Concern within three (3) business days and submit the response to the PMO. The PMO shall provide a written response to the Contractor within five (5) business days of their submission. All concern(s) identified by the PMO must be resolved within ten (10) business days of identification, or the Contractor must receive PMO approval to delay or bypass the concern.
5060	The Contractor shall, upon request by the Agency, submit a Corrective Action Plan (CAP) within five (5) business days for review and approval. If the CAP is not approved by the Agency a meeting will be scheduled to discuss and finalize the CAP.

f. Contract Management Deliverables

Table II-50: Contract Management – Contract Management Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_15	4776	Contract Monitoring Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Contract monitoring Plan and Report Card	Six (6) weeks from Contract Start	Once at start of Contract

12. Maintenance and Modification Management

Inherent in change management processes are the overall system maintenance efforts, coupled with the work efforts necessary to implement system modifications. Both means of system sustainment work are planned and completed in order for the EDS Contractor to meet and maintain the Agency’s expectations and satisfaction of the system solution capabilities and functionalities.

The Agency understands that solution maintenance and modifications are an essential part of the software development lifecycle. These work efforts cannot be skipped, avoided, or left unplanned. Therefore, the Agency expects the MES Module Contractors to perform system maintenance and system modifications and that the maintenance and modification work be included in and tracked as part of the overall CAB/Change Management and COR processes. The Agency defines and/or describes System Maintenance and Modification in greater detail, as described in the following subsections.

a. System Maintenance

The Agency defines System Maintenance as overall corrective or adaptive work efforts/activities necessary to maintain the current functionalities or capabilities of the comprehensive system. These corrective or adaptive work efforts focus on addressing errors and faults within the technical aspects of the solution that could/would impact various parts of the overall system performance and/or MES performance. System correction/maintenance efforts typically include design, logic, and code changes. Additionally, software maintenance work also becomes critical when the overall system dependencies or business policies change and the comprehensive solution must be updated/adapted to comply with the new policies, environment, platforms, or operating systems. These types of maintenance adaptations can also be brought on by future integration that has an upstream impact to the way the software/system was configured to operate, necessitating a change.

The Agency requires the EDS Contractor to provide a System Maintenance Management solution that encompasses the resources, schedule, and technologies necessary to keep all solution components functioning and poised for changes to meet future needs. The cost of system maintenance activities must be included in the overall solution operational costs. In addition, System Configuration changes are included in system maintenance and the overall solution operational costs. As the AMMP/MES gains maturity and begins to add modular components and contractors, these systems and the EDS Contractor must be available to respond in accordance with the demands of each new project phase while performing at the highest level of efficiency around the clock to effectively meet existing and future system maintenance needs. The EDS Contractor must employ industry-aligned technologies and design principles to move the Agency forward with systems that are designed, managed, and supported to enable nimble change and fully support the Agency’s evolving business needs.

b. System Modification

The Agency defines System Modification as overall perfective and preventative solution changes that work to both adapt and protect the solution so that it can work for a longer period of time. Key goals for perfective and preventive modifications include preventing the deterioration/degradation of the system, as well as optimizing, updating, and adding new features and functionalities as they become relevant to the Agency’s business needs. The Agency’s change management process includes a predetermined, reserved amount of funds, equivalent to 8,400 hours, each 12-month contractual year. The Agency, on an annual basis working with the EDS Contractor, will choose and activate projects as approved through the Agency, submitted through the Change Order Request and Change Management processes as defined in RFP Section II.I.2 – Change Management. To plan for and secure funding allocations for future modifications, the Agency has determined the following:

- Contractual funding equivalent to 8,400 hours (calculated at a fixed annual rate) will be reserved, allocated, and available for use by the EDS Contractor each 12-month contractual period for system modifications. The usage of these funds is not guaranteed and is subject to Agency review and approval. The Contractor shall provide a Maintenance and Modification Pool of hours of 700 hours/month. Hours that are not used at the end of the month shall roll over to the next month. Each year, on the month of Contract start, the monthly pool of hours shall increase by 10%.
- The EDS Contractor must submit project CORs and/or modification requests through the CAB/CCB change management process for review and approval by the Agency to utilize/access the reserved/allocated funds.
- At the end of each 12-month contract period during the Contract, the unused modification funds for the 12-month contractual period will be rolled over and added to the newly allocated 8,400 hours each 12-month contractual period.
 - The blended hourly rate requested in [Appendix C: Pricing](#) for the applicable Contract year will be used to calculate the hourly fixed rate for change orders.
 - During the Contract term, the Agency retains the right to use and allocate funding reserved for modification hours at its sole discretion.

As a part of the response to this RFP, the Vendor must describe how they plan to perform the system maintenance and modification requirements listed in Table II-51: Maintenance and Modification Requirements and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

c. Maintenance and Modification Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-51: 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-51: Maintenance and Modification – Maintenance and Modification Requirements

Master ID	Requirement Description
4584	The Contractor shall provide yearly Modification Pool of Hours to enable required and approved modification projects to occur. The Agency seeks a collaborative solution from the Contractor that will meet pre-determined needs and allow for the flexibility to choose and activate projects as approved through the CAB and the Agency.
4589	The Contractor shall complete all maintenance and modification changes, as approved and prioritized by the business area, during the agreed upon timeframe without degradation to service.

Master ID	Requirement Description
4592	The Contractor shall utilize and adhere to Agency-approved standard maintenance windows to minimize MES Stakeholder disruption in a multi-contractor, integrated system wide enterprise solution.
4594	<p>The Contractor shall provide the Agency with a maintenance report, the next business day following completed maintenance, which will provide the following information, including, but not limited to:</p> <ol style="list-style-type: none"> 1. Maintenance start and end time 2. Systems or Subsystems updated 3. Errors or problems encountered 4. Resolution of listed errors/problems 5. Release Notes 6. Downstream Impact Details (if work extended beyond allowable window) including impacts to systems, users, modules, and business areas
4595	The Contractor shall follow CAB defined processes to coordinate and communicate all system outages, scheduled maintenance, and emergency maintenance.
4596	The Contractor shall substantiate that all maintenance and/or modification activities, including all updated documentation and test results, have been completed and approved by the Agency.
4599	The Contractor shall utilize an online defect management tool approved by the Agency for the identification, impact assessment, definition, traceability, verification, status, and reporting of all defects and resolutions.
4600	The Contractor shall maintain and make available all data and reporting related to the usage and balance of Modification hours and Agency Support hours on a monthly basis.
4795	The Contractor shall retain all responsibility and costs for all software, hardware, and infrastructure operations and maintenance necessary to fulfill their obligations of this Contract.
4796	The Contractor shall operate and maintain (e.g., update versions reviewed regularly and kept current, to industry standards) all infrastructure, including all hardware, software, middleware, and licenses necessary for successful operation of all systems and services for the term of the Contract.
4805	The Contractor shall ensure that all components of the solution are no less than current major release version -1 at all times, unless otherwise approved by the Agency. The Contractor shall provide a monthly report listing the current version of software used and the most recently released version of those software, including release dates.
4806	The Contractor shall manage all software patches, updates, and data fixes as approved by the Agency.
5046	<p>The Contractor shall define system maintenance as non-billable and shall not use system modification hours to support operations of the system. System maintenance includes, but is not limited to:</p> <ol style="list-style-type: none"> 1. Configuration changes 2. Updates to tables 3. Updates to values 4. Updates to flags or switches 5. Updates due to changes to Federal regulations 6. Recurring file maintenance
5059	The Contractor shall retain full responsibility for all maintenance and configuration changes to the solution(s) necessary to maintain Federal security and regulatory compliance.

Master ID	Requirement Description
5270	The Contractor shall provide a process that corrects errors under their control within twenty (20) days of identification of the errors.
5271	The Contractor shall provide a process that notifies third-party vendors within three (3) business days of the error being identified for errors not under the Contractor's control.
5272	The Contractor shall provide a process that provides a weekly status report on all identified errors, regardless of the responsible party.
5273	The Contractor shall provide a process that provides daily updates via email for any errors not resolved within the CMS-defined grace period.

13. Training Management

Training manages and administers the initial and ongoing knowledge of the EDS Contractor's solutions, enabling stakeholders to maximize their usage, familiarity, application, and comprehension of all aspects of the specific solutions deployed in Alabama. Training of business and technical functions must include planning, scheduling, development, maintenance, and just-in-time/reoccurring delivery across Contractor staff, the Agency staff, providers/partners, and any other Agency-identified internal or external stakeholders. Role-based training must also be provided for the administration and configurations of the EDS solutions to Agency-identified internal stakeholders.

The Agency requires a training methodology that provides standard training schedules/classes, coupled with Alabama-specific tailored training approaches. The training framework must be flexible to allow customization of any aspect or variable of the training necessary to address the specified needs of each target audience. The trainings and training materials must be 508 compliant. Additionally, the training approach must encompass a blended learning environment, including multiple delivery methods. The Agency will provide onsite facilities to conduct live in-person training commensurate with the approved Training and Knowledge Plan. The EDS Contractor shall propose a flexible approach to training that must adjust and account for changing user needs to ensure all training provided is relevant, concise, effective, and applicable to the Agency needs. Finally, the Agency requires that the end of contract training processes and activities occur in an adequate timeframe in order to facilitate just-in-time knowledge transfer.

a. Training and Knowledge Management Plan

The EDS Contractor shall collaborate with the Agency and PMO OCM team to develop and submit a Training and Knowledge Plan that provides the overall approach and methodology to develop and provide training across all stakeholder groups in the use and operation of the EDS Contractor's solution, subject to Agency review and approval.

The Agency requires the EDS Contractor to prepare materials for and to manage the delivery of all Agency-approved internal and external stakeholder training, including initial training provided during implementation, initial training provided individually for new users added during operations, recurring training, and end of contract turnover training.

The Training and Knowledge Plan must describe the objectives, requirements, strategies, and methodologies for developing and delivering training and knowledge material in a blended learning environment, including, but not limited to, both live in-person and online instructor-led training. The training must be tailored to the Alabama MES EDS comprehensive solution and processes, supporting the development of knowledge and skills to ensure users can perform their roles efficiently and effectively. The Training and Knowledge Plan shall include, at a minimum:

- Training Methodologies
- Training Assumptions, Risks and Constraints

- Training Approach
- Training Requirements and Major Milestones
- Training Roles and Responsibilities
- Training Needs Assessment
- Training Groups - refers to the grouping of various role-based target audiences to ensure the training content and approach are appropriate to each group
- Instructional Design and Curriculum Development
- Blended learning strategies and instructional design
- Curriculum Creation
- Customization of curriculum tailored to Alabama-specific solutions, systems, groups, and processes
- Training and Knowledge Material Creation
- Customized Training and Knowledge Material tailored to Alabama-specific solutions, systems, groups, and processes
- May include, but not be limited to, Presentations, Frequently Asked Questions (FAQs), Reference Material, User Guides, Manuals, etc.
- Quality Assurance
- Review and Approval Process
- Training Catalog
- Training (course name) needed by group, when training is needed, when training is scheduled, and any prerequisites to training
- Tools and Delivery Methods
- Blended Learning Delivery Methods
- Training and Knowledge Base Tools
- Training Logistics (class schedules and communication)
- Ongoing Support
- Ongoing and Recurring Training and Development Support
- Ongoing Maintenance of Training and Knowledge Material
- Evaluation, Reporting and Analysis
- Training Registration, Training Status, and Attendance Logs
- Surveys
- Effectiveness Analysis

The Agency requires the EDS Contractor to maintain current training materials and delivery media for the term of the Contract. The EDS Contractor must work in collaboration with Agency, PMO, and other AMMP/MES Contractors to update training material, training schedules, and plans based upon module integrations into MES.

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-51: Training Requirements all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

b. Training Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-52: Training – Training Requirements and Table II-53: Training – Training Deliverables and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Table II-52: Training – Training Requirements

Master ID	Requirement Description
4682	The Contractor shall work in collaboration with the Agency, PMO, and other MES Contractors to update training materials, schedules, and plans based upon module integrations.
4683	The Contractor shall collaborate with the Agency and PMO OCM team to develop and submit a Training and Knowledge Plan to the Agency for review and approval in accordance with the Contract Deliverables Table (Appendix D). The Training and Knowledge Plan shall provide the overall approach and methodology to develop and provide training across all stakeholder groups in use and operation of the Contractor’s solution.
4684	The Contractor shall, upon Agency approval, implement the Training and Knowledge Plan to comply with all system and business operational standards and service levels of their solution over the term of the contract.
4685	The Contractor shall develop, revise, and maintain training materials in compliance with 508 standards. Any identified changes to training materials to comply with this requirement will be addressed at no cost to the Agency.
4686	The Contractor shall review and update training materials, in accordance with the Training and Knowledge Plan, as a continual, iterative process to address all system releases, in partnership with the OCM team for review and approval by Agency staff.
4687	The Contractor shall develop and execute all trainings, as defined/required by the Training and Knowledge Plan, on a quarterly basis, in virtual formats approved by the Agency.
4688	The Contractor shall provide training metrics and results captured from post-training surveys/evaluations that can be integrated with PMO tools and processes to support OCM reporting to the Agency.
4689	The Contractor shall make training and knowledge resources accessible for all users, where possible, in a location approved by the Agency.
4691	The Contractor shall work with the OCM team to determine appropriate survey and post-training questions.
4692	The Contractor shall collaborate with OCM and the Agency to identify training needs, update the Training and Knowledge Plan and relevant training materials for identified trainings, and submit all changes/updates to the Agency for review and approval.
4694	The Contractor shall keep all Contractor staff trained and updated on the Alabama-specific solution, business processes, and Federal mandate/rule/policy updates without additional charge to the Agency or use of the pool of modification hours.
4695	The Contractor shall develop onboarding and training processes for new staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan.
4696	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks post solution implementation.

Master ID	Requirement Description
4697	<p>The Contractor shall provide a Training Curriculum that will be developed in collaboration with the OCM team, finalized, and submitted to the Agency for review and approval a minimum of sixty (60) days before any scheduled training delivery. Documentation provided shall include, but not be limited to:</p> <ol style="list-style-type: none"> 1. Training Outline, identifying the learning objectives and target audience for each course 2. Systems Operations Manual, Instructor guides, participant guides. 3. User task-based job aids, fact sheets 4. Program policy requiring system updates/modifications 5. Online user tools or sites 6. Role based FAQs and troubleshooting steps 7. A knowledge check with answer key and noted pass/fail requirements
4698	The Contractor shall develop training exercises that mirror the production environment and incorporate all interfaces and data exchanges as required by system functionality.
4699	The Contractor shall provide hard copies of all related training materials to participants, SMEs, and attendees during the onsite training session.
4700	The Contractor shall provide online access to all related training session materials for all participants, SMEs, and attendees at session registration, but no less than three (3) business days in advance of the training.
4701	The Contractor shall manage and maintain training work products (audio, video files, templates, etc.), which must be delivered in a Microsoft Office compatible format.
4702	The Contractor shall provide training to all Agency-identified participants, with the Agency-approved curriculum.
4703	The Contractor shall work with the OCM team and the Agency, in accordance with the Training and Knowledge Plan, to analyze, define, and tailor training to the Alabama-specific user roles provided within the Contractor's module solution.
4704	The Contractor shall collaborate with OCM to develop, for Agency approval, and deliver surveys about training content and delivery methods in accordance with the AMA preferred delivery methods.
4705	The Contractor shall make recommended updates and changes to training, content, and delivery methods, based upon Agency review and approval; all changes made are to be completed prior to the next scheduled delivery.
4706	The Contractor shall provide training publications and materials compliant with State and Federal requirements regarding security and privacy of data, for both virtual and in-person training delivery.
4707	The Contractor shall develop, in collaboration with the OCM team for Agency approval, and provide training to address changes that impact end users resulting from solution/software/system releases, in accordance with the approved Training and Knowledge Plan.
4708	The Contractor shall provide a knowledge base for user support that allows 24/7 access by Agency-authorized individuals.
4709	The Contractor shall provide all training attendees with assessment tools to evaluate and measure the training received.
4711	The Contractor shall provide a solution that integrates data from previously conducted training, training metrics, and results captured from post-training surveys/evaluations within a timeframe agreed upon by the Agency.

Master ID	Requirement Description
4712	The Contractor shall produce a comprehensive training schedule that can be integrated with the Master Project Schedule. In addition to the scheduled trainings, the schedule must consider development cycles, module integrations, and Agency review and approval of curricula and training materials. The schedule must be reviewed and approved by the Agency.
4713	The Contractor shall use Agency approved training media for conducting Web-based training and computer-based training, including, but not limited to, live instructor-led training, prerecorded training, and self-paced training.
4714	The Contractor shall furnish and maintain appropriate hardware, software, and telecommunications to support the development, maintenance, and presentation of the training program(s).
4715	The Contractor shall provide the capability for users to register electronically for any onsite or virtual trainings, appropriate to their role. This capability shall include a training calendar noting all scheduled sessions of each course within the plan. The registration system must note a course summary, identify the target audience, display any required pre-requisite(s), and provide a notification of registration status. The system should indicate the number of available open slots in each onsite or virtual training session.
4716	The Contractor shall provide virtual instructor-led training that describes and demonstrates the platform, all user-facing features, functions, limitations, standards, integration, governance processes, tools, and other relevant items.
4717	The Contractor shall provide access to recordings of live and online instructor-led trainings to Agency-approved internal and external stakeholders.
4718	The Contractor shall provide a SME fully qualified on the Agency platform and related reporting tools. This individual will be utilized for staff development, training the trainer, and knowledge material development updates and audits for the term of the Contract. In addition, this individual will participate in the Agency's staff development activities and any operations and maintenance efforts.
4719	<p>The Contractor shall report on training enrollment, actual attendance and successfully completed/progress of role-based training to the Agency within three (3) business days from when training is conducted. The training metrics shall include, but not be limited to:</p> <ol style="list-style-type: none"> 1. Registered User Name 2. Course Name 3. Training Date 4. Training Completion Date 5. Completion Score, if applicable 6. Successful Completion 7. User Role Information (e.g., agency staff, provider, etc.)
4764	The Contractor shall collaborate with the OCM team to develop and submit a Training Plan, using the OCM Training Plan (OCM-2-e1) for Agency review and approval within three (3) months from start of contract. The Contractor shall update the Training Plan every six (6) months through the term of the contract.
5038	<p>The Contractor shall report on training enrollment to the Agency within three (3) business days from when training is scheduled. The training metrics shall include but not be limited to:</p> <ol style="list-style-type: none"> 1. Registered User Name 2. Course Name 3. Training Date 4. User Role Information (e.g. agency staff, provider, etc.)

Master ID	Requirement Description
5043	The Contractor shall provide a solution that allows access to all Alabama-specific training materials and all Alabama-specific training records as requested by the Agency for the term of the Contract.
5049	The Contractor shall provide a solution that provides internal AMA users, third-party designees, Contractor team members, and stakeholders, as requested by the Agency, with access to role-based training.
5052	The Contractor shall provide a solution that supports the exporting of content packages published as SCORM (“Sharable Content Object Reference Model” 4th edition).
5053	The Contractor shall provide a solution that allows for training record retention to support the Agency's Standard Operating Procedures (SOPs).
5054	The Contractor shall provide a solution that will provide records of training history.
5055	The Contractor shall provide a solution that allows importing and exporting of training-related data through an Agency-approved industry standard tool, including, but not limited to, Microsoft 365 and Adobe.
5056	The Contractor shall provide a solution that includes user, supervisor, and executive level metrics on training history including, but not limited to usage of the solution, training completion, and pending completion timelines.
5057	The Contractor shall provide a solution that uses learning support tools that comply with all ADA and 508 compliance guidelines including, but not limited to, captioning and support for the visually impaired.
5304	The Contractor shall provide hands-on training to the Agency staff on features and reports. Formal training shall be provided within one (1) month of request. This training shall include hand-outs and hands-on exercises. Any follow-up training shall be provided within two (2) weeks of request and shall be small groups with step-by-step instructions on specific topics identified by the Agency.
5496	The Contractor shall provide an online, web-based user training at a minimum every six (6) months to educate experienced users on newly created data sets, helpful tips and tricks, and other pertinent information.

c. Training Deliverables

Table II-53: Training – Training Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_14	4683	Training and Knowledge Plan	Training and Knowledge Plan that provides the overall approach and methodology to develop and provide training across all stakeholder groups in use and operation of the Contractor’s solution.	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_14a	4685, 4686	Training Materials Update	Updated training material, training schedules, and plans based on module integrations into MES	Six (6) months prior to the start of implementation	Delivered annually, updated weekly during training

14. Security and Compliance

Adherence to the Medicaid Enterprise Security Policy is maintained in the Medicaid Governance, Risk, and Compliance (GRC) management platform. The GRC management platform will be made available to the EDS Contractor through VPN access upon Contract start. The current policy for proposal purposes will also be available in an access-controlled SharePoint site, as discussed in [RFP Section VI.C.2 Access Controlled SharePoint](#).

The Agency’s GRC management platform is the Enterprise repository for all security documentation. The EDS Contractor’s Information System Security Officer (ISSO) and/or Information System Security Manager (ISSM) will be given access to the GRC management platform and shall be responsible for entering security documentation in the GRC. The EDS Contractor shall review and update the security documentation according to the continuous monitoring strategy defined by the Agency ISO, as well as any time the EDS Contractor’s system is modified. The initial entry of this information can be a time-consuming effort and the EDS Contractor must plan accordingly.

a. System Security Plan

The EDS 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 EDS Contractor shall submit the EDS Solution System Security Plan (SSP) through the Agency GRC Management Tool within twelve (12) weeks of Contract start. The EDS Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the EDS 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).

b. Authorization Package

The EDS 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 off of the requirements specified by the following sources:

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

The EDS Contractor shall, in collaboration with the Agency Information Security Office as the 3rd party security control assessor, develop and complete an Authorization Package for submission to the Medicaid Authorizing Official that contains the following:

1. PL-2: System Security Plan – Managed as a project package within the Information Security Office GRC management tool
2. CA-2: Assessment’s security assessment results
3. CA-5: Plan of Action & Milestones (POAM) inclusive of a Risk Register specific to system in scope for Authorization step
4. Other supporting assessment evidence and documentation as needed
5. Authorization to Operate certificate (prior to Authorization to Operate (AO) 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 EDS Contractor shall maintain and update all Security Documentation per Agency Continuous Monitoring Strategy.

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-53: Security and Compliance Requirements and all related requirements located in [Appendix E Requirements Response Matrix](#) and the Medicaid Enterprise Security Policy located [RFP Section VI.C.2 Access Controlled SharePoint](#), as well as respond to relevant Proposal Narrative Questions.

c. Security and Compliance Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-54: Security and Compliance – Security and Compliance Requirements and Table II-55: 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.

Table II-54: Security and Compliance – Security and Compliance Requirements

Master ID	Requirement Description
4636	The Contractor shall retain full responsibility for all maintenance and configuration changes to the solution(s) necessary to maintain Federal security and regulatory compliance.
4637	The Contractor shall provide a solution that ensures all data exchanges are restricted to the continental United States (CONUS).
4643	The Contractor shall comply and report on how the solution is ADA 508 compliant, following compliance standards defined by Section 508 of the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, 36 CFR Part 1194, 42 CFR 431.206, and 45 CFR Part 80, which requires agencies to provide software and website accessibility to people with disabilities.
4644	The Contractor shall retain and make accessible, according to 42 CFR 431.17 and State requirements, data entered into, maintained, or generated by the modified system, as directed by the Agency.
4645	The Contractor shall, within ten (10) business days of receipt of a written request from the State/Federal government or Agency, make all requested data available to the requestor in the format, media type, and quantities designated, at no additional charge.

Master ID	Requirement Description
4646	The Contractor shall ensure that solution meets the Security Specifications as described in the Medicaid Enterprise Security Policy, which is based on Federal Office of Management and Budget (OMB) Circular A-130, National Institute for Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST Special Publications.
4647	The Contractor shall maintain a comprehensive Information Security and Privacy Continuous Monitoring (ISCM) program (in line with the Continuous Monitoring requirements specified in the Medicaid Enterprise Security Policy and based on the continuous monitoring process described in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-37, Information Security Continuous Monitoring for Federal Information Systems and Organization) to demonstrate its effectiveness of the security and privacy controls implementation and meet the CMS and State’s quarterly risks reporting requirements.
4648	<p>The Contractor shall participate in the Medicaid Risk Management Strategy (through coordination with the Medicaid ISO) by:</p> <ol style="list-style-type: none"> 1. Providing sufficient resources to perform the roles of Information System Security Officer (ISSO) and Information System Security Manager (ISSM) to implement all applicable security controls, document those implementations, and maintain security documentation (as policy, procedural, or system changes are made) for the Module using the Medicaid GRC management platform 2. Maintaining up to date security documentation 3. Facilitating internal and external Security Control Assessments and Audits 4. Allowing Medicaid reviewers to continuously assess the Contractor’s implementation of all applicable security controls in the Medicaid Enterprise Security Policy as part of the Contractor’s change management processes; and as part of annual assessments 5. Providing other system security documentation to the Agency Information Security Office as necessary, including, but not limited to, System Security Plans, Incident Response Plan, Plans of Action and Milestones, and Authorizations to operate as defined in the Medicaid Enterprise Security Policy
4649	The Contractor shall have the Medicaid Authorizing Official approve the Contractor system, its security implementation, and Plans of Action and Milestones prior to the system’s “go-live.”
4650	The Contractor shall provide a solution that maintains compliance with the Medicaid Enterprise Security Policy, based on federal standards such as NIST Special Publication 800-53 and subject to changes and updates as the Agency Information Security Program matures, or as legislation, regulations, policies, publications, or practices change. Medicaid shall reserve the right to revoke the Contractor’s access to information that it shares with the Contractor in the event an audit finds the Contractor has not met the security requirements specified in the Medicaid Enterprise Security Policy.
4651	<p>The Contractor shall actively participate in the Agency Vulnerability Management Program, which includes but is not limited to:</p> <ol style="list-style-type: none"> 1. Authenticated system component vulnerability and configuration scans 2. Dynamic application scans 3. Static code scans 4. Database configuration and vulnerability scans 5. Penetration testing exercises

Master ID	Requirement Description
4652	The Contractor shall actively participate in the Agency Incident Response Capability, which includes but is not limited to: <ol style="list-style-type: none"> 1. Forwarding all system logs to the Agency Security Information and Event Management (SIEM) platform, as requested by Medicaid 2. Responding to Agency Security Operations Center (SOC) notifications according to the Contractor's Incident Response Plan 3. Providing feedback to the Agency SOC regarding all incidents, their root cause, mitigation efforts and effectiveness
4731	The Contractor shall follow the Authorization Process (PM-10) and develop and submit an Authorization Package to the Agency prior to go-live for review and approval. The Contractor shall update the Authorization Package annually through the term of the Contract.
5030	The Contractor shall be in compliance with all Agency configuration and security policies, which may include periodic scanning by the Agency of the individual notebook/laptop computers that are connected to the onsite Medicaid network.

d. Security and Compliance Deliverables

Table II-55: Security and Compliance – Security and Compliance Deliverables

Deliverable Master ID	Requirement ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
SEC_0	4648	System Security Plan (SSP)	System Security Plan that meets the Security Specifications as described in the Medicaid Enterprise Security Policy	Twelve (12) weeks from Contract Start	Annually
SEC_02	4731	Authorization Package	PL-2: System Security Plan CA-2: Security assessment results CA-5: Plan of Action & Milestones Authorization to Operate certificate	Annually	Annually

15. Enterprise and General Services SLAs and KPIs

The EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

a. Service Level Agreement – User Support/Ticketing

1. Measurement Item. User Support Communication

Measurement Description. Contractor shall provide assistance and support to users through a Help Desk or similar function. Help Desk shall include support for end users, as well as technical/operational staff. Help Desk shall be able to be contacted via a ticketing system and over the phone. The ticketing system shall be used for any issue report or support requests. Phone support shall at a minimum be used for critical and major issues (Priority Level 1-2, Security Level 1-2), but also be an option to escalate Priority Level 3-4 issues. Telephone support shall be made available to the State 24 hours a day, 7 days a week for these critical support issues for resolution by the Contractor.

2. Measurement Item. Ticketing

Measurement Description. Contractor shall maintain a ticketing system for all system users to submit issue resolution tickets. Regardless of method of communication (ticketing system, email, phone), Contractor shall issue or update tickets for issues reported in the ticketing system for tracking purposes.

3. Measurement Item. Response Priority

Measurement Description. All tickets shall be responded to in a timely manner and issues resolved in accordance with the Priority Level and Security Level Time to Response and Resolution requirements in this SLA.

b. Key Performance Indicator – Response Priority

When reporting an issue or error to the Contractor, the State shall identify the issue/error by its priority level as described below. If the Contractor identifies an issue/error, the Contractor shall immediately notify the State and identify the issue/error priority level based on the Contractor's initial evaluation.

- Priority Level 1 (P1) – A complete system unavailability, unavailability of a critical system component.
- Priority Level 2 (P2) – A major component of the State's ability to operate is affected, including identified vulnerabilities. Some aspects of the business can continue, but it is a major problem.
- Priority Level 3 (P3) – The State's core business is unaffected, but the issue is affecting efficient operation by one or more person, including identified vulnerabilities.
- Priority Level 4 (P4) – The issue is a background or planned task and will be addressed when time permits or on the planned schedule for implementation, including identified vulnerabilities.

c. Time to Response and Resolution

Immediately upon identifying a system issue or error or receiving notice from system users of an issue or error, the Contractor shall respond and resolve the issue or error according to the times and targets outlined below, as applicable. If the Contractor cannot meet any of these guidelines, the Contractor shall describe in writing to explain why and propose new Response and Resolution Times for State approval.

1. Measurement Item. Issue/Error Notification
2. Measurement Description. Requires agency notification
3. Measurement Logic. The measurement logic is Time > Immediate
4. Measurement Period. Episodic
5. Measurement Interval. Episodic

1. Measurement Item. Resolution notification – P1
2. Measurement Logic. The measurement logic is Time <= 30 calendar minutes
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Resolution notification – P2
2. Measurement Logic. The measurement logic is Time <= 1 calendar hour
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Resolution notification – P3
2. Measurement Logic. The measurement logic is Time <= 3 business hours
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Resolution notification – P4
2. Measurement Logic. The measurement logic is Time <=8 business hours
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Resolution – P1
2. Measurement Logic. The measurement logic is Time <= 2 calendar hours
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Resolution – P2
2. Measurement Logic. The measurement logic is Time <= 6 calendar hours
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Resolution – P3
2. Measurement Logic. The measurement logic is Time <= 2 business days
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Resolution – P4
2. Measurement Logic. The measurement logic is Time <=5 business days
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

d. Service Level Agreement – User Support

The Contractor must use at least 65% of the modification hours on Agency priority Customer Service Requests (CSRs) and Agency Support. The Agency shall review the time on a “rolling” quarter. If the current month and the previous two (2) months do not have at least 65% of the modification hours allocated to Priority CSRs and Agency Support, then the Agency shall request a Corrective Action Plan (CAP). See [Section II.I.11 Contract Management](#) for more information on Corrective Action Plans.

1. Measurement Item. Modification hour user on priority CSRs and Agency Support
2. Measurement Logic. The measurement logic is Time >= 65%
3. Measurement Period. Monthly

4. Measurement Interval. Monthly

e. Key Performance Indicator – Operations

The Help Desk must be staffed appropriately to allow incidents/problems to be entered into the tool while on call with State staff and persons or if received via email within 30 minutes.

1. Measurement Item. Help Desk incident/problem entered into system
2. Measurement Logic. The measurement logic is Time \leq 30 minutes
3. Measurement Period. Episodic
4. Measurement Interval. Episodic

f. Service Level Agreement – Call Center Response

The Contractor shall provide staffing levels for the EDS Help Desk to achieve an average of two and a half minutes or less hold time with an 8.5% or less abandonment rate after fifteen (15) seconds and an answer rate of 91.5%. The Contractor shall work with the Agency to define a monthly report of the help desk statistics.

1. Measurement Item. Hold time
2. Measurement Logic. The measurement logic is Time \leq 2.5 minutes
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Abandonment rate
2. Measurement Logic. The measurement logic is Time \leq 8.5% after 15 seconds
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

1. Measurement Item. Answer rate
2. Measurement Logic. The measurement logic is Time \geq 91.5%
3. Measurement Period. Monthly
4. Measurement Interval. Monthly

g. Discount Calculation

If for any one month, any one or more of the measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 - Contract Liquidated Damages](#).

16. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely, and in the format designated in RFP Section VI. Submission Requirements, subsection N, Tab 6 – [Scope of Work and Narrative Response](#) and in alignment with PL19_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response. An unclear or incomplete response to a question will result in a lower score. Any question that does not have a response will be regarded as non-responsive and may cause the submission to be rejected.

- Q - 44 Provide your approach, citing specific situations, for maintaining SLAs and implementing corrective action to resolve defects and missed performance expectations.
- Q - 45 Describe your approach to collaborating with the Agency to document the EDS Security Plan in the Agency GRC management platform.
- Q - 46 Provide your approach and the resources (human and non-human) required to meet and comply with the Medicaid Enterprise Security Policy.
- Q - 47 Describe your approach to ensure that your EDS solution will be transferable to the Agency, as a whole and/or in parts, ensuring that the MES will remain intact and fully operational upon contract closeout.
- Q - 48 Describe your approach and describe the resources (human and non-human) required to implement and operate the EDS.
- Q - 49 Describe your approach to business continuity and disaster recovery.
- Q - 50 Describe your approach to Help Desk Support.
- Q - 51 Provide your approach to Certification, including evidence gathering and documentation. Describe how you will ensure that the EDS maintains certification with CMS.
- Q - 52 Describe your experience with machine learning and your approach to working with advanced artificial intelligence technologies.

III. Pricing

Vendors must respond to this RFP by 1) utilizing the RFP Cover Sheet to indicate the firm and fixed price for the implementation and updating/operation phase to complete the scope of work, and 2) submitting a completed [Appendix C: Pricing](#) (Schedule) according to the instructions provided within Appendix C and including signed, printed copies of all Pricing Schedules. The Agency will only accept completed forms/worksheets, as presented, and only contained in Appendix C.

IV. General

The Alabama Medicaid Agency is responsible for the administration of the Alabama Medicaid Program under a Federally-approved State Plan for Medical Assistance. Through teamwork, the Agency strives to enhance and operate a cost-efficient system of payment for health care services rendered to low-income individuals through a partnership with health care providers and other health care insurers both public and private.

Medicaid’s central office is located at 501 Dexter Avenue in Montgomery, Alabama. Central office personnel are responsible for data processing, program management, financial management, program integrity, general support services, professional services, and recipient eligibility services. For certain recipient categories, eligibility determination is made by Agency personnel located in eleven (11) district offices throughout the State and by one hundred forty (140) out-stationed workers in designated hospitals, health departments and clinics. Medicaid eligibility is also determined through established policies by the Alabama Department of Human Resources and the Social Security Administration. In 2019, over 1,000,000 million Alabama citizens were eligible for Medicaid benefits each month through a variety of programs.

Services covered by Medicaid include, but are not limited to, the following:

- Physician Services
- Inpatient and Outpatient Hospital Services

- Rural Health Clinic Services
- Laboratory and X-ray Services
- Nursing Home Services
- Early and Periodic Screening, Diagnosis and Treatment
- Dental for children ages zero (0) to twenty (20)
- Home Health Care Services and Durable Medical Equipment
- Family Planning Services
- Nurse-Midwife Services
- Federally Qualified Health Center Services
- Hospice Services
- Prescription Drugs
- Optometric Services
- Transportation Services
- Hearing Aids
- Intermediate Care Facilities for Individuals with Intellectual Disabilities
- Prosthetic Devices
- Outpatient Surgical Services
- Renal Dialysis Services
- Home and Community Based Waiver Services
- Prenatal Clinic Services
- Mental Health Services

Additional Medicaid program information can be found at www.medicaid.alabama.gov. The Alabama Medicaid Agency Organizational Chart can be found at the public website:

[2.1_Alabama_Medicaid_Organizational_Chart_10-20-22.pdf](#)

This document outlines the qualifications which must be met in order for an entity to serve as a Contractor. It is imperative that potential Contractors describe, **in detail**, how they intend to approach the Scope of Work specified in Section II of the RFP. The ability to perform these services must be carefully documented, even if the Contractor has been or is currently participating in a Medicaid Program. Proposals will be evaluated based on the written information that is presented in the response. This requirement underscores the importance and the necessity of providing in-depth information in the proposal with all necessary supporting documentation.

The Vendor must demonstrate in the proposal a thorough working knowledge of program policy requirements as described, herein, including, but not limited to, the applicable Operational Manuals, State Plan for Medical Assistance, Administrative Code and Code of Federal Regulations (CFR) requirements.

Entities that are currently excluded under Federal and/or State laws from participation in Medicare/Medicaid or any State's health care programs are prohibited from submitting bids.

V. Corporate Background and References

Entities submitting proposals must:

1. Provide evidence that the Vendor possesses the qualifications required in this RFP. If a subcontractor is necessary, the Contractor must identify the percentage of work, as measured by the total Proposal price, to be performed by the subcontractor. All contractor and subcontractor employees must work in the continental United States.

2. Provide a description of the Vendor's organization, including:
 - a) Date established.
 - b) Ownership (public company, partnership, subsidiary, etc.). Include an organizational chart depicting the Vendor's organization in relation to any parent, subsidiary, or related organization.
 - c) Number of employees and resources.
 - d) Names and resumes of Senior Managers and Partners in regard to this contract.
 - e) A list of all similar projects the Vendor has completed within the last three years.
 - f) A detailed breakdown of proposed staffing for this project, including names, education background, and resumes of all employees that will be assigned to this project.
 - g) A list of all Medicaid agencies or other entities for which the Vendor currently performs similar work.
 - h) Evidence that the Vendor is financially stable and that it has the necessary infrastructure to complete this contract as described in the Vendor's Proposal. The Vendor must provide audited financial statements for the last three years or similar evidence of financial stability for the last three years.
 - i) Vendor's acknowledgment that the State will not reimburse the Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice.
 - j) Details of any pertinent judgment, criminal conviction, investigation or litigation pending against the Vendor or any of its officers, directors, employees, agents or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.

3. The Vendor and subcontractor(s) must have all necessary business licenses, registrations, and professional certifications at the time of the contracting to be able to do business in Alabama. All companies submitting proposals in response to this RFP must be qualified to transact business in the State of Alabama in accordance with to include, but not limited to, Code of Alabama 1975, 10A-1-7.01 et seq., and shall have filed and possess a valid "Application for Registration" issued by the Secretary of State at the time of responding to this RFP. To obtain forms for the application, contact the Secretary of State, (334) 242-5324, www.sos.state.al.us.

4. Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors may reuse a reference on more than one Corporate Reference Worksheet, if that reference project included more than one of the required experiences. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.

The State reserves the right to use any information or additional references deemed necessary to establish the ability of the Vendor to perform the conditions of the contract.

A. Vendor Procurement Participation Restrictions

1. The awarded EDS Contractor, including any and all subcontractors, are precluded from being awarded any other AMMP or MES Contract. Upon award of the EDS contract, any active

procurement response submitted by the awarded EDS Contactor or by any of its subcontractors, in which any of these parties is the prime contractor or a subcontractor, will immediately be deemed null and void.

2. Any Contractor, including any and all subcontractors, who has a current contractual engagement with the Agency for PMO Services, Testing Services, or SI Services is precluded from being awarded any module contract solution (e.g. CPMS, PM, MEVV), either as the prime contractor or a subcontractor.

See Section VIII, General Terms and Conditions, section P .

Table V-1: Vendor Procurement Restrictions

Procurement	PMO	TCOE	SIS	EDS	CPMS	PM	MEVV	CARES
Program Management Office (PMO)	Open	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
Testing Center of Excellence (TCOE)	Excluded	Open	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
System Integration Services (SIS)	Excluded	Excluded	Open	Excluded	Excluded	Excluded	Excluded	Excluded
Enterprise Data Services (EDS)	Excluded	Excluded	Excluded	Open	Open	Open	Open	Open
Claims Processing Management System (CPMS)	Excluded	Excluded	Excluded	Open	Open	Open	Open	Open
Provider Management (PM)	Excluded	Excluded	Excluded	Open	Open	Open	Open	Open
Modular Electronic Visit Verification (MEVV)	Excluded	Excluded	Excluded	Open	Open	Open	Open	Open
Centralized Alabama Recipient Eligibility System (CARES)	Excluded	Excluded	Excluded	Open	Open	Open	Open	Open
Excluded: Awarded Contractor(s) are excluded from bidding on subsequent modules within the overall program.								
Open: Awarded Contractor(s) are not excluded from bidding on subsequent modules within the overall program.								

B. Experience Requirements

The Agency determined a minimum set of EDS Contractor qualifications and experience that any potential contractor must possess to fulfill the obligations of this RFP and resulting contract. Any Vendor responding to this RFP may be required to furnish additional information supporting their capability to comply with the conditions for submitting a response and fulfilling the contract if receiving an award. The Agency reserves the right to use any information or additional references deemed necessary to establish the ability of the Vendor to perform the conditions of the contract.

The Agency will accept experience and qualifications from any potential Contractor under either/both their current legal business name, as registered with the Agency, or experience and qualifications attained under a previous legal business name or business entity that has been consolidated, acquired, or merged under a different business, legal entity, so long as it is accompanied with a signed, executed, certificate of merger, as filed with the Agency. Before the award of any contract, the Agency shall be satisfied that the Vendor has sufficient qualified resources available for performing the work described in this RFP.

1. EDS Experience

The bidder shall provide evidence of a minimum of five (5) prior years of experience in the successful configuration, implementation, and operations of their offered solution. The solution provided as evidence must have, in the judgement of the State, performed substantially the same functions and have been of similar technical architecture as the solution offered in this bid. See [Appendix G: Corporate Reference Worksheet](#). Each reference must provide evidence that:

- The bidder has successfully operated their offered solution to a major healthcare payer for at least twelve (12) months of operation time since January 2018, serving a minimum of 1.5 million recipients. See [Appendix G: Corporate Reference Worksheet](#).
- The bidder has successfully achieved CMS certification in Program Integrity (PI)/Surveillance and Utilization Review (SUR), Decision Support Services (DSS) and Management and Administrative Reporting (MAR).
- The bidder has experience completing a T-MSIS report and supporting T-MSIS report issue

resolution for at least 3 years.

VI. Submission Requirements

A. Authority

This RFP is issued under the authority of Section 41-16-72 of the Alabama Code and 45 CFR part 75. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria. No other evaluation criteria, other than as outlined in the RFP, will be used.

In accordance with 45 CFR part 75, the State encourages free and open competition among Vendors. Whenever possible, the State will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the State's need to procure technically sound, cost-effective services and supplies.

Information contained in the RFP and its exhibits, including amendments and modifications thereto, reflect the most accurate information available to the Agency at the time of RFP preparation. No inaccuracies in such data will constitute a basis for an increase in payments to the Contractor, nor a basis for delay in performance.

B. Single Point of Contact

From the date this RFP is issued until a Vendor is selected and the selection is announced by the Project Director, all communication must be directed to the Project Director in charge of this solicitation. **Vendors or their representatives must not communicate with any State staff or officials regarding this procurement with the exception of the Project Director.** Any unauthorized contact may disqualify the Vendor from further consideration. Contact information for the single point of contact is as follows:

<i>Project Director:</i>	Shannon Crane
<i>Address:</i>	Alabama Medicaid Agency Lurleen B. Wallace Bldg. 501 Dexter Avenue PO Box 5624 Montgomery, Alabama 36103-5624
<i>E-Mail Address:</i>	EDS@medicaid.alabama.gov

C. RFP Documentation

1. Procurement Library

The Agency established a Procurement Library that contains the necessary documents and artifacts needed for a Vendor to complete their proposal. The documents are available for downloading from the Alabama Medicaid Procurement website;

(https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx)

See [Appendix F: RFP Documentation](#) for a complete list of contents.

2. Access Controlled SharePoint

The Agency maintains an access-controlled SharePoint site that contains Agency approved policies, procedures, and processes for the following:

- IT Project Governance
- Security Governance

- Data Governance

The Agency expects for Vendors to review artifacts contained in the access-controlled SharePoint for both Security Governance and Data Governance, as those specified items have significant relevance to the SOW for the EDS Contractor. Items and artifacts designated under the IT Project Governance category are superseded by the project management and program management processes, procedures, and deliverables ascribed within this RFP by the AMMP Program Management Office (PMO).

To gain access, Vendors are required to submit the Request for Access: EDS RFP Access Controlled SharePoint Form (PL17_AMA IST Governance SharePoint Site Access Request Form), one per Vendor, not per individual, via email to EDS@medicaid.alabama.gov. Once a request is received and approved, the RFP Coordinator will respond to the requestor with access instructions and the credentials necessary to logon to the access-controlled SharePoint site, for only the requestor listed. Requests received two (2) weeks prior (or less) to the proposal due date as listed in Table B-I-1 will not be granted.

Do not send more than one request per Vendor. Subcontractors interested in bidding may also request access in the same manner as listed above. The Agency reserves the right to deny any request for access privilege to the Controlled SharePoint site. Access privileges will be terminated at the close of the proposal response due date and time, as listed in B-1 Schedule of Events.

See [Appendix F: RFP Documentation](#) for a complete list of Access Controlled SharePoint contents.

D. Questions Regarding the RFP

Vendors with questions requiring clarification or interpretation of any section within this RFP must submit questions and receive formal, written replies from the State. Each question must be submitted to the Project Director via email. Questions and answers will be posted on the website as available.

E. Acceptance of Standard Terms and Conditions

Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive.

F. Adherence to Specifications and Requirements

Vendors must submit, as part of the Transmittal Letter, a written confirmation that the Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP.

G. Order of Precedence

In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail. Should the State issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor's proposal in the event of an inconsistency, ambiguity, or conflict.

H. Vendor's Signature

The proposal must be accompanied by the RFP Cover Sheet signed in ink by an individual authorized to legally bind the Vendor. The Vendor's signature on a proposal in response to this RFP guarantees that the offer has been established without collusion and without effort to preclude the State from obtaining the best possible supply or service. Proof of authority of the person signing the RFP response must be furnished upon request.

I. Offer in Effect for 90 Days

A proposal may not be modified, withdrawn, or canceled by the Vendor for a 90-day period following the deadline for proposal submission as defined in the Schedule of Events, or receipt of best and final offer, if required, and Vendor so agrees in submitting the proposal.

J. State Not Responsible for Preparation Costs

The costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by the State are entirely the responsibility of the Vendor. The State is not liable for any expense incurred by the Vendor in the preparation and presentation of their proposal, or any other costs incurred by the Vendor prior to execution of a contract.

K. State's Rights Reserved

While the State has every intention to award a contract as a result of this RFP, issuance of the RFP in no way constitutes a commitment by the State to award and execute a contract. Upon a determination such actions would be in its best interest, the State, in its sole discretion, reserves the right to:

- Cancel or terminate this RFP;
- Reject any or all of the proposals submitted in response to this RFP;
- Change its decision with respect to the selection and to select another proposal;
- Waive any minor irregularity in an otherwise valid proposal which would not jeopardize the overall program and to award a contract on the basis of such a waiver (minor irregularities are those which will not have a significant adverse effect on overall project cost or performance);
- Negotiate with any Vendor whose proposal is within the competitive range with respect to technical plan and cost;
- Adopt to its use all, or any part, of a Vendor's proposal and to use any idea or all ideas presented in a proposal;
- Amend the RFP (amendments to the RFP will be made by written addendum issued by the State and will be posted on the RFP website);
- Not award any contract.

L. Price

Vendors must respond to this RFP by utilizing the RFP Cover Sheet to indicate the firm and fixed price for the implementation and updating/operation phase to complete the scope of work.

M. E-Verify Memorandum of Understanding

The proposal response must include an E-Verify Memorandum of Understanding with the Department of Homeland Security.

N. Proposal Format

Each proposal must be prepared on standard 8 ½" x 11" paper, using a font no smaller than 11-point with 1" margins, and must be bound. The Agency will only allow the following exceptions:

- Graphics and tables may contain font no smaller than 8-point
- Detailed illustrations or graphics (on a limited basis) may be printed on no larger than 8 ½" x 14" paper, and folded to fit within the binders

- Pre-printed documents (e.g., financial statements, required materials) may be included in their original, existing formats, margins, size, and fonts for the original and additional hard copies submitted

The Vendor acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail, as stated in Section VI.G. – Submission Requirements – Order of Precedence. Should Medicaid issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor's proposal.

Responses will adhere to the page limits for each Tab (and/or Section) as notated in RFP Section VI.N. – Submission Requirements – Proposal Format, Item 1 – Proposal Structure. Economy in preparation is encouraged. Additional credit is not given for extra description beyond that which is necessary.

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.

b. Tab 2 – Proposal Compliance Checklist

The Proposal Response in this tab should ONLY contain a completed copy of [Appendix A: Proposal Compliance Checklist](#).

c. Tab 3 – Master Proposal Table of Contents

The proposal response for this tab does not have a page count requirement or limitation, and must ONLY contain a Master Proposal Table of Contents (TOC) with titles for each Tab (starting with Tab 4), subsections (within each Tab), Narrative Question ID numbers, tables, figures, and appendices, including beginning page numbers. Page numbers must be labeled and sequential per tab (e.g., 4-1, 4-2); each new tab is expected to restart page counts.

d. Tab 4 – Transmittal Letter

The proposal response for this tab does not have a page count requirement or limitation, and must ONLY contain the Transmittal Letter and all applicable enclosures as specified below. The Transmittal Letter is a cover letter addressed to the Project Director that includes the following:

1. Name of the corporation or other legal entity submitting the proposal. Vendor must use this section to state whether it is a partnership, non-profit corporation, Alabama Corporation, Non-Alabama Corporation, or some other structure.

2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive.
 - a. The Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP.
 - b. A statement that the Vendor understands and will comply with the specifications and requirements described in this RFP.
3. A statement of compliance with Affirmative Action and Equal Employment Opportunity regulations.
4. A statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP.
5. A statement that, unless otherwise required by law, the prices quoted must not be knowingly disclosed by the Vendor, directly or indirectly, prior to award of the contract, to any other Vendor, competitor, or any other person or entity.
6. A statement that no person or agency has been employed or retained to solicit or secure the proposed contract based on an agreement or understanding for a commission, percentage, brokerage, or contingent fee.
7. A statement that any person submitted as a candidate, for any position defined in this RFP, will be exclusive to ONLY this Vendor proposal response and cannot be submitted as a candidate in another Vendor's proposal. Furthermore, any candidate submitted for any position defined in this RFP that is discovered to be submitted by more than one Vendor for potential work assigned as part of this engagement will be considered disqualified.
8. A statement that the Vendor and its subcontractors will maintain a drug-free workplace.
9. A statement acknowledging that the successful Vendor will be required to complete (RFP) Contract and Attachments listed as [Appendix B: Contracts Attachments](#) in this RFP, inclusive of the Alabama Medicaid Agency Business Associate Addendum and a State of Alabama Disclosure Statement with the executed contract. See [Appendix B: Contract Attachments](#) for all required forms.
10. A statement that the Vendor has reviewed PL15_AMMP Tools List and understands the number of accounts provided upon contract award to the successful Vendor.
11. A statement that the Vendor's Pricing Schedule includes all necessary solution components and services, as proposed, to meet the Agency's solution requirements and expectations as listed in this RFP.
12. The letter must include a statement identifying any and all subcontractors and percentage of work done by subcontractors, if any, who are needed in order to satisfy the requirements of this RFP.
13. The proposal includes a written confirmation that the Agency will not reimburse the Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice.
14. The proposal includes a written confirmation that the Contractor understands the Conflict-of-Interest Exclusion prohibiting the Contractor from responding to any other contracts related to this RFP.
15. A statement attesting that all Contractor and subcontractor employees must work in the continental United States.

16. Vendors will include all signed Amendments, as an enclosure, after their signed Transmittal Letter, within Tab 4.

e. Tab 5 – Pricing Schedule

The proposal response for this tab does not have a page count requirement or limitation, and must ONLY contain the completed [Appendix C: Pricing](#). The pricing schedule must be complete, correct, each page printed, and each schedule signed (wet signature), and dated. Pricing schedules that do not meet all of the above criteria will be considered non-responsive and will not be evaluated any further. The total firm and fixed contract price from [Appendix C: Pricing](#), must be entered on the RFP Cover Sheet.

f. Tab 6 – Scope of Work and Narrative Response

Vendor Instructions:

This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP; with the exception of responses pertaining to Section II.I. – Scope of Work – Enterprise and General Services, Sub-Section 8 – General Staffing, which will be included in Tab 8. Please see the Procurement Library item PL19_ EDS Response to Narrative Questions Template for an example on how to structure the response. In this tab the Vendor will provide a response aligned to the following format:

- Tab 6 CANNOT exceed 150 pages, single-sided, in length
- Vendors MUST provide a Narrative Response to all Section II – Scope of Work content/text
- Vendors answers to Narrative Questions MUST follow sub-sectional Narrative Responses
- Duplicative/Repetitive answers can be cross referenced for brevity
- Identify and/or label any specific references to applicable requirements in-line with the text (e.g., “REQ – XXXX”)
- Unless specified otherwise Vendors are required to contain their response to the ENTIRE Section II – Scope of Work within Tab 6

Vendor Narrative Response to Section II. – Scope of Work – Alabama Medicaid Enterprise Data Services Narrative Questions

Vendor must describe their proposed approach, providing applicable examples of evidence supporting the proposed approach, to completing all of Section II – Scope of Work. The Vendor must also demonstrate a clear understanding of the services and support requested within Section II – Scope of Work. The Narrative Response to the entire SOW must be laid out, organized, and flowed in accordance with the order/manner as it is presented and laid out, within this RFP.

Vendor Response to Agency Narrative Questions (as included within) Section II – Scope of Work

Response to Narrative Questions – Roles and Responsibilities

Vendor Response to Agency Narrative Questions (as included within) Section II – Scope of Work

Response to Narrative Questions – Roles and Responsibilities

Q-01 Describe your approach to working with both the Agency and all MES Module Contractors to achieve the following:

-
- Cohesive project team
 - Collaborative relationships with Stakeholders
-

Vendor response to Question/Statement. Identify and/or label any specific references to applicable requirements in-line with the text (e.g., "REQ – XXXX").

Q-02 Describe your experience and approach to working with state/governmental agencies embarking on modular solutions. What lessons have you learned with other engagements that will help your engagement with Alabama?

Vendor response to Question/Statement. Identify and/or label any specific references to applicable requirements in-line with the text (e.g., "REQ – XXXX")

g. Tab 7 – RRM and Deliverables (Requested for Submittal)

Vendor Instructions: Provide the following items as part of Tab 7:

1. Completed, signed [Appendix E: Requirements Response Matrix](#) (RRM)
2. Draft high-level EDS Project Schedule
3. Draft sample, or example of a Design and Technical Architecture Package (DDI_01)
4. Comprehensive list of all proposed software components for the EDS, including a description and its purpose.
5. Draft sample, example, or template for the Test Evaluation and Management Plan (TEMP; TST_01).

h. Tab 8 – Corporate Background, Experience, and Personnel

Entities submitting proposals must:

1. Provide evidence that the Vendor possesses the qualifications required in this RFP. If a subcontractor is necessary, the Contractor must identify the percentage of work, as measured by the total Proposal price, to be performed by the subcontractor. *All contractor and subcontractor employees must work in the continental United States.*
2. Provide a description of the Vendor’s organization, including:
 - a) Date established.
 - b) Ownership (public company, partnership, subsidiary, etc.). Include an organizational chart depicting the Vendor’s organization in relation to any parent, subsidiary, or related organization.
 - c) Number of employees and resources.
 - d) Names and resumes of Senior Managers and Partners in regard to this contract.
 - e) A list of all similar projects the Vendor has completed within the last three years.
 - f) A detailed breakdown of proposed staffing for this project, including names, education background and resumes of all employees that will be assigned to this project.
 - g) A list of all Medicaid agencies or other entities for which the Vendor currently performs similar work.
 - h) Evidence that the Vendor is financially stable and that it has the necessary infrastructure to complete this contract as described in the Vendor’s Proposal. The Vendor must provide audited financial statements for the last three years, or similar evidence of financial stability for the last three years.
 - i) Vendor’s acknowledgment that the State will not reimburse the Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice.
 - j) Details of any pertinent judgment, criminal conviction, investigation or litigation pending against the Vendor or any of its officers, directors, employees, agents or subcontractors of

which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.

3. The contractor and sub-contractor must have all necessary business licenses, registrations and professional certifications at the time of the contracting to be able to do business in Alabama. All companies submitting proposals in response to this RFP must be qualified to transact business in the State of Alabama in accordance with to include, but not limited to, Code of Alabama 1975, 10A-1- 7.01 et seq., and shall have filed and possess a valid “Application for Registration” issued by the Secretary of State at the time of responding to this RFP. To obtain forms for the application, contact the Secretary of State, (334) 242-5324, www.sos.state.al.us.
4. Furnish three (3) references for projects of similar size and scope, including contact name, title, telephone number, and address. Performance references should also include contract type, size, and duration of services rendered. **You may not use any Alabama Medicaid Agency personnel as a reference.**
5. Vendor Procurement Participation Restrictions
Provide a narrative response that describes and explains the Vendor’s understanding of the Procurement Participation Restrictions as laid out in the RFP.
6. Experience Requirements
Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – EDS Experience.
7. Required Key Personnel
Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.I.8 – Scope of Work, Enterprise and General Services – General Staffing

i. Tab 9 – Corporate References

The proposal response for this tab does not have a page count requirement or limitation, and should include:

- All required (and any optional/additional and subcontractors) and completed [Appendix G: Corporate Reference Worksheet](#).
- Minimum of three (3) references ([Appendix G: Corporate Reference Worksheet](#)). Vendors are encouraged to submit additional references, beyond the three (3) required references to help illustrate additional experience with Enterprise Data Services or the services required in this RFP.

j. Tab 10 – Additional Attachments

The proposal response for this tab does not have a page count requirement or limitation, and should include:

- Signed, Appendices C.1 through C.5
- Additional, sample, draft, example Deliverables and/or Artifacts, Templates, supporting the responses in Tabs 6 – 8.
- Financial Statements

O. Proposal Withdrawal

Proposals shall be irrevocable until Contract award unless the proposal is withdrawn. Vendors may withdraw a response at any time up to the proposal due date and time, as listed in Table B-I-1: Schedule of Events. To accomplish this, the written request must be signed by an authorized representative of the Vendor and submitted to the Project Director, as listed in RFP Section VI.B. – Submission Requirements – Single Point of Contact. If a previously submitted response is withdrawn before the deadline, the Vendor may submit another response at any time up to the proposal due date and time, as listed in Table B-I-1: Schedule of Events.

P. Proposal Amendment

Medicaid will not accept any amendments, revisions, or alterations to proposals after the deadline for submitting proposals unless such is formally requested, in writing, by the Agency.

Q. Proposal Errors

The Vendor is liable for all errors or omissions contained in their proposals. The Vendor will not be allowed to alter proposal documents after the deadline for submitting proposals. If the Vendor needs to change a previously submitted proposal, the Vendor must withdraw the entire proposal and may submit the corrected proposal before the deadline for submitting proposals.

R. Disclosure of Proposal Contents

Proposals and supporting documents are kept confidential until the evaluation process is complete, a Vendor has been selected, and the contract has been signed by all required parties. Vendors should be aware that any information in a response may be subject to disclosure and/or reproduction under Alabama law. Designation as proprietary or confidential may not protect any materials included within the response from disclosure if required by law. Vendors should redact, mark, or otherwise designate any material that they believe is proprietary or otherwise confidential by labeling the page as “CONFIDENTIAL.” The Vendor must also state any legal authority as to why that material should not be subject to public disclosure under Alabama open records law and is marked as Proprietary Information. By way of illustration but not limitation, “Proprietary Information” may include trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know how, improvements, discoveries, developments, designs, and techniques.

Information contained in the Pricing Section may not be marked confidential. It is the sole responsibility of the Vendor to indicate information that is to remain confidential. Medicaid assumes no liability for the disclosure of information not identified by the Vendor as confidential. If the Vendor identifies its entire proposal as confidential, Medicaid may deem the proposal as non-compliant and may reject it.

S. Submission of Proposals

Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to RFP Number: 2022-EDS-01. Proposals must be sent to the attention of the Project Director and received at the Agency as specified in the Schedule of Events. It is the responsibility of the Vendor to ensure receipt of the Proposal by the deadline specified in the Schedule of Events.

T. Copies Required

Vendors must submit the following in response to this RFP:

1. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 – Scope of Work and Narrative Response shall be printed single-sided. Vender must identify the original hard copy clearly on the outside of the proposal. See Section VI.N – Submission Requirements – Proposal Structure.
2. Three (3) additional hard copies (of the original proposal) in binder form.

3. A jump drive clearly labeled with the Vendor name with the following content. The Agency must be able to read and copy files; Vendors must provide passwords for any encryption that they use.

- a) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response.
- b) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed.
- c) One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name.
- d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted.
- e) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response.
- f) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed.
- g) Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor's response.
- h) Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor's response

U. Late Proposals

Regardless of cause, late proposals will not be accepted and will automatically be disqualified from further consideration. It shall solely be the Vendor's responsibility to ensure delivery at the Agency by the designated deadline. Late proposals will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed if requested.

V. Proposal Clarifications

The Agency reserves the right to request clarifications with any or all Vendors if they are necessary to properly clarify compliance with the requirements of this RFP. The Agency will not be liable for any costs associated with such clarifications. The purpose of any such clarifications will be to ensure full understanding of the proposal. Clarifications will be limited to specific sections of the proposal identified by the Agency. If the Agency requests clarifications, the Vendor must put such clarifications in writing within the specified time frame.

VII. Evaluation and Selection Process

Section II – Scope of Work outlines the Vendor capabilities, and Section V.B – Corporate Background and References – Experience Requirements outlines the requirement qualifications that are necessary and must be met for an entity to serve as EDS Contractor. It is imperative that Vendors describe, in detail, how they intend to approach the Scope of Work of this RFP in order for their response to be evaluated by the Evaluation Committee.

A. Initial Classification of Proposals as Responsive or Non-responsive

All proposals will initially be classified as either “responsive” or “non-responsive.” Proposals may be found non-responsive at any time during the evaluation process or contract negotiation if any of the required information is not provided; or the proposal is not within the plans and specifications described and required in the RFP. If a proposal is found to be non-responsive, it will not be considered further. Proposals failing to demonstrate that the Vendor meets the mandatory requirements listed in [Appendix A: Proposal Compliance](#)

[Checklist](#) will be deemed non-responsive and not considered further in the evaluation process (and thereby rejected).

B. Determination of Responsibility

The Project Director will determine whether a Vendor has met the standards of responsibility. In determining responsibility, the Project Director may consider factors such as, but not limited to, the Vendor’s specialized expertise, ability to perform the work, experience, and past performance. Such a determination may be made at any time during the evaluation process and through contract negotiation if information surfaces that would result in a determination of non-responsibility. If a Vendor is found non-responsible, a written determination will be made a part of the procurement file and mailed to the affected Vendor.

C. Opportunity for Additional Information

The Agency reserves the right to contact any Vendor submitting a proposal for the purpose of clarifying issues in that Vendor’s proposal. Vendors must clearly designate in their proposal a point-of-contact for questions or issues that arise in the Agency’s review of a Vendor’s proposal.

D. Evaluation Committee

An Evaluation Committee appointed by the Project Director will read the proposals, conduct corporate and personal reference checks, score the proposals, and make a written recommendation to the Commissioner of the Alabama Medicaid Agency. The Agency may change the size or composition of the Committee during the review in response to exigent circumstances.

E. Scoring

The Evaluation Committee will score the proposals using the scoring system shown in the Table VII-1: EDS RFP Evaluation Scoring Breakdown. The highest score that can be awarded to any proposal is 100 points.

Table VII-1: EDS RFP Evaluation Scoring Breakdown

Evaluation Factor	Highest Possible Score
Pricing Schedule	30
Scope of Work / Narrative Question Responses	20
RRM and Deliverables (Requested for Submittal)	20
Corporate Background and Experience	20
Corporate Reference	10
Total	100

F. Determination of Successful Proposal

The Vendor whose proposal is determined to be in the best interest of the Agency will be recommended as the successful EDS Contractor. The Project Director will forward this Vendor’s proposal through the supervisory chain to the Commissioner, with documentation to justify the Committee’s recommendation. When the final approval is received, the Agency will notify the selected Vendor. If the Agency rejects all proposals, it will notify all Vendors. The Agency will post the award on the Agency website at <https://medicaid.alabama.gov/>. The award will be posted under the applicable RFP number.

VIII. General Terms and Conditions

A. General

This RFP and Contractor's response thereto shall be incorporated into a contract by the execution of a formal agreement. The contract and amendments, if any, are subject to approval by the Governor of the State of Alabama.

The contract shall include the following:

- Executed contract
- RFP, attachments, and any amendments thereto
- Contractor's response to the RFP, and shall be construed in accordance with and in the order of the applicable provisions of:
 - a) Title XIX of the Social Security Act, as amended and regulations promulgated hereunder by Health & Human Services (HHS) and any other applicable federal statutes and regulations
 - b) The statutory and case law of the State of Alabama
 - c) The Alabama State Plan for Medical Assistance under Title XIX of the Social Security Act, as amended
 - d) The Medicaid Administrative Code
 - e) Medicaid's written response to prospective Vendor questions

B. Compliance with State and Federal Regulations

Contractor shall perform all services under the contract in accordance with applicable federal and state statutes and regulations. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the federal statutes and regulations as the same may be amended from time to time.

C. Term of Contract

The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than two (2) years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for two (2) years, with three (3) two-year options for extension. Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period. At the end of the contract period Alabama Medicaid may at its discretion, exercise the extension option and allow the period of performance to be extended at the rate indicated on the RFP Cover Sheet. The Contractor will provide pricing for each year of the contract, including any extensions.

Contractor acknowledges and understands that this contract is not effective until it has received all requisite state government approvals, and Contractor shall not begin performing work under this contract until notified to do so by Medicaid. Contractor is entitled to no compensation for work performed prior to the effective date of this contract.

D. Contract Amendments

No alteration or variation of the terms of the contract shall be valid unless made in writing and duly signed by the parties thereto. The contract may be amended by written agreement duly executed by the parties. Every such amendment shall specify the date its provisions shall be effective as agreed to by the parties.

The contract shall be deemed to include all applicable provisions of the State Plan and of all State and Federal laws and regulations applicable to the Alabama Medicaid Program, as they may be amended. In the event of any substantial change in such Plan, laws, or regulations that materially affects the operation of the Alabama Medicaid Program or the costs of administering such Program, either party, after written notice and before performance of any related work, may apply in writing to the other for an equitable adjustment in compensation caused by such substantial change.

E. Confidentiality

Contractor shall treat all information, and in particular information relating to individuals that is obtained by or through its performance under the contract, as confidential information to the extent confidential treatment is provided under State and Federal laws, including 45 CFR §160.101 – 164.534. Contractor shall not use any information so obtained in any manner except as necessary for the proper discharge of its obligations and rights under this contract.

Contractor shall ensure safeguards that restrict the use or disclosure of information concerning individuals to purposes directly connected with the administration of the Plan in accordance with 42 CFR Part 431, Subpart F, as specified in 42 CFR § 434.6(a)(8). Purposes directly related to the Plan administration include:

1. Establishing eligibility;
2. Determining the amount of medical assistance;
3. Providing services for recipients; and
4. Conducting or assisting an investigation, prosecution, or civil or criminal proceeding related to the administration of the Plan.

Pursuant to requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 (Public Law 104-191), the successful Contractor shall sign and comply with the terms of a Business Associate agreement with the Agency ([Appendix B: Contract Attachments](#)).

F. Security and Release of Information

Contractor shall take all reasonable precautions to ensure the safety and security of all information, data, procedures, methods, and funds involved in the performance under the contract and shall require the same from all employees so involved. Contractor shall not release any data or other information relating to the Alabama Medicaid Program without prior written consent of Medicaid. This provision covers both general summary data as well as detailed, specific data. Contractor shall not be entitled to use of Alabama Medicaid Program data in its other business dealings without prior written consent of Medicaid. All requests for program data shall be referred to Medicaid for response by the Commissioner only.

G. Federal Nondisclosure Requirements

Each officer or employee of any person to whom Social Security information is or may be disclosed shall be notified in writing by such person that Social Security information disclosed to such officer or employee can be only used for authorized purposes and to that extent and any other unauthorized use herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as five years, or both, together with the cost of prosecution. Such person shall also notify each such officer or employee that any such unauthorized further disclosure of Social Security information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC Sections 7213 and 7431 and set forth at 26 CFR 301.6103(n).

Additionally, it is incumbent upon the Contractor to inform its officers and employees of penalties for improper disclosure implied by the Privacy Act of 1974, 5 USC 552a. Specifically, 5 USC 552a (i) (1), which is made applicable to contractors by 5 USC 552a (m) (1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses that material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

H. Contract a Public Record

Upon signing of this contract by all parties, the terms of the contract become available to the public pursuant to Alabama law. Contractor agrees to allow public access to all documents, papers, letters, or other materials subject to the current Alabama law on disclosure. It is expressly understood that substantial evidence of Contractor's refusal to comply with this provision shall constitute a material breach of contract.

I. Termination for Bankruptcy

The filing of a petition for voluntary or involuntary bankruptcy of a company or corporate reorganization pursuant to the Bankruptcy Act shall, at the option of Medicaid, constitute default by Contractor effective the date of such filing. Contractor shall inform Medicaid in writing of any such action(s) immediately upon occurrence by the most expeditious means possible. Medicaid may, at its option, declare default and notify Contractor in writing that performance under the contract is terminated and proceed to seek appropriate relief from Contractor.

J. Termination for Default

Medicaid may, by written notice, terminate performance under the contract, in whole or in part, for failure of Contractor to perform any of the contract provisions. In the event Contractor defaults in the performance of any of Contractor's material duties and obligations, written notice shall be given to Contractor specifying default. Contractor shall have 10 calendar days, or such additional time as agreed to in writing by Medicaid, after the mailing of such notice to cure any default. In the event Contractor does not cure a default within 10 calendar days, or such additional time allowed by Medicaid, Medicaid may, at its option, notify Contractor in writing that performance under the contract is terminated and proceed to seek appropriate relief from Contractor.

K. Termination for Unavailability of Funds

Performance by the State of Alabama of any of its obligations under the contract is subject to and contingent upon the availability of State and Federal monies lawfully applicable for such purposes. If Medicaid, in its sole discretion, deems at any time during the term of the contract that monies lawfully applicable to this agreement shall not be available for the remainder of the term, Medicaid shall promptly notify Contractor to that effect, whereupon the obligations of the parties hereto shall end as of the date of the receipt of such notice and the contract shall at such time be cancelled without penalty to Medicaid and/or the State or Federal Government.

L. Proration of Funds

In the event of proration of the funds from which payment under this contract is to be made, this contract will be subject to termination.

M. Termination for Convenience

Medicaid may terminate performance of work under the contract in whole or in part whenever, for any reason, Medicaid, in its sole discretion determines that such termination is in the best interest of the State. In the event that Medicaid elects to terminate the contract pursuant to this provision, it shall so notify the Contractor by certified or registered mail, return receipt requested. The termination shall be effective as of the date specified in the notice. In such event, Contractor will be entitled only to payment for all work satisfactorily completed and for reasonable, documented costs incurred in good faith for work in progress. The Contractor will not be entitled to payment for uncompleted work or for anticipated profit, unabsorbed overhead, or any other costs.

N. Force Majeure

Contractor shall be excused from performance hereunder for any period Contractor is prevented from performing any services pursuant hereto in whole or in part as a result of an act of God, war, civil disturbance, epidemic, or court order; such nonperformance shall not be a ground for termination for default.

O. Nondiscriminatory Compliance

Contractor shall comply with Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Executive Order No. 11246, as amended by Executive Order No. 11375, both issued by the President of the United States and the Americans with Disabilities Act of 1990, and with all applicable Federal and State laws, rules, and regulations implementing the foregoing statutes with respect to nondiscrimination in employment.

P. Conflict of Interest

The parties acknowledge and agree that the Contractor must be free of conflicts of interest in accordance with all Federal and State regulations while performing the duties within the contract and this amendment. The Contractor and Medicaid agree that each has no conflict of interest preventing the execution of this contract amendment or the requirements of the original contract, and said parties will abide by applicable State and Federal regulations, specifically those requirements found in the Office of Federal Procurement Policy Act. 41 U.S.C.A. 2101 through 2107.

Q. Open Trade

In compliance with Section 41-16-5 Code of Alabama (1975), the Contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this State can enjoy open trade.

R. Small and Minority Business Enterprise Utilization

In accordance with the provisions of 45 CFR Part 75.330 and OMB Circular A-102, affirmative steps shall be taken to ensure that small and minority businesses are utilized when possible as sources of supplies, equipment, construction, and services.

S. Worker's Compensation

Contractor shall take out and maintain, during the life of this contract, Worker's Compensation Insurance for all of its employees under the contract or any subcontract thereof, if required by State law.

T. Employment of State Staff

Contractor shall not knowingly engage on a full-time, part-time, or other basis during the period of the contract any professional or technical personnel or contractual consultants, who are or have been in the employment of Medicaid during the previous twelve (12) months, except retired employees, without the written consent of Medicaid. Certain Medicaid employees may be subject to more stringent employment restrictions under the Alabama Code of Ethics, §36-25-1 et seq., Code of Alabama 1975.

U. Immigration Compliance

Contractor will not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Contractor shall comply with the requirements of the Immigration Reform and Control Act of 1986 and the Beason-Hammon Alabama Taxpayer and Citizen Protection Act (Ala. Act 2012- 491 and any amendments thereto) and certify its compliance by executing Attachment G. The Contractor will document that the Contractor is enrolled in the E-Verify Program operated by the US Department of Homeland Security as required by Section 9 of Act 2012-491. During the performance of the contract, the Contractor shall participate in the E-Verify program and shall verify every employee that is

required to be verified according to the applicable Federal rules and regulations. Contractor further agrees that, should it employ or contract with any subcontractor(s) in connection with the performance of the services pursuant to this contract that the Contractor will secure from such subcontractor documentation that subcontractor is enrolled in the E-Verify program prior to performing any work on the project. The subcontractor shall verify every employee that is required to be verified according to the applicable Federal rules and regulations. This subsection shall only apply to subcontractors performing work on a project subject to the provisions of this section and not to collateral persons or business entities hired by the subcontractor. Contractor shall maintain the subcontractor documentation, which shall be available upon request by the Alabama Medicaid Agency.

Pursuant to Ala. Code §31-13-9(k), by signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate Federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

Failure to comply with these requirements may result in termination of the agreement or subcontract.

V. Share of Contract

No official or employee of the State of Alabama shall be admitted to any share of the contract or to any benefit that may arise therefrom.

W. Waivers

No covenant, condition, duty, obligation, or undertaking contained in or made a part of the contract shall be waived except by written agreement of the parties.

X. Warranties Against Broker's Fees

Contractor warrants that no person or selling agent has been employed or retained to solicit or secure the contract upon an agreement or understanding for a commission percentage, brokerage, or contingency fee excepting bona fide employees. For breach of this warranty, Medicaid shall have the right to terminate the contract without liability.

Y. Novation

In the event of a change in the corporate or company ownership of Contractor, Medicaid shall retain the right to continue the contract with the new owner or terminate the contract. The new corporate or company entity must agree to the terms of the original contract and any amendments thereto. During the interim between legal recognition of the new entity and Medicaid execution of the novation agreement, a valid contract shall continue to exist between Medicaid and the original Contractor. When, to Medicaid's satisfaction, sufficient evidence has been presented of the new owner's ability to perform under the terms of the contract, Medicaid may approve the new owner and a novation agreement shall be executed.

Z. Employment Basis

It is expressly understood and agreed that Medicaid enters into this agreement with Contractor and any subcontractor as authorized under the provisions of this contract as an independent Contractor on a purchase of service basis and not on an employer-employee basis and not subject to State Merit System law.

AA. Disputes and Litigation

Except in those cases where the proposal response exceeds the requirements of the RFP, any conflict between the response of Contractor and the RFP shall be controlled by the provisions of the RFP. Any

dispute concerning a question of fact arising under the contract which is not disposed of by agreement shall be decided by the Commissioner of Medicaid.

The Contractor's sole remedy for the settlement of any and all disputes arising under the terms of this contract shall be limited to the filing of a claim with the board of Adjustment for the State of Alabama. Pending a final decision of a dispute hereunder, the Contractor must proceed diligently with the performance of the contract in accordance with the disputed decision.

In the event of any dispute between the parties, senior officials of both parties shall meet and engage in a good faith attempt to resolve the dispute. Should that effort fail, and the dispute involves the payment of money, a party's sole remedy is the filing of a claim with the Board of Adjustment of the State of Alabama.

For any and all other disputes arising under the terms of this contract that are not resolved by negotiation, the parties agree to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation. Such dispute resolution shall occur in Montgomery, Alabama, utilizing where appropriate, mediators selected from the roster of mediators maintained by the Center For Dispute Resolution of the Alabama State Bar.

Any litigation brought by Medicaid or the Contractor regarding any provision of the contract shall be brought in either the Circuit Court of Montgomery County, Alabama, or the United States District Court for the Middle District of Alabama, Northern Division, according to the jurisdictions of these courts. This provision shall not be deemed an attempt to confer any jurisdiction on these courts which they do not by law have, but is a stipulation and agreement as to forum and venue only.

BB. Records Retention and Storage

Contractor shall maintain financial records, supporting documents, statistical records, and all other records pertinent to the Alabama Medicaid Program for a period of three years from the date of the final payment made by Medicaid to Contractor under the contract. However, if audit, litigation, or other legal action by or on behalf of the State or Federal Government has begun but is not completed at the end of the three- year period, or if audit findings, litigation, or other legal action have not been resolved at the end of the three- year period, the records shall be retained until resolution.

Subsequent to the contract term, documents shall be returned to Medicaid within three (3) business days following expiration or termination of the contract. Micro media copies of source documents for storage may be used in lieu of paper source documents subject to Medicaid approval. Additionally, the Contractor shall perform backup and archive following the Agency SLAs and CMS, State, and industry standards.

CC. Inspection of Records

Contractor agrees that representatives of the Comptroller General, HHS, the General Accounting Office, the Alabama Department of Examiners of Public Accounts, and Medicaid and their authorized representatives shall have the right during business hours to inspect and copy Contractor's books and records pertaining to contract performance and costs thereof. Contractor agrees this includes authorization from any parent, affiliate, or subsidiary organization, for any of the agencies listed above to have access to pertinent records, if such a relationship exists as would impact upon the Contractor's performance under the proposed contract. Contractor shall cooperate fully with requests from any of the agencies listed above and shall furnish free of charge copies of all requested records. Contractor may require that a receipt be given for any original record removed from Contractor's premises.

DD. Use of Federal Cost Principles

For any terms of the contract which allow reimbursement for the cost of procuring goods, materials, supplies, equipment, or services, such procurement shall be made on a competitive basis (including the use

of competitive bidding procedures) where practicable, and reimbursement for such cost under the contract shall be in accordance with 48 CFR, Chapter 1, Part 31. Further, if such reimbursement is to be made with funds derived wholly or partially from Federal sources, such reimbursement shall be subject to Contractor's compliance with applicable Federal procurement requirements, and the determination of costs shall be governed by Federal cost principles.

EE. Payment

Contractor shall submit a detailed invoice to Medicaid for compensation for the deliverable and/or work performed monthly. The invoice will be based on the amounts submitted in [Appendix C: Pricing](#). Each monthly invoice shall have a cover letter/memo addressed to the Project Director. Medicaid Enterprise System (MES) Office printed on the EDS Contractor's company letterhead. The invoice shall contain line items for each tab in the [Appendix C: Pricing](#) that is applicable for the invoice date submitted.

Payments to Contractor shall be dependent upon successful completion and acceptance of described work and delivery of required documentation. The Agency will not reimburse the Contractor until (a) the Project Director has approved the invoice; and (b) the Agency has reviewed and approved all deliverables covered by the invoice.

FF. Notice to Parties

Any notice to Medicaid under the contract shall be sufficient when mailed to the Project Director. Any notice to Contractor shall be sufficient when mailed to Contractor at the address given on the return receipt from this RFP or on the contract after signing. Notice shall be given by certified mail, return receipt requested.

GG. Disclosure Statement

The successful Contractor shall be required to complete a financial disclosure statement with the executed contract.

HH. Debarment

Contractor hereby certifies that neither it nor its principals nor any subcontractor or its principals, is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any Federal department or agency.

II. Not to Constitute a Debt of the State

Under no circumstances shall any commitments by Medicaid constitute a debt of the State of Alabama as prohibited by Article XI, Section 213, Constitution of Alabama of 1901, as amended by Amendment 26. It is further agreed that if any provision of this contract shall contravene any statute or Constitutional provision or amendment, whether now in effect or which may, during the course of this contract, be enacted, then that conflicting provision in the contract shall be deemed null and void. The Contractor's sole remedy for the settlement of any and all disputes arising under the terms of this agreement shall be limited to the filing of a claim against Medicaid with the Board of Adjustment for the State of Alabama.

JJ. Qualification to do Business in Alabama

Should a foreign corporation (a business corporation incorporated under a law other than the law of this state) be selected to provide professional services in accordance with this RFP, it must be qualified to transact business in the State of Alabama and possess a valid "Application of Registration" issued by the Secretary of State at the time a professional services contract is executed. To obtain forms for an "Application for Registration," contact the Secretary of State at (334) 242-5324 or www.sos.state.al.us. The "Application for Registration" showing application has been made must be submitted with the proposal.

KK. Choice of Law

The construction, interpretation, and enforcement of this contract shall be governed by the substantive contract law of the State of Alabama without regard to its conflict of laws' provisions. In the event any provision of this contract is unenforceable as a matter of law, the remaining provisions will remain in full force and effect.

LL. AMMIS Interface Standards

Contractor hereby certifies that any exchange of MMIS data with the Agency's fiscal agent will be accomplished by following the AMMIS Interface Standards Document, which will be posted on the Alabama Medicaid Procurement website.

(https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx).

MM. Contract Liquidated Damages

Contractor shall receive written notice from Medicaid upon a finding of failure to comply with contract requirements, which contains a description of the events that resulted in such a finding. Contractor shall be allowed to submit rebuttal information or testimony in opposition to such findings. Medicaid shall make a final decision regarding implementation of liquidated damages. The Contractor is responsible for meeting all terms of:

- 1) Executed contract;
- 2) RFP, and any amendments thereto;
- 3) Contractor's response to the RFP;
- 4) Medicaid's written responses to prospective bidders' questions; and
- 5) Contractor's clarifications as requested by Medicaid during the evaluation process.

In the event that Contractor fails to meet the RFP and contract requirements and damages are sustained by Medicaid, Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.

A. Failure to deliver requisite reports/services/deliverables:

- 1) Failure to deliver requisite reports/services/deliverables as defined by the RFP by the date specified by Medicaid. - \$100 per day per report.
- 2) Failure to provide documentation as required by the RFP - \$500 per instance.
- 3) Failure to comply with any other requirement of the RFP - \$500 per instance.
- 4) Failure to perform tasks as specified in the RFP within the time specified by Medicaid - \$100 per instance.
- 5) Misrepresentation or falsification of information furnished to CMS, to the State - \$5,000 per instance.
- 6) Failure to meet technical requirements - \$500 per instance.

B. In addition:

- 1) Contractors shall be liable for any penalties or disallowance of Federal Financial Participation incurred by Medicaid due to Contractor's failure to comply with the terms of the contract. Total dollars may include State funds, as well as Federal funds.
- 2) Imposition of liquidated damages may be in addition to other contract remedies and does not waive Medicaid's right to terminate the contract.
- 3) Unauthorized use of information shall be subject to the imposition of liquidated damages plus any penalties incurred by Medicaid for said infractions.

- 4) Failure to safeguard confidential information of providers, recipients, or the Medicaid program shall be subject to the imposition of liquidated damages plus any penalties incurred by Medicaid for said infractions.

Written notification of each failure to meet material contract requirements not specifically mentioned above shall be given to the Contractor. The Contractor shall have five (5) days from the date of receipt of written notification of a failure to perform to specifications to cure the failure. However, the Agency may, at its sole discretion, approve additional days if deemed necessary. If the Contractor does not resolve the failure within this warning/cure time period, damages shall be imposed retroactively to the date of failure to perform.

The Agency shall assess liquidated damages in the amount of one thousand dollars (\$1,000.00) per day for the first ten (10) days until the non-compliance is corrected. On the eleventh day, the Agency shall increase the amount assessed to one thousand five hundred dollars (\$1,500.00) per day for the next ten (10) days. The daily damages rate shall continue to increase by five hundred dollars (\$500.00) at each interval of ten (10) days until compliance is achieved.

Amounts owed the Agency due to liquidated damages shall be deducted by the Agency from any money payable to the Contractor pursuant to this contract. These amounts may be deducted from any actual damages claimed by the Agency in the event of litigation for non-compliance and default. The Contractor shall have an approved Corrective Action Plan (CAP) within five (5) business days of a Medicaid request. The Contractor shall be assessed liquidated damages in the amount of five hundred dollars (\$500) per business day until the plan is approved. The CAP must contain a schedule of events with a final resolution date that is no more than 30 calendar days from the plan approval date, or a final resolution date approved by Medicaid. If the Contractor does not resolve the issue defined in the CAP, they shall be assessed liquidated damages in the amount of one thousand dollars (\$1,000.00) for each day after the final resolution date.

If Medicaid elects not to impose liquidated damages in a particular instance, this decision shall not be construed as a waiver of Medicaid's right to pursue future assessment of that performance requirement and associated liquidated damages.

NN. Software and Ownership

In accordance with Federal regulations, if the AMA is using CMS enhanced funding for COTS configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation for royalty-free, non-exclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product.

The Contractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Products discovered, created, or developed under this contract shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter be and remain the sole property of the State and its assignees, except as specifically set forth in writing and signed by both AMA and Contractor. The Contractor agrees that the State shall have all rights with respect to any Work Product discovered, created, or developed under this contract without regard to the origin of the Work Product.

Additionally, in all instances, the State of Alabama owns any software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Upon payment as stated above, CMS has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and authorize others to use for Federal government purposes, software, modifications to software, and documentation that is designed developed, installed, or enhanced with 90% FFP.

The Contractor shall obtain for Medicaid any necessary licenses for all commercial software not owned by the Contractor that is necessary for the performance of the duties and obligations expressed in this agreement. HHS reserves a royalty free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use, and authorize others to do so, such software, modifications, and documentation.

1. COTS / Contractor Intellectual Property (IP)

COTS / Contractor IP products and Software as a Service (SaaS) solutions are designed, developed, and licensed by the Contractor, and the State is not entitled to ownership rights to the core program. In standard software agreements, COTS/Contractor IP can be transferrable as a license, and SaaS solution can be transferable as a subscription.

However, if and to the extent that any Contractor IP is embodied or reflected in the Work Product, Supplier hereby grants to the State the irrevocable, perpetual, nonexclusive, worldwide, royalty-free right and license to (i) use, execute, reproduce, display, perform, distribute copies of and prepare derivative works based upon such Contractor IP and any derivative works thereof, under this contract, and (ii) authorize others to do any or all of the foregoing on its behalf. It is expressly understood that "perpetual "Contract Number: license rights shall commence upon delivery of the Work Product and shall exist in perpetuity unless otherwise terminated in accordance with the applicable provisions of the contract, except as otherwise agreed in this contract and its Exhibits.

The AMA is using CMS enhanced match funding for this solution and its configuration or customization, thereby enabling only those configured/customized elements to become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation does not apply to the core work (COTS and/or SaaS) product. Additionally, AMA could freely share and re(use) the resulting COTS software elements/work products that are configured and customized for AMA with other states, subject to the licensing of the core COTS software products.

2. Solution Transferability

The Contractor shall, upon termination of contract, ensure associated licenses with ownership are transferred to the Agency. If and to the extent that Contractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Contractor hereby irrevocably transfers, grants, conveys, assigns, and relinquishes exclusively to the State any and all rights, title, and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret, and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, Contractor waives such rights in the Work Product. Contractor further agrees as to the Work Product to assist the State in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets, and other rights and protection relating to the Work Product, and to that end, Contractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, and other rights and protection, and in protecting trade secrets, with respect to such Work Product, as the State may reasonably request, together with any assignments thereof to the State or entities designated by the State.

OO. Limitation of Liability

Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.

This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare & Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar Federal or State agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.

Nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity or other State or Federal constitutional provision or principle that otherwise would be available to the Alabama Medicaid Agency under applicable law. This limitation does not create a debt of the State, does not grant a new cause of action against the Alabama Medicaid Agency, or modify existing procedures before the Board of Adjustment as provided for under state law, nor does it supersede any immunity provision existing within the RFP.

IX. Appendices

Appendix	Name
A	Proposal Compliance Checklist
B	Contract Attachments
C	Pricing (Schedule; Excel File)
D	Contract Deliverables Table
E	Requirements Response Matrix (Excel File)
F	RFP Documentation
G	Corporate Reference Worksheet
H	Key Personnel Resume Sheet
I	Service Level Agreements

Appendix A: Proposal Compliance Checklist

Appendix A: Proposal Compliance Checklist
NOTICE TO VENDOR:

It is highly encouraged that the following checklist be used to verify completeness of Proposal content.

Vendor Name _____

RFP Coordinator _____ Review Date _____

Proposals for which ALL applicable items are marked by the RFP Coordinator are determined to be compliant for responsive proposals.

<input checked="" type="checkbox"/> IF CORRECT	BASIC PROPOSAL COMPLIANCE	PROPOSAL REFERENCE
Proposal Packet		
<input type="checkbox"/>	1. Vendor attended the Mandatory Pre-Proposal Conference.	
<input type="checkbox"/>	2. Vendor's original proposal received on time at correct location.	
<input type="checkbox"/>	3. Vendor submitted the specified copies of proposal and in electronic format. <ul style="list-style-type: none"> • One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; see Section VI.N. for additional guidance. • Three (3) additional hard copies (of the original proposal) in binder form. • A jump drive with the following content: <ul style="list-style-type: none"> ○ One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response. ○ One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. ○ One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name. ○ Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. ○ One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response. ○ One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. 	

<input checked="" type="checkbox"/> IF CORRECT	BASIC PROPOSAL COMPLIANCE	PROPOSAL REFERENCE
	<ul style="list-style-type: none"> ○ Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor's response. ○ Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor's response. 	
<input type="checkbox"/>	4. Printed and Signed Pricing Schedule.	
<input type="checkbox"/>	5. Vendor submitted signed acknowledgement and all amendments to the RFP.	
RFP Cover Sheet		
<input type="checkbox"/>	6. The Proposal must include a completed and signed in ink RFP Cover Sheet by an individual authorized to legally bind the Vendor.	
<input type="checkbox"/>	7. A Total Firm and Fixed Contract Price of all line items in the Pricing Schedule Template is entered on the RFP Proposal Sheet Firm and Fixed Total Price box. (The amount entered must match the amount in the Pricing Schedule.)	
RFP Checklist		
<input type="checkbox"/>	8. The Proposal is a complete and independent document. <ul style="list-style-type: none"> ● Prepared in accordance with and meets the Proposal Format and Structure defined in RFP Section VI.N. – Submission Requirements – Proposal Format ● All pages are numbered ● All responses, as well as any reference material presented, must be written in English. ● Must not include references to information or documents located externally, such as Internet websites. ● Includes all defined Tabs in the Proposal Format and Structure section of the RFP. 	
Transmittal Letter (needs to have):		
<input type="checkbox"/>	9. Statement of attestation, as part of the Transmittal Letter, that indicates: <ul style="list-style-type: none"> ● The Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. ● The Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP 	
<input type="checkbox"/>	10. A statement of compliance with Affirmative Action and Equal Employment Opportunity regulations.	
<input type="checkbox"/>	11. A statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP.	
<input type="checkbox"/>	12. A statement that, unless otherwise required by law, the prices quoted must not be knowingly disclosed by the Vendor, directly or indirectly, prior to award of the contract, to any other	

<input checked="" type="checkbox"/> IF CORRECT	BASIC PROPOSAL COMPLIANCE	PROPOSAL REFERENCE
	Vendor, competitor or any other person or entity.	
<input type="checkbox"/>	13. A statement that no person or agency has been employed or retained to solicit or secure the proposed contract based on an agreement or understanding for a commission, percentage, brokerage, or contingent fee.	
<input type="checkbox"/>	14. A statement that any person submitted as a candidate, for any position defined in this RFP, will be exclusive to ONLY this Vendor proposal response and cannot be submitted as a candidate in another Vendor's proposal. Furthermore, any candidate submitted for any position defined in this RFP that is discovered to be submitted by more than one Vendor for potential work assigned as part of this engagement will be considered disqualified.	
<input type="checkbox"/>	15. A statement that the Vendor and its subcontractors will maintain a drug-free workplace.	
<input type="checkbox"/>	16. A statement that the successful Vendor will be required to complete (RFP) Contract and Attachments listed as Appendix B in this RFP, inclusive of the Alabama Medicaid Agency Business Associate Addendum and a State of Alabama Disclosure Statement with the executed contract. See Appendix B: Contract Attachments for all required forms.	
<input type="checkbox"/>	17. A statement that the Vendor has reviewed PL17_AMA Enterprise Software List and understands the number of accounts provided upon contract award to the successful Vendor.	
<input type="checkbox"/>	18. A statement that the Vendor's Pricing Schedule includes all necessary solution components and services, as proposed, to meet the Agency's solution requirements and expectations as listed in this RFP.	
<input type="checkbox"/>	19. The letter must include a statement identifying any and all subcontractors and percentage of work done by subcontractors, if any, who are needed in order to satisfy the requirements of this RFP.	
<input type="checkbox"/>	20. The proposal includes a written confirmation that the Agency will not reimburse the Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice.	
<input type="checkbox"/>	21. The proposal includes a written confirmation that the Contractor understands the Conflict-of-Interest Exclusion prohibiting the Contractor from responding to any other contracts related to this RFP.	
Corporate Background		
<input type="checkbox"/>	22. The Proposal includes a corporate background for Vendor and Subcontractor, that contains the following: <ul style="list-style-type: none"> • Name of the corporation or other legal entity submitting the proposal. Vendor must use this section to state whether it is a partnership, non-profit corporation, Alabama Corporation, Non-Alabama Corporation, or some other structure. 	

<input checked="" type="checkbox"/> IF CORRECT	BASIC PROPOSAL COMPLIANCE	PROPOSAL REFERENCE
	<ul style="list-style-type: none"> • Date established. • Ownership (public company, partnership, subsidiary, etc.). Include an organizational chart depicting the Vendor's organization in relation to any parent, subsidiary, or related organization. • Number of employees and resources in regard to this contract. • All Contractor and subcontractor employees must work in the continental United States. 	
Corporate Reference		
<input type="checkbox"/>	23. A list of all similar projects the Vendor and subcontractor(s) has completed within the last five (5) years.	
<input type="checkbox"/>	24. The Proposal includes required three (3) Corporate Reference Worksheets, one for each required experience, providing client references for contractor and/or subcontractor (with all identifying information in specified format and order).	
<input type="checkbox"/>	25. Names and resumes of Senior Managers and partners working on or overseeing this contract.	
<input type="checkbox"/>	26. Details of any pertinent judgment, criminal conviction, investigation, or litigation pending against the Vendor or any of its officers, directors, employees, agents, or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.	
Corporate Financial and Registration		
<input type="checkbox"/>	27. The Vendor must provide audited financials for the last three (3) years, or similar evidence of financial stability for the last three (3) years.	
<input type="checkbox"/>	28. The Vendor and subcontractor(s) includes all necessary business licenses, registration (or Application of Registration or letter/form showing application has been made with the Secretary of State) and professional certification (if applicable) at the time of the contracting to be able to do business in Alabama.	
<input type="checkbox"/>	29. The response must include an E-Verify Memorandum of Understanding with the Department of Homeland Security.	
Scope of Work		
<input type="checkbox"/>	30. The proposal includes signed Key Personnel resumes, and three (3) professional references must be submitted within the response. Use Appendix H: Key Personnel Resume Sheet .	

Appendix B: Contract Attachments

The following are the documents that must be signed **AFTER** contract award and prior to the meeting of the Legislative Contract Oversight Committee Meeting.

Sample Contract

- Attachment A:* Contract Review Report for Submission to Oversight Committee
- Attachment B:* Business Associate Addendum
- Attachment C:* Immigration Status
- Attachment D:* Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
- Attachment E:* Letter Regarding Reporting to Ethics Commission
- Attachment F:* Disclosure Statement
- Attachment G:* Beason-Hammon Certificate of Compliance
- Attachment H:* Governor's Additional Contract Questions

Contract Number #####

CONTRACT
BETWEEN
THE ALABAMA MEDICAID AGENCY
AND
Contractor's Name

KNOW ALL MEN BY THESE PRESENTS, that the Alabama Medicaid Agency, an Agency of the State of Alabama, and Contractor's Name, Contractor, agree as follows:

Contractor shall furnish all labor, equipment, and materials and perform all of the work required under the Enter Request for Proposal or Invitation to Bid (Enter Acronym for Contract Type) Number Enter RFP , dated Enter date of RFP strictly in accordance with the requirements thereof and Contractor's response thereto.

Contractor shall be compensated for performance under this contract in accordance with the provisions of the Enter Acronym for Contract Type and the price provided on the Enter Acronym for Contract Type Cover Sheet response, in an amount not to exceed Enter Not to Exceed Amount.

Contractor and the Alabama Medicaid Agency agree that the initial term of the contract is Enter Begin Date to Enter End Date.

This contract specifically incorporates by reference the Enter Acronym for Contract Type, any attachments and amendments thereto, and Contractor's response.

In the event of any dispute between the parties, senior officials of both parties shall meet and engage in a good faith attempt to resolve the dispute. Should that effort fail and the dispute involves the payment of money, a party's sole remedy is the filing of a claim with the Board of Adjustment of the State of Alabama.

For any and all other disputes arising under the terms of this contract which are not resolved by negotiation, the parties agree to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation. Such dispute resolution shall occur in Montgomery, Alabama, utilizing where appropriate, mediators selected from the roster of mediators maintained by the Center for Dispute Resolution of the Alabama State Bar.

All services rendered by Contractor shall be as an independent contractor and not as an employee (merit or otherwise) of the State of Alabama, and Contractor shall not be entitled to or receive Merit System benefits.

By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

In compliance with Act 2016-312, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

Failure to comply with these requirements may result in termination of the agreement or subcontract.

CONTRACTOR NAME

Alabama Medicaid Agency

This contract has been reviewed for and is approved as to content.

Contractor Signature

Stephanie McGee Azar
Commissioner

Tax ID: _____

Date signed: _____

Date signed: _____

APPROVED:

This contract has been reviewed for legal form and complies with all applicable laws, rules, and regulations of the State of Alabama governing these matters.

Kay Ivey
Governor, State of Alabama

Legal Counsel

Contract Review Permanent Legislative Oversight Committee
Alabama State House --- Montgomery, Alabama 36130

CONTRACT REVIEW REPORT

(Separate review report required for each contract)

Name of State Agency: _____

Name of Contractor: _____

Contractor's Physical Street Address (No P.O. Box Accepted) _____ City _____ ST _____

Is Contractor a Sole Source? YES _____ NO (IF YES, ATTACH LETTER)
 Is Contractor organized as an Alabama Entity in Alabama? YES _____ NO _____
 Is Contractor a minority and/or woman-owned business? YES _____ NO _____
 If so, is Contractor certified as such by the State of Alabama? YES _____ NO _____
 Check all that apply: ALDOT _____ ADECA _____ OTHER (Name) _____
 Is Contractor Registered with Alabama Secretary of State to do business as a Corporation in Alabama? YES _____ NO _____
IF LLC, GIVE NAMES OF MEMBERS: _____
 Is Act 2001-955 Disclosure Form Included with this Contract? YES NO _____
 Does Contractor have current member of Legislature or family member of Legislator employed? YES _____ NO _____
 Was a lobbyist/consultant used to secure this Contract OR affiliated with this Contractor? YES _____ NO _____
IF YES, GIVE NAME: _____

Contract Number: C _____ (See Fiscal Policies & Procedures Manual, Page 5-8)

Contract/Amendment Total: \$ _____ **(PUT AMOUNT YOU ARE ASKING FOR TODAY ONLY)**

% State Funds: _____ % Federal Funds: _____ % Other Funds: _____ **

**Please Specify Source of Other Funds (Fees, Grants, etc.) _____

Date Contract Effective: _____ Date Contract Ends: _____

Type Contract: NEW: _____ RENEWAL: _____ AMENDMENT: _____
 If Renewal, was it originally Bid? YES _____ NO _____

If AMENDMENT, Complete A through C:

[A] ORIGINAL contract amount \$ _____
 [B] Amended total prior to this amendment \$ _____
 [C] Amended total after this amendment \$ _____

Was Contract Secured through Bid Process? YES _____ NO _____ Was lowest Bid accepted? YES _____ NO _____
 Was Contract Secured through RFP Process? YES _____ NO _____ Date RFP was awarded: _____
 Posted to Statewide RFP Database at <http://rfp.alabama.gov/Login.aspx>? YES _____ NO _____
 If NO, give a brief explanation as to why not: _____

Summary of Contract Services to be Provided: _____

Why Contract Necessary AND why this service cannot be performed by merit employee: _____

I certify that the above information is correct.

 Signature of Agency Head

 Signature of Contractor

 Printed Name of Agency Head

 Printed Name of Contractor

Agency Contact: _____ Phone: _____

Revised 8/2/2017

ALABAMA MEDICAID AGENCY
BUSINESS ASSOCIATE AGREEMENT

Revised 06/2019

This Agreement is made effective the _____ day of _____, 20____, by and between the Alabama Medicaid Agency (“Covered Entity”), an agency of the State of Alabama, and _____ (“Business Associate”) (collectively the “Parties”).

1. BACKGROUND

- 1.1. Business Associate agrees to perform the following services for or on behalf of Covered Entity: [Enter a description below of the service(s) to be provided with sufficient detail to ensure clarity. Delete this parenthetical guidance from the document prior to execution.]
-
-

- 1.2. The relationship between Covered Entity and Business Associate is such that the Parties believe Business Associate is or may be a “business associate” within the meaning of the HIPAA Rules (as defined below).
- 1.3. The Parties enter into this Business Associate Agreement with the intention of complying with the HIPAA Rules allowing a covered entity to disclose protected health information to a business associate, and allowing a business associate to create or receive protected health information on its behalf, if the covered entity obtains satisfactory assurances that the business associate will appropriately safeguard the information.

2. DEFINITIONS

2.1 General Definitions

The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Electronic Protected Health Information, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information, Required By Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

2.2 Specific Definitions

2.2.1 Business Associate. “Business Associate” shall generally have the same meaning as the term “business associate” at 45 C.F.R. § 160.103

2.2.2 Covered Entity. “Covered Entity” shall generally have the same meaning as the term “covered entity” at 45 C.F.R. § 160.103.

2.2.3 HIPAA Rules. “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 C.F.R. Part 160 and Part 164 of the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009, and the implementing regulations promulgated thereunder from time to time by the U.S. Department of Health and Human Services (HHS).

3. OBLIGATIONS OF BUSINESS ASSOCIATE

Business Associate agrees to the following:

- 3.1 Use or disclose PHI only as permitted or required by this Agreement or as Required by Law.
- 3.2 Use appropriate safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement. Further, Business Associate will implement administrative, physical and technical safeguards (including

written policies and procedures) that reasonably and appropriately protect the confidentiality, integrity and availability of electronic PHI that it creates, receives, maintains or transmits on behalf of Covered Entity as required by Subpart C of 45 C.F.R. Part 164.

- 3.3** Mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of the requirements of this Agreement.
- 3.4** Report to Covered Entity within five (5) business days any use or disclosure of PHI not provided for by this Agreement of which it becomes aware.
- 3.5** Ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the Business Associate agree to the same restrictions, conditions, and requirements that apply to the Business Associate with respect to such information in accordance with 45 C.F.R. § 164.502(e)(1)(ii) and § 164.308(b)(2), if applicable.
- 3.6** Provide Covered Entity with access to PHI within thirty (30) business days of a written request from Covered Entity, in order to allow Covered Entity to meet its requirements under 45 C.F.R. § 164.524, access to PHI maintained by Business Associate in a Designated Record Set.
- 3.7** Make amendment(s) to PHI maintained by Business Associate in a Designated Record Set that Covered Entity directs or agrees to, pursuant to 45 C.F.R. § 164.526 at the written request of Covered Entity, within thirty (30) calendar days after receiving the request.
- 3.8** Make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of, Covered Entity, available to Covered Entity or to the Secretary within five (5) business days after receipt of written notice or as designated by the Secretary for purposes of determining compliance with the HIPAA Rules.
- 3.9** Maintain and make available the information required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI as necessary to satisfy the Covered Entity's obligations under 45 C.F.R. § 164.528.
- 3.10** Provide to the Covered Entity, within thirty (30) days of receipt of a written request from Covered Entity, the information required for Covered Entity to respond to a request by an Individual or an authorized representative for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528.
- 3.11** Maintain a comprehensive security program appropriate to the size and complexity of the Business Associate's operations and the nature and scope of its activities as defined in the Security Rule.
- 3.12** Notify the Covered Entity within five (5) business days following the discovery of a breach of unsecured PHI on the part of the Contractor or any of its sub-contractors, and
 - 3.12.1** Provide the Covered Entity the following information:
 - 3.12.1(a)** The number of recipient records involved in the breach.
 - 3.12.1(b)** A description of what happened, including the date of the breach and the date of the discovery of the breach if known.
 - 3.12.1(c)** A description of the types of unsecure protected health information that were involved in the breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other type information were involved).
 - 3.12.1(d)** Any steps the individuals should take to protect themselves from potential harm resulting from the breach.
 - 3.12.1(e)** A description of what the Business Associate is doing to investigate the breach, to mitigate harm to individuals and to protect against any further breaches.
 - 3.12.1(f)** Contact procedures for individuals to ask questions or learn additional information, which shall include the Business Associate's toll-free number, email address, Web site, or postal address.
 - 3.12.1(g)** A proposed media release developed by the Business Associate.

- 3.12.2 Work with Covered Entity to ensure the necessary notices are provided to the recipient, prominent media outlet, or to report the breach to the Secretary of Health and Human Services (HHS) as required by 45 C.F.R. Part 164, Subpart D.;
- 3.12.3 Pay the costs of the notification for breaches that occur as a result of any act or failure to act on the part of any employee, officer, or agent of the Business Associate;
- 3.12.4 Co-ordinate with the Covered Entity in determining additional specific actions that will be required of the Business Associate for mitigation of the breach.

4. PERMITTED USES AND DISCLOSURES

Except as otherwise limited in this Agreement, Business Associate may

- 4.1. Use or disclose PHI to perform functions, activities, or services for, or on behalf of, Covered Entity as agreed to, provided that such use or disclosure would not violate the Subpart E of 45 C.F.R. Part 164 if done by Covered Entity;
- 4.2. Use PHI for the proper management and administration of the Business Associate or to carry out the legal responsibilities of the Business Associate.
- 4.3. Disclose PHI for the proper management and administration of the Business Associate, provided that:
 - 4.3.1 Disclosures are Required by Law; or
 - 4.3.2 Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as Required by Law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- 4.4 Use PHI to provide data aggregation services to Covered Entity as permitted by 42 C.F.R. § 164.504(e)(2)(i)(B).

5. REPORTING IMPROPER USE OR DISCLOSURE

The Business Associate shall report to the Covered Entity within five (5) business days from the date the Business Associate becomes aware of:

- 5.1 Any use or disclosure of PHI not provided for by this agreement
- 5.2 Any Security Incident and/or breach of unsecured PHI

6. OBLIGATIONS OF COVERED ENTITY

The Covered Entity agrees to the following:

- 6.1 Notify the Business Associate of any limitation(s) in its notice of privacy practices in accordance with 45 C.F.R. §164.520, to the extent that such limitation may affect Business Associate's use or disclosure of PHI.
- 6.2 Notify the Business Associate of any changes in, or revocation of, permission by an Individual to use or disclose PHI, to the extent that such changes may affect the Business Associate's use or disclosure of PHI.
- 6.3 Notify the Business Associate of any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 C.F.R. § 164.522, to the extent that such restriction may affect the Business Associate's use or disclosure of PHI.

- 6.4 Not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by Covered Entity.
- 6.5 Provide Business Associate with only that PHI which is minimally necessary for Business Associate to provide the services to which this agreement pertains.

7. TERM AND TERMINATION

7.1 Term. The Term of this Agreement shall be effective as of the effective date stated above and shall terminate when the Business Associate no longer provides agreed upon services to the Covered Entity.

7.2 Termination for Cause. Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity may, at its option:

- 7.2.1 Provide an opportunity for Business Associate to cure the breach or end the violation, and terminate this Agreement if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity;
- 7.2.2 Immediately terminate this Agreement; or
- 7.2.3 If neither termination nor cure is feasible, report the violation to the Secretary as provided in the Privacy Rule.

7.3 Effect of Termination.

7.3.1 Except as provided in paragraph (2) of this section, upon termination of this Agreement, for any reason, Business Associate shall return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to PHI that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the PHI.

7.3.2 In the event that Business Associate determines that the PHI is needed for its own management and administration or to carry out legal responsibilities, and returning or destroying the PHI is not feasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction not feasible. Business Associate shall:

- 7.3.2(a) Retain only that PHI which is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities;
- 7.3.2(b) Return to Covered Entity or, if agreed to by Covered Entity, destroy the remaining PHI that the Business Associate still maintains in any form;
- 7.3.2(c) Continue to use appropriate safeguards and comply with Subpart C of 45 C.F.R. Part 164 with respect to electronic protected health information to prevent use or disclosure of the protected health information, other than as provided for in this Section, for as long as Business Associate retains the PHI;
- 7.3.2(d) Not use or disclose the PHI retained by Business Associate other than for the purposes for which such PHI was retained and subject to the same conditions set out at Section 4, "Permitted Uses and Disclosures" which applied prior to termination; and
- 7.3.2(e) Return to Covered Entity or, if agreed to by Covered Entity, destroy the PHI retained by Business Associate when it is no longer needed by Business Associate for its proper management and administration or to carry out its legal responsibilities.

7.4 Survival

The obligations of Business Associate under this Section shall survive the termination of this Agreement.

8. GENERAL TERMS AND CONDITIONS

- 8.1 Any ambiguity in this Agreement shall be resolved to permit Covered Entity to comply with the HIPAA Rules.
- 8.2 A breach of this Agreement by Business Associate shall be considered sufficient basis for Covered Entity to terminate the services of the Business Associate.

8.3 The Parties agree to take such action as is necessary to amend this Agreement from time to time for Covered Entity to comply with the requirements of the HIPAA Rules.

IN WITNESS WHEREOF, Covered Entity and Business Associate have executed this Agreement effective on the date as stated above

ALABAMA MEDICAID AGENCY

Signature

Date

Clay Gaddis

Printed Name

Privacy Officer

Title

BUSINESS ASSOCIATE

Signature

Date

Printed Name

Title

IMMIGRATION STATUS

I hereby attest that all workers on this project are either citizens of the United States or are in a proper and legal immigration status that authorizes them to be employed for pay within the United States.

Signature of Contractor

Witness

**Instructions for Certification Regarding Debarment, Suspension,
Ineligibility and Voluntary Exclusion**

(Derived from Appendix B to 45 CFR Part 76--Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions)

1. By signing and submitting this contract, the prospective lower tier participant is providing the certification set out therein.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this contract was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Alabama Medicaid Agency (the Agency) may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the Agency if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, and voluntarily excluded, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this contract is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this contract that, should the contract be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this contract that it will include this certification clause without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Agency may pursue available remedies, including suspension and/or debarment.



KAY IVEY
Governor

Alabama Medicaid Agency

501 Dexter Avenue
P.O. Box 5624
Montgomery, Alabama 36103-5624
www.medicaid.alabama.gov
e-mail: almedicaid@medicaid.alabama.gov

Telecommunication for the Deaf: 1-800-253-0799
334-242-5000 1-800-362-1504



STEPHANIE MCGEE AZAR
Commissioner

MEMORANDUM

SUBJECT: Reporting to Ethics Commission by Persons Related to Agency Employees

Section 36-25-16(b) Code of Alabama (1975) provides that anyone who enters into a contract with a state agency for the sale of goods or services exceeding \$7500 shall report to the State Ethics Commission the names of any adult child, parent, spouse, brother or sister employed by the agency.

Please review your situation for applicability of this statute. The address of the Alabama Ethics Commission is:

100 North Union Street
RSA Union Bldg.
Montgomery, Alabama 36104

A copy of the statute is reproduced below for your information. If you have any questions, please feel free to contact the Agency Office of General Counsel, at 242-5741.

Section 36-25-16. Reports by persons who are related to public officials or public employees and who represent persons before regulatory body or contract with state.

- (a) When any citizen of the state or business with which he or she is associated represents for a fee any person before a regulatory body of the executive branch, he or she shall report to the commission the name of any adult child, parent, spouse, brother, or sister who is a public official or a public employee of that regulatory body of the executive branch.
- (b) When any citizen of the State or business with which the person is associated enters into a contract for the sale of goods or services to the State of Alabama or any of its agencies or any county or municipality and any of their respective agencies in amounts exceeding seven thousand five hundred dollars (\$7500) he or she shall report to the commission the names of any adult child, parent, spouse, brother, or sister who is a public official or public employee of the agency or department with whom the contract is made.
- (c) This section shall not apply to any contract for the sale of goods or services awarded through a process of public notice and competitive bidding.
- (d) Each regulatory body of the executive branch, or any agency of the State of Alabama shall be responsible for notifying citizens affected by this chapter of the requirements of this section. (Acts 1973, No. 1056, p. 1699, §15; Acts 1975, No. 130, §1; Acts 1995, No. 95-194, p. 269, §1.)



State of Alabama Disclosure Statement

Required by Article 3B of Title 41, Code of Alabama 1975

ENTITY COMPLETING FORM

ADDRESS

CITY, STATE, ZIP

TELEPHONE NUMBER

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

Alabama Medicaid Agency

ADDRESS

501 Dexter Avenue, Post Office Box 5624

CITY, STATE, ZIP

Montgomery, Alabama 36103-5624

TELEPHONE NUMBER

(334) 242-5833

This form is provided with:

Contract

Proposal

Request for Proposal

Invitation to Bid

Grant

Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?

Yes

No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT

TYPE OF GOODS/SERVICES

AMOUNT RECEIVED

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?

Yes

No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT

DATE GRANT AWARDED

AMOUNT OF GRANT

- List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE
DEPARTMENT/AGENCY

ADDRESS

STATE

2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF FAMILY MEMBER EMPLOYED	ADDRESS	NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE	STATE DEPARTMENT/ AGENCY WHERE
--------------------------------	---------	---	-----------------------------------

If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS
----------------------------------	---------

By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the Amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.

Signature	Date
-----------	------

Notary's Signature	Date	Date Notary Expires
--------------------	------	---------------------

Article 3B of Title 41, Code of Alabama 1975 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.

State of _____)

County of _____)

CERTIFICATE OF COMPLIANCE WITH THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535, as amended by Act 2012-491)

DATE: _____

RE Contract/Grant/Incentive (describe by number or subject): Enter brief contract description by and between Enter Contractor Name (Contractor/Grantee) and Alabama Medicaid Agency (State Agency or Department or other Public Entity)

The undersigned hereby certifies to the State of Alabama as follows:

1. The undersigned holds the position of _____ with the Contractor/Grantee named above, and is authorized to provide representations set out in this Certificate as the official and binding act of that entity, and has knowledge of the provisions of THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535 of the Alabama Legislature, as amended by Act 2012-491) which is described herein as "the Act".
2. Using the following definitions from Section 3 of the Act, select and initial either (a) or (b), below, to describe the Contractor/Grantee's business structure.

BUSINESS ENTITY. Any person or group of persons employing one or more persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood, whether for profit or not for profit. "Business entity" shall include, but not be limited to the following:

- a. Self-employed individuals, business entities filing articles of incorporation, partnerships, limited partnerships, limited liability companies, foreign corporations, foreign limited partnerships, foreign limited liability companies authorized to transact business in this state, business trusts, and any business entity that registers with the Secretary of State.
- b. Any business entity that possesses a business license, permit, certificate, approval, registration, charter, or similar form of authorization issued by the state, any business entity that is exempt by law from obtaining such a business license, and any business entity that is operating unlawfully without a business license.

EMPLOYER. Any person, firm, corporation, partnership, joint stock association, agent, manager, representative, foreman, or other person having control or custody of any employment, place of employment, or of any employee, including any person or entity employing any person for hire within the State of Alabama, including a public employer. This term shall not include the occupant of a household contracting with another person to perform casual domestic labor within the household.

____ (a) The Contractor/Grantee is a business entity or employer as those terms are defined in Section 3 of the Act.

____ (b) The Contractor/Grantee is not a business entity or employer as those terms are defined in Section 3 of the Act.

3. As of the date of this Certificate, Contractor/Grantee does not knowingly employ an unauthorized alien within the State of Alabama and hereafter it will not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama;
4. Contractor/Grantee is enrolled in E-Verify unless it is not eligible to enroll because of the rules of that program or other factors beyond its control.

Certified this _____ day of _____ 20_____.

Name of Contractor/Grantee/Recipient

By: _____

Its _____

The above Certification was signed in my presence by the person whose name appears above, on

this _____ day of _____ 20_____.

WITNESS: _____

Print Name of Witness

**GOVERNOR'S ADDITIONAL CONTRACT QUESTIONS
FOR PERSONAL AND PROFESSIONAL SERVICES CONTRACTS**

PART I. Mark the statutory basis for the claimed exemption from the requirement of "competitive bidding, on sealed bids, to the lowest responsible bidder," Ala. Code § 41-16-20, and any applicable requirements relating to procurement of professional services. See Ala. Code §§ 41-16-72 to -79. Then check all boxes that apply beneath the claimed exemption(s).

- § 41-16-20**
- § 41-16-21(a)**
- § 41-16-21(b)**
- § 41-16-21.1**
- § 41-16-21.2**
- § 41-16-72(1) (attorneys)**
- Litigation (Hourly)
- DAG appointment letter attached
- Governor's rate approval letter attached
- Litigation (Contingency Fee)
- DAG appointment letter attached
- Written determination attached as required by § 41-16-72(1) f.2.
- Fee within limits prescribed by § 41-16-72(1)f.3. or AG's written authorization for exceeding limits is attached
- AG's standard contract addendum attached per § 41-16-72(1)f.7.
- Non-litigation - Justification letter attached for not using in-house counsel or AG
- § 41-16-72(1)(d) (experts)**
- § 41-16-72(2) (physicians)** – Provider selected from AMLC list
- § 41-16-72(3) (architects, engineers, etc.)**
- RFP or other notice of need for professional services was widely disseminated to the professional community in a full and open manner
- The contract fees are within the approved fee schedule
- § 41-16-72(4) (other professional: _____)**
- Proposals were solicited from providers on list obtained from Purchasing Division
- Fees of selected provider do not exceed lowest qualified proposal by 10% or more
- If fees exceed lowest qualified proposal by 10%, justification letter is attached
- § 41-16-72(7) (exempted agencies)**
- § 41-16-74 (GSA provider)**
- § 41-16-75 (sole source provider)**
- No other goods or services can meet the needs of the agency, and no other vendor offers substantially equivalent goods or services that can accomplish the purposes of this contract
- Detailed justification/explanation letter attached
- Written approval from Purchasing Director or Finance Director attached
- § 41-16-78 (other exemptions/exceptions)**

Questions about this form and any suggestions for revisions may be sent to the Governor's Legal Office (334) 242-7120 or teresa.lee@governor.alabama.gov

PART II. Complete this section <u>ONLY</u> if contract was awarded by RFP or RFQ. Check all that apply.
<input type="checkbox"/> Solicitation was posted to online database as required by § 41-4-66. <input type="checkbox"/> The solicitation was distributed to how many providers? <input type="checkbox"/> The agency received responses/proposals from how many providers? <input type="checkbox"/> Explanation of how proposals were evaluated: <hr/> <hr/> <hr/>
PART III. Complete this section <u>ONLY</u> if contract is for IT (Information Technology) related services.
<input type="checkbox"/> Contract is for professional services such as IT consulting or custom software/system design and development, <u>not for off-the-shelf software or off-the-shelf cloud-based product.</u> <input type="checkbox"/> Written approval of OIT attached per § 41-4-285 If exemption from OIT approval is claimed, please explain basis: <hr/> <hr/>
PART IV. Complete this section <u>ONLY</u> if contract is for personal services (employer-employee relationship).
<input type="checkbox"/> Approved by State Personnel Department or its Board in accordance with Section 5-5 of the State of Alabama Fiscal Policy and Procedures Manual
PART V. <u>COMPLETE THIS SECTION FOR ALL CONTRACTS.</u>
<input type="checkbox"/> Contract is limited to personal/professional services; any goods provided in conjunction with contract have been purchased by competitive bid in accordance with § 41-16-20. <input type="checkbox"/> Contract does not contain a waiver of sovereign immunity. <input type="checkbox"/> Contract does not require the state to indemnify. <input type="checkbox"/> Contract contains all required clauses: <input type="checkbox"/> Early termination clause on page: <u>RFP Pg</u> <input type="checkbox"/> Alternative Dispute Resolution clause on page: <u>RFP Pg</u> <input type="checkbox"/> Merit System Exclusion clause on page: _____ <input type="checkbox"/> Beason-Hammon (immigration) clause on page: <u>Contract Amendment</u> <input type="checkbox"/> No-boycott (i.e. free trade) clause on page: <u>Contract Pg 1</u> <input type="checkbox"/> Disclosure statement required by § 41-16-82 is attached (or contract is for \$5,000 or less). I certify that all the information provided on this form is true, correct, and complete to the best of my knowledge. <div style="text-align: right; margin-top: 20px;"> <hr style="width: 30%; margin-left: auto; margin-right: 0;"/> <p>Agency/Department Head</p> </div>

Appendix C: Pricing

This section provides detailed instructions to completing the Appendix C – Pricing. **Appendix C – Pricing Schedule is available via the Alabama Medicaid Procurement website (https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx)**

Inclusion of additional information not requested in Appendix C or alteration of the forms, in any way, may be grounds for Vendor proposal disqualification. Include all costs for furnishing the product(s) and/or service(s) included in this proposal. Failure to provide any requested information in the prescribed format may result in disqualification of the proposal. Appendix C must be signed (as designated on the Cover Page) and dated by an authorized Vendor signatory.

1. Appendix C.1 Pricing Schedule

Vendors must enter in the Pricing Schedule, their firm fixed prices and rates representing the fixed, not estimated, prices and rates that the Vendor will charge to complete this project according to the requirements and parameters of the schedules. Estimated prices and rates responses will not be evaluated, will not be considered, and will be deemed non-responsive. The Vendor must enter all required price information in schedules A through D. A signature on a printed copy of each pricing schedule is required. The electronic, soft copy file must also be included with the Vendor's submission.

Pricing Schedules that do not meet all of the above criteria will be considered non-responsive and not evaluated any further. Payments will be based upon contracted services actually performed in accordance with the proposed Firm Fixed Prices and Rates as indicated in the following documents:

1. RFP Cover Sheet
2. Pricing Schedule A – Total Evaluated Price
3. Pricing Schedule B – Deliverables Evaluated Price
4. Pricing Schedule C – Operations Evaluated Price
5. Pricing Schedule D – Extra Contractual Services Price

The file EDS RFP Appendix C – Pricing Schedule.xlsx for this RFP is available for download with the RFP in Alabama Medicaid Procurement website. This workbook was created and tested using Microsoft Excel 2016, but Vendors are responsible for verifying all of their entries and their totals. These workbook forms must be completed, printed, and submitted in paper form to the Agency. Vendors must also save a copy of the workbook file to include identification in the filename (short or abbreviated name, for example: EDS RFP Appendix C – Pricing Schedules – Acme EDS.xlsx). This electronic, soft copy file must also be included with the Vendor's submission. Do not protect the file from reading, copying, or printing; unusable files will be considered non-responsive.

Where a signature block is indicated, the pricing schedule must be printed, complete, correct, signed, and dated by an appropriate corporate official.

2. Pricing Schedule A – Total Evaluated Price

To complete Schedule A, Vendors must adhere to the following Notes:

- Vendors must enter on Cost Proposal Schedule A the name of the corporation or other legal entity as entered on the Transmittal Letter, in cell D-E6.
- The pricing data from schedules B through D will be auto filled into Schedule A.
- The sum of the values populated in cells E11 through E18 should equal the value displayed in cell E10. These eight values in cells E11 through E18 must be used to populate the "Firm and Fixed

Price" on the RFP Cover Sheet.

- The value displayed in cell E8, TOTAL EVALUATED PRICE, will be the maximum contract value. It must equal the value displayed in cell E10. The contract cannot exceed this value.
- The TOTAL EVALUATED PRICE in cell E8 will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- When the Vendor has completed all schedules, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule A. A printed Schedule A must be signed and dated and returned with the proposal submission.

3. Pricing Schedule B – Deliverables Price

To complete Schedule B, Vendors must adhere to the following Notes:

- Pricing Schedule B must be completed by all Vendors. The workbook will transfer values to Schedule A, but Vendors must verify that the totals are correct.
- Enter data in green shaded cells.
- Enter the bid price for the required Design, Development, and Implementation contract items.
- The sum of each individual Design, Development, and Implementation contract item will be added to the TOTAL EVALUATED PRICE on Schedule A.
- The TOTAL EVALUATED PRICE will be used to calculate the Pricing Schedule score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The winning vendor's prices on Schedule B will become part of the firm fixed contract price. The detailed timing and invoicing of individual Design, Development, and Implementation contract items will be agreed upon in the Initiation and Planning Phase.
- When Schedule B has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule B. A printed Schedule B must be signed and dated and returned with the bid submission.

4. Pricing Schedule C – Operations Evaluated Price

To complete Schedule C, Vendors must adhere to the following Notes:

- Cost Proposal Schedule C must be completed by all vendors. The workbook will transfer values to Schedule A, but Vendors must verify that totals are correct.
- Enter data in green shaded cells.
- Enter the monthly proposal price to operate each of the required Design, Development, and Implementation (DDI) elements outlined in the table. The Vendor's cost for operations needs to account for cost of items such as hardware, software, staffing, and deliverable updates. Examples of deliverable updates include: Training Curriculum, System Security Plan (SSP), Authorization Package, T-MSIS Process Definition, Test Evaluation and Management Plan (TEMP), Detailed Test Plan, Testing Phase Acceptance, EDS Implementation Management Plan, Deployment Plan, Environmental Monitoring Plan (EMP), Systems Operations Manual, Systems User Manuals, System Operation Management Plan, Service Desk Management Plan. All operational costs should be included in the firm and fixed price for Operations (Schedule C).

- Enter the price of each yearly operational component, which will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The winning Vendor’s prices on Schedule C will become part of the firm fixed contract price. The detailed timing and invoicing of operational components will be agreed upon in the Initiation and Planning Phase.
- When Schedule C has been completed, verify that all entries are accurate and complete, and verify our totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule C. A printed Schedule C must be signed and dated and returned with the proposal submission.

5. Pricing Schedule D – Extra Contractual Services Price

To complete Schedule D, Vendors must adhere to the following Notes:

- Cost Proposal Schedule D must be completed by all Vendors. The workbook will transfer values to Schedule A, but Vendors must verify that totals are correct.
- Enter data in green shaded cells.
- Enter an Hourly Personnel Rate for Extra Contractual services --the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
- For proposal evaluation only, the Agency will use 10,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The number and scope of extra contractual services to be issued has not been determined by the Agency. The Vendor's proposal is ceiling value, but not a guaranteed contract amount. The amount to be paid by the Agency--if any--will be determined as required for each extra contractual service that may be required in the future.
- When Schedule D has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule D. A printed Schedule D must be signed and dated and returned with the proposal submission.

Appendix D: Contract Deliverables Table

The following contract deliverables table provides the list of deliverables required for submission under the AMMP – EDS Contract. The table provides fields that designate the following:

1. Deliverable Unique Identifier
2. Deliverable Name
3. (Brief) Deliverable Description
4. RFP Sectional Reference (Requirement ID)
5. (Expected) Delivery & Update Frequencies

As previously discussed in the EDS Deliverables Section II. – Scope of Work, the Agency reserves the right to make deliverable template updates, changes, or additions at any time over the course of the contract engagement. Additionally, the EDS Contractor shall attest to the following deliverable expectations:

- a) Submission of all deliverable templates/ Deliverable Expectation Documents (DEDs) for Agency review/approval prior to usage
- b) Sole responsibility for keeping EDS-related documentation current as changes occur through the Change Management process
- c) Continuous (previously approved) deliverable maintenance, updates, and revisions (as necessary and requested by the Agency) over the term of the Contract

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
AMA_01	4970	AMA Attestation and Agreement document	The Contractor shall, within four (4) weeks from the Contract start date, sign and submit the AMA Attestation and Agreement Document that states they understand the AMMP plans, guides, and templates and they agree to follow them.	Four (4) weeks from Contract Start	Once at start of Contract
EDS_01	3985	Environmental Monitoring Plan (EMP)	The Contractor shall provide an Environmental Monitoring Plan (EMP) that includes, but is not limited to: <ol style="list-style-type: none"> 1. Software Update Plan/Schedule 2. Hardware Refresh Plan/Schedule 3. Technology Refresh Schedule 4. Data RefreshPlan / Schedule 5. Data Archival Plan/Schedule 6. User Access 7. Extract, Transform, and Load (ETL)/Extract, Load, and Transfer (ELT) Process and Monitoring 	Three (3) months prior to the start of the implementation period	Annually

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			<p>8. Data Solution Monitoring 9. Contractor's Server Monitoring 10. Application and Services Monitoring 11. Infrastructure Monitoring 12. Performance Benchmarks and Standards</p> <p>The EMP shall be kept current and reviewed annually with the Agency.</p>		
EDS_01a	4033	Environmental Monitoring Dashboard	The Contractor shall develop and maintain a dashboard that provides information that includes, but is not limited to, data ingestion and load processes as defined in the Environmental Monitoring Plan for the term of the Contract.	Two (2) months following approval of the EMP	Every six (6) months
DDI_01	5294	Detailed Technical Architecture Package (DTAP)	The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the Contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the Contract.	Six (6) months after Contract Start	Annually
EDS_14	3984	Data Models	The Contractor shall provide the design, configuration, build, maintenance, and operation of data models for review and approval by the Technical Review Board.	Six (6) months after Contract Start	Every six (6) months
EDS-02a	4153	DSS Report Library Reconciliation Report	The Contractor shall reconcile each report defined by the Agency in the DSS Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is	Three (3) months prior to the start of the implementation period	No update needed/One Time Report

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			not available or as requested by the Agency.		
EDS_02b	5161	MAR Report Library Reconciliation Report	The Contractor shall reconcile each report defined by the Agency in the DSS Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report
EDS_02c	5162	SUR Report Library Reconciliation Report	The Contractor shall reconcile each report defined by the Agency in the SUR Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report
EDS_02d	4154	Dashboard Library Reconciliation Report	The Contractor shall reconcile each dashboard defined by the Agency in the Dashboard Library Document to the equivalent dashboard in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard in the event that an equivalent dashboard is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_03	4156	Report Catalog	<p>The Contractor shall produce and maintain an Agency-approved catalog of reports within their solution for on demand access by the Agency of all pre-defined reports that includes, but is not limited to:</p> <ol style="list-style-type: none"> 1. Report Name 2. Functional Area 3. Report Description 4. User Access to Report 5. Frequency 6. Column Names and Descriptions 7. Valid Values for Prompted Fields 8. Agency Point of Contact 9. Date Report Last Accessed 10. Data Source (tables) 	Three (3) months prior to the start of the implementation period	Every six (6) months
EDS_08	4157	Report Usage Metrics	The Contractor shall conduct an annual review of the pre-defined report catalog with Agency stakeholders for system-generated report usage metrics. This annual review should occur by the end of the first quarter of the calendar year, with documentation to be reviewed submitted to the Agency a week prior to the review meeting.	First Week of March each year for the term of the Contract	Annually
EDS_09	4190	T-MSIS Process Definition	<p>The Contractor shall provide a process that:</p> <ol style="list-style-type: none"> 1. Documents the reasons for CMS-identified errors on T-MSIS file validations 2. Corrects errors under their control within twenty (20) days of identification of the errors 3. Notifies third-party vendors within three (3) business days of the error being identified for errors 	Eight (8) weeks from Contract Start	Annually

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			<p>not under the Contractor's control</p> <ol style="list-style-type: none"> 4. Provides a weekly status report on all identified errors, regardless of the responsible party 5. Schedules and leads a monthly meeting to review error status and any in progress or future T-MSIS-related topics 6. Provides daily updates via email for any errors not resolved within the CMS-defined grace period 		
EDS_09a	4190	T-MSIS Submission Report	<p>The Contractor shall provide a T-MSIS Submission Report that:</p> <ol style="list-style-type: none"> 1. Documents the reasons for CMS-identified errors on T-MSIS file validations 2. Documents the plan to correct errors under their control within twenty (20) days of identification of the errors 3. Identifies the plan to notify third-party vendors within three (3) business days of the error being identified for errors not under the Contractor's control 4. Identifies weekly status reports on all identified errors, regardless of the responsible party 5. Describes needed daily updates via email for any errors not resolved within the CMS-defined grace period 	Each month - one (1) day following Federal response to T-MSIS report submission	Monthly

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_04	5153	Program Integrity Control Criteria (PICC)	The Contractor shall develop and submit a Program Integrity Control Criteria (PICC) deliverable to the Agency six (6) months prior to go-live of the EDS module. This solution and process shall be submitted to and reviewed by Program Integrity Division. The Contractor shall keep the PICC current and an update annually.	Six (6) months prior to the start of the implementation period	Annually
OPS_05	4095	System Health Dashboard	System Health Dashboard should interface with the SIP and MES Contractor systems to present a near real-time consolidated display of health and performance across the MES.	Post Implementation	Near real-time
PRJ_01	5034	Project Progress Report	High-level summary of progress related to the overall status of project delivery.	Four (4) weeks from Contract Start	Weekly
PRJ_02	5035, 5042	Project Status Report	Detailed summary of progress related to the overall status of project delivery.	Four (4) weeks from Contract Start	Monthly
EDS_05	4491	Annual Report of Suggested Improvements	The Contractor shall produce an annual report of suggested improvements with high-level estimates of effort to any system, maintenance, modification, or other work requests. The reports shall be submitted to the Agency before the end of the first quarter of the calendar year. A meeting shall be scheduled with the Agency one (1) week after delivery of the report.	First week of March each year for the term of the Contract	Annually
PRJ_03	4530, 4533, 4748, 4749	Kick-offs	Kick-offs shall address business area responsibilities, the phase timeline, the contact information of Contractor personnel that will support the business area during that phase, and any other information that helps the business stakeholders.	Two (2) weeks from Contract Start	Once at start of contract, each Phase

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_01	4606, 4712, 4745	Project Schedule	A fully decomposed Project Schedule following the Integrated Master Schedule Management Plan (PMO-2-q-02).	Twelve (12) weeks from Contract Start	Updated weekly
PMP_02	4948, 4949, 4950	Contract Discovery	Contract Discovery Document (from template) Meeting minutes with risk, action items, issues and decisions identified.	Two (2) weeks after the Project Kick-off Meetings	Once at start of Contract
PMP_03	4776	Project Management Plan	The PMP must contain the following components at a minimum: <ul style="list-style-type: none"> • Project Initiation and Approach Plan • Project Schedule • Quality Management Plan • Schedule Management Plan • Communication Management Plan • Change Management Plan • Risk Management Plan • Issue Management Plan • Scope Management Plan • Stakeholder Management Plan • Resource Management Plan • Training and Knowledge Plan • Contract Monitoring Plan 	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_04	4766	Project Initiation and Approach Plan	Project Initiation and Approach Plan that shall define the project approach and methodologies, objectives and how the Contractor shall achieve objectives, project scope, purpose, management, and deliverables to be produced.	Six (6) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_05	4750	Quality Management Plan (QMP)	Collaborative review resulting in an attestation to adhere to the AMMP Program QMP, as well as the creation of a Contractor-specific QMP.	Six (6) weeks from Contract Start	Every six (6) months
PMP_06	4745	Schedule Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Integrated Master Schedule Management Plan.	Six (6) weeks from Contract Start	Once at start of Contract
PMP_07	4754	Communication Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Communication Plan, as well as the creation of a Contractor-specific Communication Plan.	Six (6) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_08	4753	Change Management Plan	Contractor-specific Change Management Plan. Collaboration with PMO Contractor in development and implementation of the AMMP Program Wide Change Management.	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_09	4776	Risk Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Risk Management Plan.	Six (6) weeks from Contract Start	Once at start of Contract
PMP_10	4776	Issue Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Issue Management Plan.	Six (6) weeks from Contract Start	Once at start of Contract
PMP_11	4776, 4487 and 4490	Scope Management Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Scope Management Plan.	Six (6) weeks from Contract Start	Once at start of Contract
PMP_12	4779	Stakeholder Management Plan	Stakeholder Management Plan that defines the processes required to identify, engage, manage, and monitor stakeholders. A Stakeholder Registry shall be considered an artifact of the Stakeholder Management Plan.	Six (6) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_13	4655	Resource Management Plan	Resource Management Plan that describes how resources needs are planned, estimated, developed, managed, and controlled..	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_14	4683	Training and Knowledge Plan	Training and Knowledge Plan that provides the overall approach and methodology to develop and provide training across all stakeholder groups in use and operation of the Contractor's solution.	Eight (8) weeks from Contract Start	Every six (6) months for the first three (3) years of the Contract
PMP_14a	4685, 4686	Training Materials Update	Updated training material, training schedules, and plans based upon module integrations into MES.	Six (6) months prior to the start of implementation	Delivered annually, updated weekly during training
PMP_14b	4697	Training Curriculum	The Contractor shall provide a Training Curriculum developed in collaboration with the OCM team, finalized, and submitted to the Agency for review and approval a minimum of sixty (60) days before any scheduled training delivery. Documentation provided shall include, but not be limited to: <ol style="list-style-type: none"> 1. Training Outline, identifying the learning objectives and target audience for each course 2. Systems Operations Manual, Instructor guides, participant guides. 3. User task-based job aids, fact sheets 4. Program policy requiring system updates/modifications 5. Online user tools or sites 6. Role based FAQs and troubleshooting steps 7. A knowledge check with answer key and noted pass/fail requirements 	Two (2) months prior to any scheduled training delivery	Prior to any scheduled training delivery

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
PMP_15	4776	Contract Monitoring Plan	Collaborative review resulting in an attestation to adhere to the AMMP Program Contract monitoring Plan and Report Card.	Six (6) weeks from Contract Start	Once at start of Contract
DDI_02	4593	Configuration Management Plan (CMP)	CMP that establishes the technical and administrative direction and surveillance for the management of releases and configuration items that are to be placed under configuration control.	Six (6) months prior to the start of implementation	Annually
MEA_01	4732	Concept of Operations	Concept of Operations (CONOPS) describing characteristics of the proposed solution from an end user perspective.	Eight (8) weeks from Contract Start	Every six (6) months
SEC_01	4648	System Security Plan (SSP)	System Security Plan that meets the Security Specifications as described in the Medicaid Enterprise Security Policy.	Twelve (12) weeks from Contract Start	Annually
SEC_02	4731	Authorization Package	<ul style="list-style-type: none"> • PL-2: System Security Plan • CA-2: Security assessment results • CA-5: Plan of Action & Milestones • Authorization to Operate certificate 	Annually	Annually
REQ_01	4967	Requirements Validation Plan	The Requirement Validation Plan shall identify the approach and process for Requirement's validation, as well as the topics and attendees for each Requirement Validation (RV) session.	Two (2) weeks after Contract Discovery Sessions	Once at start of Contract
REQ_02	4734	GAP Analysis Document	The Gap Analysis document shall clarify the difference, or "gap," of the contractual requirements and existing module/service capabilities.	Three (3) weeks after Requirement Validation Sessions	Once at start of Contract

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
REQ_03	5286	Detailed Product Design	The Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production.	Eight (8) weeks after Requirement Validation Sessions	Every six (6) months
REQ_04	4965, 4966	Requirement Traceability Matrix	The Contractor shall provide weekly extracts of requirements, for the term of the Contract, in mentioned REQ-2-a3-4-01 template format	Four (4) months from Contract Start	Weekly
DDI_03	4742	Interface Control Document (ICD)	The ICD describes the interfaces between the SIP and existing or new systems or services.	Six (6) months prior to the start of implementation	Annually
DDI_04	4762	Data Management Plan (DMP)	The DMP should align with the DGO Data Management Plan and describe how the Contractor handles data, ensures data quality and consistency, increases accountability, improves data security, and optimizes data usage..	Two (2) months from Contract Start	Every six (6) months
DDI_05	4955	Continuity of Operations (COOP)	The COOP shall define in detail the approach the Contractor shall follow to ensure continuity of operations when responding to a disaster	Two (2) months from Contract Start	As defined in DDI_05a

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
DDI_05a	5047	Continuity of Operations (COOP) Update	The COOP shall define in detail the approach the Contractor shall follow to ensure continuity of operations when responding to a disaster.	One (1) month following completion of DDI and one (1) month following completion of Testing or one (1) month prior to Implementation, whichever date occurs first	Every six (6) months
TST_01	4759	Test Evaluation and Management Plan (TEMP)	The TEMP shall provide, but not limited to, a structured Testing vision; methodology; approach; schedule; and Entrance, Acceptance, and Exit criteria.	Four (4) months from Contract Start	Annually
TST_02	4760	Detailed Test Plan	Detailed test plan shall outline test activities for development of the Contractor's solution(s) and support/activities for testing across all integrated modules.	Four (4) months from Contract Start and twelve (12) weeks prior to Test Phase	Annually
TST_03	5311	Testing Phase Acceptance	The Contractor shall develop and submit a Test Phase Acceptance (TPA) Package to the Agency weekly during each test phase and a final TPA at the end of each test phase for review And approval. The contractor shall create the TPA for every module integration and Centralized Service through the term of the Contract. <ol style="list-style-type: none"> 1. RTM Coverage – provided weekly 2. Test Case Analysis – provided weekly 3. Defect Analysis – provided weekly 4. Required Workaround – provided with final TPA package 5. Corrective Action Plan – provided with final TPA package 	End of Test Phase	Annually

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			6. Acceptance Criteria Assessment – provided with final TPA package		
IMP_01	4776	Implementation Management Plan	Implementation Management Plan that describes the installation, deployment, and transition of the automated system/application or IT solution to an operational state.	Three (3) months prior to the start of implementation	Annually
IMP_03	5801	Deployment Plan	Deployment Plan that addresses all criteria for implementation decision making as it pertains to go/no-go status.	Three (3) months prior to the start of implementation	Annually
IMP_04	5281	Post Implementation Summary Report	High-level summary of the results of the solution implementation, along with the overall status of production deficiencies, defects, and issues encountered and their resolution and identified updates.	One (1) month post implementation	One time submission
OPS_01	5802	Operations Management Plan	Operations Management Plan that describes how the Contractor will manage day-to-day operations during and after post implementation of the production system (SLA Management Plan is part of this plan).	Three (3) months prior to the start of implementation	Annually
OPS_02	5803	System Operations Manual	System Operations Manual documents the system operating and maintenance procedures, for all facets of the technical operation of the system.	Three (3) months prior to the start of implementation	Annually
OPS_03	4564	Service Desk Management Plan	Service Desk Management Plan that explains the Contractor's Service Desk management process and how it will ensure that expected service operations are maintained and/or restored, in a timeline.	Three (3) months prior to the start of implementation	Annually

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
OPS_04	5800	Service Desk Standard Operating Procedures	Service Desk Standard Operating Procedures that provide detailed guidance for performing day-to-day operation activities.	Three (3) months prior to the start of implementation	Annually, Every Module and Centralized Service
EDS_06	4752	Release Listing Document	The Contractor shall develop and submit a release listing document five (5) business days prior to the release being applied to the production environment through the term of the Contract. The release listing shall be stored on a shared documentation platform.	Five (5) days prior to a release for the term of the Contract	Prior to every Release being applied to the production environment
EDS_06a	4529	Release Listing Document Update	The Contractor shall publish any updates to the release listing document no later than noon of the business day following the release.	By noon of one (1) business day following the release	Following every Release being applied to the production environment
EDS_10b	5803	Systems User Manuals	The Contractor shall develop and submit System User Manuals to the Agency within three (3) months prior to the start of the implementation period for review and approval. The Contractor shall update both documents annually and with every Module and Centralized Service implementation through the term of the Contract.	Three (3) months prior to implementation	Annually
EDS_13	5033, 4954	Certification Management Plan	The Contractor shall complete a Certification Management Plan, using COM-16-a as a template, that aligns with the Certification Support Management Plan (COM-16). The Certification Management Plan shall be submitted within three (3) months following the Contract Start and shall be updated every six (6) months.	Three (3) months following contract start	Every six (6) months

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
EDS_11	4783	Turnover Status Report	<p>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 prior to the term of the Contract.</p> <p>The Contractor shall provide a Turnover Status Report for Agency review during the turnover period. The Turnover Status Report shall contain, at a minimum:</p> <ol style="list-style-type: none"> 1. Overall turnover status 2. Turnover deliverables, milestones, key activities accomplished 3. Current blockers, concerns, or constraints 4. Status of Critical issues and/or risks 5. Upcoming Activities 6. Key decisions made or needed 7. Current Transition Checklist 8. Current status of Turnover Acceptance Criteria 	Twelve (12) months prior to the term of the Contract	Monthly for three (3) quarters. Weekly starting three (3) months prior to the term of the Contract
EDS_12	4598	Configuration Management Summary Report	<p>The Contractor shall provide a Configuration Management Summary report providing a high-level overview of any upcoming changes to the system baseline configuration and any impact to operational usage as defined in the Configuration Management Plan. The reporting shall begin six (6) months post implementation and continue every six (6) months for the term of the Contract.</p>	Six (6) months post implementation	Every six (6) months

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
OPS_06	5908, 5909	Monthly Operations Status Report	Provides the health and performance of the EDS, the status of services, and upcoming activities. (SLA performance reporting is part of this Status Report.)	Post Implementation	Monthly
DDI_06	4729	Disaster Recovery Plan (DRP)	This DRP shall define in detail the approach to the return to operations following a disaster. The Contractor shall use the program approved Master DRP Template.	Two (2) months from Contract Start	Every six (6) months
CLS_01	4534	Turnover Management Plan	Turnover Management Plan shall provide the details to successfully facilitate a seamless transition from the incumbent to an incoming contractor.	Six (6) months from Contract Start	Three (3) months prior to the start of the turnover period, then Quarterly, until final three (3) months. Weekly for final three (3) months
CRT_01	4554, 4555, 4558, 4561, 4562, 4563, 5284	Operational Readiness Review (ORR) 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 SUR/MAR/DSS, culminating in Operational Readiness approval from CMS.	Six (6) months prior to the start of implementation	One time submission
CRT_02	4554, 4555, 4558, 4561, 4562, 4563, 5284	Certification Review (CR) - SUR, MAR, DSS Evidence documentation and support	Develop and provide necessary evidence and metrics needed to prepare for the Certification Review with CMS/MITRE. Includes advance preparation support, presentation support, and follow-up responses to CMS provided to the Agency	Six (6) months prior to the start of implementation	One time submission

Master ID	Req. ID	Deliverable Name	Deliverable Description	Initial Delivery Date	Frequency
			before, during, and following the CR for SUR/MAR/DSS, culminating in Certification approval from CMS.		
EDS_15	4081	Data Transfer and Conversion Plan	The Contractor shall develop and submit a Data Transfer and Conversion Plan, inclusive of all designated data and data sources, to the Agency within six (6) months from Contract Start for review and approval. The contractor shall update the Data Transfer and Conversion Plan every three (3) months until go live. The contractor shall update the Data Transfer and Conversion Plan every six (6) months from go live through the term of the contract.	Six (6) months from Contract Start	Every three (3) months until go-live. Every six (6) months from go-live through the term of the contract

Appendix E: Requirements Response Matrix

Inclusion of additional information not requested in Appendix E, or alteration of the forms, in any way, may be grounds for Vendor proposal disqualification. Vendors must enter the name of the corporation or other legal entity as entered on the Transmittal Letter, in the green shaded cells in the cost proposal spreadsheet.

Download and save a copy of the Requirements Response Matrix (RRM) workbook as "RFP_AMMP_EDS_RRM_VENDOR NAME," inserting your organization's name in place of VENDOR NAME.

Requirements have been pre-loaded and numbered to align with the Agency's requirement management software, and cross referenced to the applicable RFP Section/Sub-Section.

Vendors are to make selections of pre-populated answers for columns F - K on the "Requirement Matrix" Tab within this Excel workbook, in accordance with the instructions below and as informed by the RFP narrative document.

Response Matrix Categorical Legend (Columns F - K):
Column F - Proposal Status
A - Included in the base release of the proposed solution, no configuration or custom development necessary.
B - Is an integrated third-party product (COTS), requires no configuration or custom development to satisfy RFP requirements.
C - Requires configuration of the base solution or integrated third party product (COTS) not to exceed 40 FTE hours.
D - Requires configuration of the base solution or integrated third party product (COTS) that exceeds 40 FTE hours.
E - Requires customization of an integrated third-party product (COTS).
F - Requires customization of the base solution.
G - Requires custom development.
N/A - Not applicable to this requirement.
Column G - Production Status
P1 - This functionality is currently offered, and in use by other customers/clients.
P2 - This functionality is currently offered, but not in use by other customers/clients.
P3 - This functionality is not currently offered, but under development and will be available by the time of system go live or within 12 months.
P4 - This functionality is not currently offered, but Vendor will deploy sub-contractor to fulfill.
P5 - This functionality is not offered and will not be part of the proposed solution.
N/A - Not applicable to this requirement.
Column H - Product Type
SaaS - Software as a Service
PaaS - Platform as a Service
COTS - Commercial Off the Shelf
OS - Open-Source Solution
CS - Custom Solution
N/A - Not applicable to this requirement.
Column I - Hosting
T - Third Party Hosting
F - FedRAMP Moderate Cloud Hosted
O - Other

Response Matrix Categorical Legend (Columns F - K):
N/A – Not applicable to this requirement.
Column J – Security Tested
Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation.
N – The application has not been security tested based on NIST 800-53 Rev 4.
N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement).
Column K - Deliverables / Documentation / Methodology
D1 - Currently exists, will be customized for this engagement.
D2 - Currently exists, will require minor configuration for this engagement.
D3 - Does not currently exist, will need to be created for this engagement.
N/A - Not applicable to this requirement (e.g., Any Product/Services/Solution rated in Columns F - J).

Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F – K.

For EDS (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.

Print out "Requirement Matrix" Tab (all pages), which must be signed and dated and returned with the proposal submission. The electronic, soft copy file must also be included with the Vendor’s submission.

Alabama Medicaid Procurement website
https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

Appendix F: RFP Documentation

Procurement Library Contents

Alabama Medicaid Procurement website

(https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx)

1. PL01_2022 Holiday Schedule
2. PL02_Medicaid Enterprise Security Policy - Full Set - Moderate v1.4
3. PL03_AMMP Attestation and Agreement Document
4. PL04_AMA Data Governance Memo 918
5. PL05_ASMA Data Management Plan Template
6. PL06_Data Governance Vendor Compliance
7. PL07_MMIS Concept of Operations
8. PL08_AMMP Plans Guides and Templates
9. PL09_Technical Reference Architecture - EA-k-1
10. PL10_AMMP Roadmap
11. PL11_Introduction to the Data Governance Framework
12. PL12_PM-9 AMA ISO Medicaid Risk Management Process
13. PL13_2019 AMA MITA Maturity Matrix
14. PL14_AMMP Organizational Chart
15. PL15_AMMP Tools List
16. PL16_Vendor Question Template
17. PL17_AMA IST Governance SharePoint Site Request Form
18. PL18_AMA Intent to Attend Mandatory EDS RFP Pre-Proposal Vendor Conference Notification Form
19. PL19_Response to Narrative Questions Template
20. PL20_FY2021 MMIS Stats
21. PL21_Combined EDS Data Sources Reports Queries
22. PL22_EDS Interchange Reports
23. PL23_MES NTT DEL OCM2a OCM Approach
24. PI24_2020 Alabama Annual Medicaid Report

Access Controlled SharePoint Contents

25. IT Project Governance – Approved Policies, Procedures, and Artifacts
26. Security Governance – Approved Policies, Procedures, and Artifacts
27. Data Governance – Approved Policies, Procedures, and Artifacts

Appendix G: Corporate Reference Worksheet

The State reserves the right to contact any former client or employer with which the Contractor is known to have done business, whether provided as a reference or not.

As part of the response to this proposal, references must meet the criteria outlined in RFP Section V – Corporate Background and References.

Vendor Name	
--------------------	--

Reference 1

Contact Name		
Contact Title		
Contact Telephone		
Contact Email		
Contact Address		
Contract Type	Contract Size	Contract Duration

Reference 2

Contact Name		
Contact Title		
Contact Telephone		
Contact Email		
Contact Address		
Contract Type	Contract Size	Contract Duration

Reference 3

Contact Name		
Contact Title		
Contact Telephone		
Contact Email		
Contact Address		
Contract Type	Contract Size	Contract Duration

Appendix H: Key Personnel Resume Sheet

This form must be used to respond to key positions. For each named individual, a separate Key Personnel Resume Sheet must be submitted.

Vendor Organization: _____

Key Position: _____

Candidate:

Full Name: Last Name First Name MI

Address Street: City: State: Zip:

U.S. Citizen Non-U.S. Citizen Visa Status:

Status: Employee Self Employed Subcontractor (Name: _____)

Other:

Education:

Mark highest level completed.	Some HS	HS/GED	Associate	Bachelor	Master	Doctoral
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary						
School Name	Degree/Major		Degree Earned	Year Received		

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

Work Experience #:			
Job Title:			
From	To	Reason for Leaving:	Hours per week
Describe your duties and responsibilities as they relate to the Request for Proposal:			

Professional References:

List 3 Professional References below.

Reference 1		
Name	Title	Organization

Address	Phone () -	E-mail Address
---------	----------------	----------------

Reference 2		
Name	Title	Organization
Address	Phone () -	E-mail Address

Reference 3		
Name	Title	Organization
Address	Phone () -	E-mail Address

Candidate and Vendor Certification

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated.

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that both parties understand the entire scope of requirements for this position as defined in the RFP and the Candidate agrees to be submitted for consideration exclusively by this Vendor. Any candidate that is submitted by more than one Vendor for a line item will be considered disqualified.

Candidate Data Sheets must be signed below by the Vendor.

Authorized Vendor Signature

Date

Sample Key Personnel Resume Sheet

Vendor Organization: Auburn University Montgomery
 Key Position: Technical Team – Communications Manager

Candidate:

Full Name: JacksonHewlettM
 Address Street: 6760 Happy Lane Circle City: Oklahoma State: OK Zip: 54671
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

Mark highest level completed.	Some HS <input type="checkbox"/>	HS/GED <input type="checkbox"/>	Associate <input type="checkbox"/>	Bachelor <input type="checkbox"/>	Master <input checked="" type="checkbox"/>	Doctoral <input type="checkbox"/>
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List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary			
School Name	Degree/Major	Degree Earned	Year Received
Harvard University	Master Business Administration	Yes	2001
Yale University	Bachelor of Science in Information Technology	Yes	2000
Princeton University	Associate in Data Processing Technology	Yes	1997

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

Work Experience #: 1			
Job Title: Sr. SQL Administrator			
From 02/2001	To Present	Reason for Leaving:	Hours per week 40
Describe your duties and responsibilities as they relate to the Request for Proposal. Maintain and develop employee database, supply database, clientele databases, and administer programming for these databases, Keep all records up to date in hard copies and soft on a network. Keep general knowledge of network in order to coordinate employee computers. Keep clientele in a secure intranet database.			

Work Experience #: 2			
Job Title: Software Application Engineer			
From 03/1995	To 01/2001	Reason for Leaving: New Job Opportunity	Hours per week 40
<p>Describe your duties and responsibilities as they relate to the Request for Proposal. Designs, develops, debugs, modifies, and tests software programs by using current programming languages, methodologies and technologies.</p> <p>Documents software development and/or test development by writing documents, reports, memos, change requests. Methods used are determined by approved procedures and standards Tracks software development effort by creating and maintaining records in the approved tracking management tool. Analyzes, evaluates, and verifies requirements, software and systems by using software engineering practices.</p>			

Professional References:

List 3 Professional References below.

Reference 1		
Name Bob Thornton	Title CEO	Organization Bob Thornton Enterprise
Address 3245 Grey Hat Drive	Phone (123) 456 - 7589	E-mail Address bob@greyhat.com

Reference 2		
Name Henry Ford	Title CEO	Organization Humpfrey Corp.
Address 234 Humpfrey St.	Phone (123) 456 - 7589	E-mail Address hford@humpfrey.com

Reference 3		
Name Jack Smith	Title Software Director	Organization Red Brick Software Services
Address 987 Daniels Dr.	Phone (123) 456 - 7589	E-mail Address j@daniels.com

Candidate and Vendor Certification

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated.

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that both parties understand the entire scope of requirements for this position as defined in the RFP and the Candidate agrees to be submitted for consideration exclusively by this Vendor. Any candidate that is submitted by more than one Vendor for a line item will be considered disqualified.

Candidate Data Sheets must be signed below by the Vendor.
[SIGNATURE]

Authorized Vendor Signature

Date

Appendix I: Service Level Agreements

1. EDS Architecture Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

The EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

The EDS Contractor shall coordinate with the Agency to schedule all required system downtime that must occur during business hours and that would cause the EDS to be unavailable for normal use. Routine maintenance must be scheduled during non-business hours. Scheduled downtime windows will be documented in the Concept of Operations (CONOPS).

a. Service Level Agreement – System Availability

The EDS Contractor shall submit the System Availability metrics for each month as part of the Monthly Operations Status Report.

1. **Measurement Description:** Measurement of system availability and number of downtime events include both planned and unplanned downtimes. Measurements are based on clock and calendar: 24 hours per day, 7 days per week, and 365 days per year (or 366 days in those years that are leap years). The system is considered available when the system and all components are available for normal operations. A downtime event is a single incidence of the system not being available, contiguous in time and irrespective of duration. A planned downtime may include multiple system shutdowns & restarts and is considered a single downtime event, and the actual duration (not scheduled duration) will be considered the non-available time.

For example:

- Day 1 – 1:00 a.m. to 2:00 a.m.: planned downtime for data load. Actual downtime 1:00 a.m. to 1:30 a.m. [0.50 non-available hours, 1 downtime event]
- Day 5 – 7:00 p.m. to 8:00 p.m.: planned and actual downtime for maintenance, including 3 operating system shutdowns and restarts [1.00 non-available hour, 1 downtime event]
- Day 17 – 4:10 p.m. to 4:55 p.m.: unplanned downtime due to database crash and restart [0.75 non-available hours, 1 downtime event]
- Total of 2.25 hours non-available and 3 downtime incidents. In a 31-day month, availability is 99.70%

Downtime and Liquidated Damages: Failure to meet availability SLA will result in a penalty to be credited to the State as set forth using a method to be determined by the State. If penalties for both system availability and number of downtime events are assessed in a calendar month, then the larger penalty prevails. The monthly base against which the monthly penalty is applied is the prorated total price of task order (including both fixed and variable costs).

2. **Measurement Interval:** The measurement interval shall be one calendar month, corresponding to the month of the Project Management Status Report.
3. **Measurement Period:** System Availability: The Measurement Period begins at 12:00 a.m. CT on the first day of the month and ends at 11:59 p.m. CT on the last day of the month.

4. **Source of Measurement Data:** The source of the measurement data shall be the System Availability as described in Operation Management in the Concept of Operations (CONOPS).

5. **Method of Measurement**

a) System Availability The EDS Contractor shall record the time in minutes that the solution is running and available to perform all their required service outside of Agency-approved scheduled maintenance time (Uptime). The Uptime calculation for A_S is:

$$A_S = \frac{(Uptime\ Minutes)}{(Minutes\ in\ the\ Month - Scheduled\ Maintenance\ Minutes)} \times 100$$

- b) Minutes in the Month = Calendar Days in Month x 24 hours x 60 Minutes
- c) Maintenance Minutes = Approved Scheduled Maintenance Hours x 60 minutes
- d) Available Minutes = Minutes in the Month – Maintenance Minutes
- e) Uptime Minutes = Available Minutes – Unscheduled/Unavailable Minutes

Example: For one 30-day month, there was one eight-hour scheduled maintenance window. The EDS system was unavailable for 55 minutes outside of this window.

- a) Minutes in the month = 30 calendar days x 24 hours/day x 60 minutes/hour = 43,200 minutes
- b) Minutes of scheduled maintenance = 8 hours x 60 minutes/hour = 480 minutes
- c) Minutes in month not including scheduled maintenance (time the SIP should have been up) = 43,200 – 480 = 42,720 minutes
- d) Uptime = 42,720 - 55 = 42,665 minutes

$$A_S = \frac{42665}{42720} \times 100$$

- 6. **State Audits.** The EDS Contractor shall make available the uptime records and the metrics reported in the Project Management Status Report for audits by the Agency or its third-party designee.
- 7. **Assumptions and Conditions.** The EDS Contractor shall have a process and/or tool for recording the availability of the solution.
- 8. **Exceptions.** In the event of a disaster outside of the control of the EDS Contractor, the EDS Contractor will not be subject to discounted payments during any month in which services operate from the Disaster Recovery environment. The EDS Contractor shall be subject to discounted payments if the disaster was caused by the EDS Contractor, its subcontractors, or partners.

b. Key Performance Indicator – Equipment

Equipment not past manufacturer stated end of life and refreshed as recommended by manufacturer. Report equipment life and manufactures end of life guidelines annually by the end of the first Quarter or March 31, or within three (3) business days of a request from the Agency.

- 1. **Measurement Description.** Measurement of equipment begins annually on January 1.
- 2. **Measurement Interval.** The measurement shall be one Calendar quarter, starting annually on January 1 and ending on March 31.
- 3. **Source of Measurement Data.** Equipment is refreshed before end of life.
- 4. **Measurement Method.** Equipment upgrades.

c. Service Level Agreement – Query Response

During DDI the contractor shall work with the Agency to establish a baseline set of queries, run Monday after check write.

1. **Measurement Item.** Query Response
2. **Measurement Logic.** The measurement logic is Time > 15% increase in each query run time.
3. **Timeline for Failed SLA.** Five (5) days for providing a plan of action.
4. **Measurement Interval.** Annually. Baseline queries set in January run.

d. Service Level Agreement – EDS Architecture Discount Calculations

1. **Discount Calculations.** If for any one month, any one or more of the measurements do not meet the SLA standards, the contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, Medicaid may request a Corrective Action Plan (CAP). If the Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 - Contract Liquidated Damages](#).

2. Performance SLAs and KPIs

The EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

a. Service Level Agreement - Maintenance/Updates/Upgrades

1. **Maintenance/Updates.** All recurring planned maintenance must be scheduled and performed outside of working hours (M-F, 6:00 a.m. - 7:00 p.m. Central Time, non-holidays) with state advance approval. Urgent planned maintenance may be scheduled and performed during working hours with state advance approval, if non-working hours are nonviable. Planned downtime should occur between 11:00 PM - 5:00 AM CT.
2. **Upgrades.** When there is a major release of operating system, database, or applications, the Contractor will upgrade to the new release on a schedule approved by state. Contractor is responsible to maintain functionality, backwards compatibility, and interoperability. Contractor is responsible to ensure that there will be no data loss.
 - a) **Measurement Item.** Recurring maintenance
 - b) **Measurement Logic.** The measurement logic is Time > 7:00 pm CT, < 6:00 am CT
 - c) **Measurement Period.** Ongoing
 - a) **Measurement Item.** Urgent maintenance
 - b) **Measurement Logic.** Requires state approval
 - c) **Measurement Period.** Ongoing
 - a) **Measurement Item.** Planned downtime
 - b) **Measurement Logic.** The measurement logic is Time > 11:00 pm CT, < 5:00 am CT
 - c) **Measurement Period.** Ongoing

- a) **Measurement Item.** Upgrades
- b) **Measurement Logic.** Requires state approval
- c) **Measurement Period.** Ongoing

- a) **Measurement Item.** Data loss during upgrades
- b) **Measurement Logic.** No data loss
- c) **Measurement Period.** Ongoing

b. Key Performance Indicator - Downtime Notifications:

1. **Scheduled Downtimes.** Obtain state approval before scheduling planned downtimes, scheduled keeping Central Time in mind and maximizing uptime during normal business hours in Alabama. Notify users of status of planned downtimes with state approval of channels, messaging, and timing (e.g., publication in portal; email notification in advance, at start, and upon completion).
2. **Unplanned Downtimes.** Upon the occurrence of any unplanned downtime, Contractor shall immediately notify state, and follow up within one (1) business day with a written explanation and documentation. Documentation shall include but not be limited to dates, times, and duration of system non-availability; and dates and times of downtime events
 - a) **Measurement Item.** Scheduled downtime
 - b) **Measurement Description.** Requires state approval
 - c) **Measurement Description.** Requires user notification
 - d) **Measurement Period.** Ongoing
 - a) **Measurement Item.** Unplanned downtime
 - b) **Measurement Description.** Requires immediate state notification
 - c) **Measurement Description.** Requires contractor follow up with written explanation and documentation
 - d) **Measurement Logic.** The measurement logic is Time <= 1 business day
 - e) **Measurement Period.** Ongoing

c. Service Level Agreement - Transaction Response Time

Provides capability for transaction response time to be consistent for all users directly interacting with the production environment, based on a common Web Portal access for network access point, processed and returned to the network access point; provides capability for:

- Ninety-five percent (95%) of transactions to occur in five (5) seconds or less
- Ninety-nine percent (99%) of transactions to occur in seven (7) seconds or less

Response time shall be measured both at the Agency and EDS facility. The Contractor shall report on this Monthly by the 5th day of the month following quarter end. Variances of more than twenty percent (20%) in response time between the two (2) locations shall be researched and documented by fiscal agent and Agency staff for improvement. The documentation shall be in a format determined by the Agency.

1. **Measurement Item.** Web portal transaction response time
2. **Measurement Description.** 90% of transactions response
3. **Measurement Logic.** The measurement logic is Time <= 4 seconds
4. **Measurement Interval.** Quarterly
5. **Measurement Period.** Previous Quarter

1. **Measurement Item.** Web portal transaction response time
2. **Measurement Description.** 95% of transactions response
3. **Measurement Logic.** The measurement logic is Time \leq 5 seconds
4. **Measurement Interval.** Quarterly
5. **Measurement Period.** Previous Quarter

1. **Measurement Item.** Web portal transaction response time
2. **Measurement Description.** 97% of transactions response
3. **Measurement Logic.** The measurement logic is Time \leq 6 seconds
4. **Measurement Interval.** Quarterly
5. **Measurement Period.** Previous Quarter

1. **Measurement Item.** Web portal transaction response time
2. **Measurement Description.** 99% of transactions response
3. **Measurement Logic.** The measurement logic is Time \leq 7 seconds
4. **Measurement Interval.** Quarterly
5. **Measurement Period.** Previous Quarter

1. **Measurement Item.** Web portal transaction response time reporting
2. **Measurement Description.** Requires Contractor reporting on web portal transaction response time
3. **Measurement Logic.** The measurement logic is Time \leq 5th of month following quarter end
4. **Measurement Interval.** Quarterly
5. **Measurement Period.** Previous Quarter

1. **Measurement Item.** Web portal transaction response time research
2. **Measurement Description.** Requires research for variances in web portal transaction response times
3. **Measurement Logic.** The measurement logic is Time $>$ 20%
4. **Measurement Interval.** Quarterly
5. **Measurement Period.** Previous Quarter

d. Service Level Agreement - System Response

Response Time. Contractor must achieve industry standard and reasonable response times for all aspects of provided functionality during normal operations. Recognizing that the contractor is not responsible for aspects of network latency which are out of the contractor's control, state establishes these metrics:

- Responsiveness of each step of the MFA login process $<$ (2.5 seconds + latency) max
- Responsiveness of Data Store connection requests $<$ (2.5 seconds + latency) max
- Responsiveness of user navigation in portal $<$ (2.5 seconds + latency) max

where latency = round-trip network latency time between client and contractor hosted environment as measured by standard tool, such as hopping, netperf, or iperf.

1. **Measurement Item.** MFA Login process
2. **Measurement Description.** Average response time
3. **Measurement Logic.** The measurement logic is Time $<$ 2.5 seconds + latency
4. **Measurement Interval.** Monthly
5. **Measurement Period.** Previous Month

1. **Measurement Item.** Data store connection request
2. **Measurement Description.** Average response time
3. **Measurement Logic.** The measurement logic is Time < 2.5 seconds + latency
4. **Measurement Interval.** Monthly
5. **Measurement Period.** Previous Month

1. **Measurement Item.** Web portal user navigation
2. **Measurement Description.** Average response time
3. **Measurement Logic.** The measurement logic is Time < 2.5 seconds + latency
4. **Measurement Interval.** Monthly
5. **Measurement Period.** Previous Month

e. Key Performance Indicator - Backups

Backup restorations from short-term storage, including transaction logs and testing, shall complete within 8 hours.

Backup restorations from long-term storage shall complete within five (5) calendar days. this would be used for finding something in a point in time - this would not occur within the production environment.

1. **Measurement Item.** Short-term backup restoration
2. **Measurement Description.** Completed backup restoration
3. **Measurement Logic.** The measurement logic is Time <= 8 hours
4. **Measurement Interval.** Episodic
5. **Measurement Period.** Episodic

1. **Measurement Item.** Long-term backup restoration
2. **Measurement Description.** Completed backup restoration
3. **Measurement Logic.** The measurement logic is Time <= 7 calendar days
4. **Measurement Interval.** Episodic
5. **Measurement Period.** Episodic

f. Key Performance Indicator - Disaster Recovery

Contractor shall meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements listed below in the case of disaster recovery. Contractor shall test and document the disaster recovery process at least bi-annually (twice a year) to ensure compliance with the RTO and RPO.

- Recovery Time Objective (RTO): < 6.0 clock hours
- Recovery Point Objective (RPO): < 6.0 clock hours

1. **Measurement Item.** Recovery time objective testing
2. **Measurement Description.** Disaster recovery completed
3. **Measurement Logic.** The measurement logic is Time < 6 hours
4. **Measurement Period.** Bi-annually

1. **Measurement Item.** Recovery point objective testing
2. **Measurement Description.** Disaster recovery completed
3. **Measurement Logic.** The measurement logic is Time < 6 hours
4. **Measurement Period.** Bi-annually

g. Service Level Agreement - Escalation/MSSP

1. **Monitoring.** Contractor shall provide a 24/7 security and event management or equivalent solution to aggregate logs, monitor system activity, identify suspect behavior/anomalies, security events, file integrity, evaluate logs, and provide an alerting capability. Solution shall provide the ability to audit/track all activity specific to each user and process, including at minimum, date and time of last login, invalid login attempts, system errors, and all transaction activities, including inquiries. Solution shall also provide a user interface for State to review activity and alerts. Access and authentication reports shall be provided daily to state, and state shall have the ability to view access logs on the fly. Logs shall be kept and archived on a schedule as approved by state
2. **Security Operations Center (SOC) / Managed Detection and Response (MDR).** In addition, alerts and events shall be actively monitored on a 24/7 basis by an SOC/MDR or equivalent team.
3. **Alerts/Escalation.** Alerts must include ability to alert appropriate staff of potential violations of privacy safeguards, such as inappropriate access or attempted access to confidential information and preserve and report specified audit data when a potential security violation is detected.
 - a) **Measurement Item.** 24/7 security and event management
 - b) **Measurement Description.** Continuous auditing and tracking of all activity
 - c) **Measurement Logic.** Requires state approval
 - a) **Measurement Item.** 24/7 security and event management log retention
 - b) **Measurement Description.** Logs kept and archived on schedule
 - c) **Measurement Logic.** Requires state approval
 - a) **Measurement Item.** 24/7 security and event management log access
 - b) **Measurement Description.** Logs kept and available for viewing in real time

h. Key Performance Indicator - Security Incident Response Priority

1. **Security Incident Response Priority.** When reporting a security issue to Contractor, State shall identify the issue by its Security Level as described below. If Contractor identifies a security issue, Contractor shall immediately notify state and identify the issue security level based on Contractor's initial evaluation.
 - Security Level 1 (S1) – Incident affecting critical systems, information, or data (e.g., DDoS, active hacking, virus outbreak, breach, etc.)
 - Security Level 2 (S2) – Incident affecting non-critical systems, information, or data. Employee investigations that should typically be classified at this level (e.g., improper access, non-active hacking, policy violations, etc.)
2. **Time to Response and Resolution.** Immediately upon identifying a security issue or receiving notice from system users of a security issue, Contractor shall respond and resolve the issue in alignment with the guidelines outlined below, as applicable. If Contractor cannot meet any of these guidelines, Contractor shall describe in writing to State to explain why and propose new Response and Resolution Times for State approval.
 - a) Initial Response (Stopgap Measure):
 - Security Level 1 (S1) – Response Time/Target: 30 clock minutes / 100%
 - Security Level 2 (S2) – Response Time/Target: 1 business hour / 100%

- b) Investigation
 - Security Level 1 (S1)– Response Time/Target: 1 clock hour / 100%
 - Security Level 2 (S2) – Response Time/Target: 1 business day / 100%
 - c) Full Resolution:
 - Security Level 1 (S1) – Resolution Time/Target: 4 clock hours / 100%
 - Security Level 2 (S2) – Resolution Time/Target: 2 business days / 100%
3. Updates. For Security Level 1 (S1) incidents, Contractor shall provide status updates every 1 hour to State until the security issue is resolved. For Security Level 2 (S2) incidents, Contractor shall provide status updates via a weekly summary to State in writing until the security issue is resolved.
- a) **Measurement Item**. Security incident initial response (security level 1)
 - b) **Measurement Logic**. The measurement logic is Time <= 30 calendar minutes
 - c) **Measurement Period**. Episodic
- a) **Measurement Item**. Security incident initial response (security level 2)
 - b) **Measurement Logic**. The measurement logic is Time <= 1 business hour
 - c) **Measurement Period**. Episodic
- a) **Measurement Item**. Security incident investigation response (security level 1)
 - b) **Measurement Logic**. The measurement logic is Time <= once per calendar hour
 - c) **Measurement Period**. Episodic
- a) **Measurement Item**. Security incident investigation response (security level 2)
 - b) **Measurement Logic**. The measurement logic is Time <= once per business day
 - c) **Measurement Period**. Episodic
- a) **Measurement Item**. Security incident full resolution (security level 1)
 - b) **Measurement Logic**. The measurement logic is Time <= 4 calendar hours
 - c) **Measurement Period**. Episodic
- a) **Measurement Item**. Security incident full resolution (security level 1)
 - b) **Measurement Logic**. The measurement logic is Time <= 2 calendar hours
 - c) **Measurement Period**. Episodic
- i. **Key Performance Indicator – Breach**
- 1. Privacy and Security Breach Notification. Contractor must adhere to all applicable federal, state, and local laws and regulations regarding privacy and information security. Contractor must notify State 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 State data or security incident affecting any State component or supporting infrastructure. Contractor must support investigation, take prompt corrective action and remediation steps, and notification as required per BAA. Contractor must provide a written report to state within thirty (30) calendar days of discovery of the breach.
 - a) **Measurement Item**. Privacy and Security Breach
 - b) **Measurement Description**. Requires state notification
 - c) **Measurement Logic**. The measurement logic is Time <= 24 hours

d) **Measurement Period.** Episodic

j. Service Level Agreement – Performance Discount Calculations

1. Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 - Contract Liquidated Damages](#).

3. Data Integration SLAs and KPIs

a. Service Level Agreement – Data Availability

Contractor shall meet the agreed upon specifications in the Interface Control Document (ICD) for each interface.

1. **Measurement Item.** Data availability
2. **Measurement Description.** Average data availability timeframes missed
3. **Measurement Logic.** The measurement logic is Time < agreed upon time from ICD
4. **Measurement Period.** Monthly

b. Key Performance Indicator – Data Availability

Time for regular processing and review between data submission and availability for analyst use shall be within two (2) hours in relation to when the load is started (for processing that does not require full file rejection or stoppage).

1. **Measurement Item.** Data availability after receipt of data
2. **Measurement Description.** Average data availability timeframes missed
3. **Measurement Logic.** The measurement logic is Time < 2-hour time
4. **Measurement Interval.** Episodic
5. **Measurement Period.** Episodic

c. Service Level Agreement – Data Integration Discount Calculations

1. Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 Contract Liquidated Damages](#).

4. Enterprise and General Services SLAs and KPIs

a. Service Level Agreement – User Support/Ticketing

1. Measurement Item. User Support Communication

Measurement Description. Contractor shall provide assistance and support to users through a Help Desk or similar function. Help Desk shall include support for end users as well as technical/operational staff. Help Desk shall be able to be contacted via a ticketing system and

over the phone. Ticketing system shall be used for any issue report or support requests. Phone support shall at a minimum be used for critical and major issues (Priority Level 1-2, Security Level 1-2), but also be an option to escalate Priority Level 3-4 issues. Telephone support shall be made available to state 24 hours a day, 7 days a week for these critical support issues for resolution by the Contractor.

2. Measurement Item. Ticketing

Measurement Description. Contractor shall maintain a ticketing system for all system users to submit issue resolution tickets. Regardless of method of communication (ticketing system, email, phone), Contractor shall issue or update tickets for issues reported in the ticketing system for tracking purposes.

3. Measurement Item. Response Priority

Measurement Description. All tickets shall be responded to in a timely manner and issues resolved in accordance with the Priority Level and Security Level Time to Response, and Resolution requirements in this SLA shall maintain a ticketing system for all system users to submit issue resolution tickets. Regardless of method of communication (ticketing system, email, phone), Contractor shall issue or update tickets for issues reported in the ticketing system for tracking purposes

b. Key Performance Indicator – Response Priority

When reporting an issue or error to Contractor, State shall identify the issue/error by its priority level as described below. If Contractor identifies an issue/error, Contractor shall immediately notify State and identify the issue/error priority level based on Contractor’s initial evaluation.

- Priority Level 1 (P1) – A complete system unavailability, unavailability of a critical system component.
- Priority Level 2 (P2) – A major component of state's ability to operate is affected, including identified vulnerabilities. Some aspects of the business can continue but it's a major problem.
- Priority Level 3 (P3) – state's core business is unaffected, but the issue is affecting efficient operation by one or more person, including identified vulnerabilities.
- Priority Level 4 (P4) – The issue is a background or planned task and will be addressed when time permits or on the planned schedule for implementation, including identified vulnerabilities.

Time to Response and Resolution. Immediately upon identifying a system issue or error or receiving notice from system users of an issue or error, Contractor shall respond and resolve the issue or error according to the times and targets outlined below, as applicable. If Contractor cannot meet any of these guidelines, Contractor shall describe in writing to state to explain why and propose new Response and Resolution Times for state approval.

1. **Measurement Item.** Issue/Error Notification
2. **Measurement Description.** Requires agency notification
3. **Measurement Logic.** The measurement logic is Time > Immediate
4. **Measurement Period.** Episodic
5. **Measurement Interval.** Episodic

1. **Measurement Item.** Resolution notification – P1

2. **Measurement Logic.** The measurement logic is Time <= 30 calendar minutes
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Resolution notification – P2
2. **Measurement Logic.** The measurement logic is Time <= 1 calendar hour
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Resolution notification – P3
2. **Measurement Logic.** The measurement logic is Time <= 3 business hours
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Resolution notification – P4
2. **Measurement Logic.** The measurement logic is Time <=8 business hours
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Resolution – P1
2. **Measurement Logic.** The measurement logic is Time <= 2 calendar hours
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Resolution – P2
2. **Measurement Logic.** The measurement logic is Time <= 6 calendar hours
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Resolution – P3
2. **Measurement Logic.** The measurement logic is Time <= 2 business days
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Resolution – P4
2. **Measurement Logic.** The measurement logic is Time <=5 business days
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

c. Service Level Agreement – User Support

The Contractor must use at least 65% of the modification hours on Agency priority CSRs and Agency Support. The Agency shall review the time on a “rolling” quarter. If the current month and the previous two (2) months do not have at least 65% of the modification hours allocated to Priority CSRs and Agency Support, then the Agency shall request a Corrective Action Plan (CAP). See Section 2 - Statement of Work for more information on Corrective Action Plans.

1. **Measurement Item.** Modification hour user on priority CSRs and Agency Support
2. **Measurement Logic.** The measurement logic is Time > = 65%
3. **Measurement Period.** Monthly

4. **Measurement Interval.** Monthly

d. Key Performance Indicator – Operations

The Help Desk must be staffed appropriately to allow incidents/problems to be entered into the tool while on call with State staff and persons or if received via email within 30 minutes.

1. **Measurement Item.** Help Desk incident/problem entered into system
2. **Measurement Logic.** The measurement logic is Time \leq 30 minutes
3. **Measurement Period.** Episodic
4. **Measurement Interval.** Episodic

e. Service Level Agreement – Call Center Response

The Contractor shall provide staffing levels for the EDS Help Desk to achieve an average of two and a half minutes or less hold time with an 8.5% or less abandonment rate after fifteen (15) seconds and an answer rate of 91.5%. The Contractor shall work with the Agency to define a monthly report of the help desk statistics.

1. **Measurement Item.** Hold time
2. **Measurement Logic.** The measurement logic is Time \leq 2.5 minutes
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Abandonment rate
2. **Measurement Logic.** The measurement logic is Time \leq 8.5% after 15 seconds
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

1. **Measurement Item.** Answer rate
2. **Measurement Logic.** The measurement logic is Time \geq 91.5%
3. **Measurement Period.** Monthly
4. **Measurement Interval.** Monthly

Discount Calculation. If for any one month, any one or more of the measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met. If the Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid 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 - Contract Liquidated Damages](#).



State of Alabama Solicitation

Solicitation RFP 062 23000000062	Document Phase Draft	Document Description AMMP-Enterprise Data Services
Procurement Folder 1724901	Creation Date 03/10/23	Print Date 03/10/23

Request for Proposals

CONTACTS

Contact	Name	E-mail	Phone
Requestor:	Info RFP	RFP@medicaid.alabama.gov	334-353-3785
Issuer:	Info RFP	RFP@medicaid.alabama.gov	334-353-3785
Buyer:	Info RFP	RFP@medicaid.alabama.gov	334-353-3785

Bids will be accepted from: 03/21/23
to: 07/28/23

All Inquiries for Information Regarding Bid Submission Requirements or Procurement Procedures Should be Directed To The Buyer Contact Listed Above.

COMMODITY INFORMATION

Group: 1	Line: 1	Line Type: Service
Commodity Code: PRF09		Quantity:
Commodity Description: DATA PROCESSING, COMPUTER,		Unit:
Extended Description:		
DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICE		

SHIPPING AND BILLING

Shipping	Billing
null, null null	null, null null
Delivery Date:	Delivery Type:

	Document Phase	Document Description	Page 2
23000000062	Draft	AMMP-Enterprise Data Services	Total Pages: 4

GENERAL TERMS AND CONDITIONS FOR RFP FOR SERVICES v 7-9-15 rhc edit 7-28-15

GENERAL TERMS AND CONDITIONS FOR THIS REQUEST FOR PROPOSALS - All proposals are subject to these Terms and Conditions.

1. PROHIBITED CONTACTS; INQUIRIES REGARDING THIS RFP – From the Release Date of this RFP until a contract is awarded, parties that intend to submit, or have submitted, a Proposal are prohibited from communicating with any members of the Soliciting Party’s Team for this transaction who may be identified herein or subsequent to the Release Date, or other employees or representatives of the Soliciting Party regarding this RFP or the underlying transaction except the designated contact(s) identified in {insert location in RFP where contacts are identified, such as Section S or Item 2.]

Questions relating only to the RFP process may be submitted by telephone or by mail or hand delivery to: the designated contact. Questions on other subjects, seeking additional information and clarification, must be made in writing and submitted via email to the designated contact, sufficiently in advance of the deadline for delivery of Proposals to provide time to develop and publish an answer. A question received less than two full business days prior to the deadline may not be acknowledged. Questions and answers will be published to those parties submitting responsive proposals.

2. NONRESPONSIVE PROPOSALS - Any Proposal that does not satisfy requirements of the RFP may be deemed non-responsive and may be disregarded without evaluation. Clarification or supplemental information may be required from any Proposer.

3. CHANGES TO THE RFP; CHANGES TO THE SCHEDULE - The Soliciting Party reserves the right to change or interpret the RFP prior to the Proposal Due Date. Changes will be communicated to those parties receiving the RFP who have not informed the Soliciting Party’s designated contact that a Proposal will not be submitted. Changes to the deadline or other scheduled events may be made by the Soliciting Party as it deems to be in its best interest.

4. EXPENSES - Unless otherwise specified, the reimbursable expenses incurred by the service provider in the providing the solicited services, shall be charged at actual cost without mark-up, profit or administrative fee or charge. Only customary, necessary expenses in reasonable amounts will be reimbursable, to include copying (not to exceed 15 cents per page), printing, postage in excess of first class for the first one and one-half ounces, travel and preapproved consulting services. Cost of electronic legal research, cellular phone service, fax machines, long-distance telephone tolls, courier, food or beverages are not reimbursable expenses without prior authorization, which will not be granted in the absence of compelling facts that demonstrate a negative effect on the issuance of the bonds, if not authorized.

If pre-approved, in-state travel shall be reimbursed at the rate being paid to state employees on the date incurred. Necessary lodging expenses will be paid on the same per-diem basis as state employees are paid. Any other pre-approved travel expenses will be reimbursed on conditions and in amounts that will be declared by the Issuer when granting approval to travel. Issuer may require such documentation of expenses as it deems necessary.

5. REJECTION OF PROPOSALS - The Soliciting Party reserves the right to reject any and all proposals and cancel this Request if, in the exercise its sole discretion, it deems such action to be in its best interest.

6. EXPENSES OF PROPOSAL – The Soliciting Party will not compensate a Proposer for any expenses incurred in the preparation of a Proposal.

7. DISCLOSURE STATEMENT - A Proposal must include one original Disclosure Statement as required by Code Section 41-16-82, et seq., *Code of Alabama 1975*. Copies of the Disclosure Statement, and information, may be downloaded from the State of Alabama Attorney General’s web site at <https://www.alabamaag.gov/Documents/files/File-AL-Vendor-Disclosure-Statement.pdf> and <https://www.alabamaag.gov/Documents/files/Vendor-Disclosure-Instructions.pdf>.

	Document Phase	Document Description	Page 3
2300000062	Draft	AMMP-Enterprise Data Services	Total Pages: 4

8. LEGISLATIVE CONTRACT REVIEW - Personal and professional services contracts with the State may be subject to review by the Contract Review Permanent Legislative Oversight Committee in accordance with Section 29-2-40, et seq., Code of Alabama 1975. The vendor is required to be knowledgeable of the provisions of that statute and the rules of the committee. These rules can be found at <http://www.legislature.state.al.us/aliswww/AlaLegJointIntCommContracReview.aspx>. If a

contract resulting from this RFP is to be submitted for review the service provider must provide the forms and documentation required for that process.

9. THE FINAL TERMS OF THE ENGAGEMENT - Issuance of this Request For Proposals in no way constitutes a commitment by the Soliciting Party to award a contract. The final terms of engagement for the service provider will be set out in a contract which will be effective upon its acceptance by the Soliciting Party as evidenced by the signature thereon of its authorized representative. Provisions of this Request For Proposals and the accepted Proposal may be incorporated into the terms of the engagement should the Issuer so dictate. Notice is hereby given that there are certain terms standard to commercial contracts in private sector use which the State is prevented by law or policy from accepting, including indemnification and holding harmless a party to a contract or third parties, consent to choice of law and venue other than the State of Alabama, methods of dispute resolution other than negotiation and mediation, waivers of subrogation and other rights against third parties, agreement to pay attorney's fees and expenses of litigation, and some provisions limiting damages payable by a vendor, including those limiting damages to the cost of goods or services.

10. BEASON-HAMMON ACT COMPLIANCE. A contract resulting from this RFP will include provisions for compliance with certain requirements of the *Beason-Hammon Alabama taxpayer and Citizen Protection Act* (Act 2011-535, as amended by Act 2012-491 and codified as Sections 31-13-1 through 35, Code of Alabama, 1975, as amended), as follows:

E- VERIFY ENROLLMENT DOCUMENTATION AND PARTICIPATION. As required by Section 31-13-9(b), Code of Alabama, 1975, as amended, Contractor that is a "business entity" or "employer" as defined in Code Section 31-13-3, will enroll in the E-Verify Program administered by the United States Department of Homeland Security, will provide a copy of its Memorandum of Agreement with the United States Department of Homeland Security that program and will use that program for the duration of this contract.

CONTRACT PROVISION MANDATED BY SECTION 31-13-9(k):

By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

	Document Phase	Document Description	Page 4
2300000062	Draft	AMMP-Enterprise Data Services	Total Pages: 4

ATTENTION: Alabama Medicaid intends to post **AMMP Enterprise Data Services** RFP specifications document by the close of business on 3/21/2023, to the Alabama Medicaid website at:

http://www.medicaid.alabama.gov/CONTENT/2.0_newsroom/2.4_Procurement.aspx.

All questions concerning this RFP must be directed to:

EDS@medicaid.alabama.gov

	Document Phase	Document Description	Page 2
23000000062	Final	AMMP-Enterprise Data Services	Total Pages: 4

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	Document Phase	Document Description	Page 3
23000000062	Final	AMMP-Enterprise Data Services	Total Pages: 4

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	Document Phase	Document Description	Page 4
23000000062	Final	AMMP-Enterprise Data Services	Total Pages: 4

ATTENTION: Please check the Medicaid procurement site AMMP Enterprise Data Services RFP for updated procurement documents, including but not limited to: EDS Appendix C-Pricing Schedule, PL09-MES Technical References, and PL10-AMMP Roadmap at the Alabama Medicaid website at:

https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)							
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)	
R1-001	1	Title Page	Section B - schedule of events	The RFP document has an RFP due date of "July 28, 2023, by 5:00 p.m. Central Time" but the Proposals due date in the Schedule of Events table is "8/3/2023". Can you clarify what is the correct proposals due date?	All proposals are due by 8/3/2023. Please see Amendment 1, Item 1.	A-1, #1	
R1-002	1 & 3	Table B-I-1	RFP Cover: Proposals Due July 28, 2023 RFP Schedule Proposals Due August 3, 2023	RFP Cover and RFP Schedule have conflicting due dates. Which is correct?	All proposals are due by 8/3/2023. Please see Amendment 1, Item 1.	A-1, #1	
R1-003	166	Section V; A-2	Any Contractor, including any and all subcontractors, who has a current contractual engagement with the Agency for PMO Services, Testing Services, or SI Services is precluded from being awarded any module contract solution (e.g. CPMS, PM, MEVV), either as the prime contractor or a subcontractor.	Due to the preclusion associated with the SI procurement, will the Agency extend the due date of the EDS RFP if they are unable to meet the May 25, 2023 Intent to Award Date for the SI procurement?	The Agency anticipates selecting an SI vendor in advance of the EDS RFP due date. We are not extending the due date at this time.		
R1-005	165 & 166	Table V-1 & Section V; A-1	The awarded EDS Contractor, including any and all subcontractors, are precluded from being awarded any other AMMP or MES Contract.	Please confirm that the EDS vendor is precluded from other modules.	The EDS vendor is not precluded. Please see Amendment 1, Item 7 for clarification regarding preclusions.	A-1, #7	
R1-006	140	Appendix B.3; Section 3.8	Make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of, Covered Entity, available to Cover Entity or to the Secretary within five (5) business days after receipt of written notice or as designated by the Secretary for purposes of determining compliance with HIPAA Rules.	Please confirm, with respect to this section, that the vendor shall only be required to provide such information as provided to the Secretary and the vendor may redact its confidential information in regards to this request.	Yes. Please refer to Business Associate Agreement, Appendix B.3; Section 3.8		
R1-007	141	Appendix B.3; Section 3.12.2	Work with Covered Entity to ensure the necessary notices are provided to the recipient, prominent media outlet, or to report the breach to the Secretary of Health and Human Services (HHS) as required by 45 C.F.R. Part 164 Part D.	Please confirm the vendor is not required to provide any breach notification directly to the individuals, entities or other authorities.	The Vendor is required to notify the Agency in accordance with the RFP. The HIPAA Breach Notification Rule requires covered entities to notify affected individuals, the U.S. Department of Health and Human Services (HHS), and in some cases, the media, of a breach of unsecured Protected Health Information ("PHI").		
R1-008	145	Section 11 Contract Management; Subsection D Corrective Action Plan	The Agency will closely monitor the timely and adequate performance of the EDS Contractor during each phase of the SOW. If the Agency identifies a problem with EDS Contractor performance, a Corrective Action Plan (CAP) will be requested. CAPs are not included in the planned and scheduled work to the benefit of the Agency, and therefore, CAPs will result in deliverables that are not separately priced or payable. Performance problems that can result in a CAP include:...	Will the Agency rename "Corrective Action Plan" (CAP) to "Remediation Plan" in the RFP and resultant Contract?	No. The Corrective Action Plan (CAP) stands as written.		
R1-009	167	Section VI Submission Requirements, G - Order of Precedence	In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail.	Will the Agency change the order of precedence to move the vendor's response higher than the RFP in the order of precedence?	No. Please see Section VI Submission Requirements, G - Order of Precedence.		

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-010	184	Section VIII General Terms and Conditions, MM Contract Liquidated Damages	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency consider including a cap of maximum monthly liquidated damages in the amount of 10% of the monthly invoice set forth under Section MM, Contract Liquidated Damages, in the resultant RFP and Contract? If the Agency is willing to consider a cap, but prefers a different percentage, please provide that cap amount.	No. The Agency will not add further interpretations to this Sub-Section.	
R1-010	184	Section VIII General Terms and Conditions, MM Contract Liquidated Damages	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency include an “earn back” provision on the liquidated damages referenced in the RFP under Section MM, Contract Liquidated Damages? For example, if the vendor is responsible for a liquidated damage under Section MM, Contract Liquidated Damages, then the vendor has an opportunity to earn back that liquidated damage dollar amount if the vendor meets or exceeds the Service Level Agreement set forth in Section G, Operational Performance-Service Level Agreements for two (2) consecutive periods.	No. The Agency will not add further interpretations to this Sub-Section.	
R1-012	184	Section VIII General Terms and Conditions, MM Contract Liquidated Damages	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency include in the RFP and resultant Contract the Service Level Credits/Liquidated Damages set forth in the RFP under Section MM, Contract Liquidated Damages shall be the Agency’s sole and exclusive monetary remedy for failures by the vendor to achieve the service level requirements as laid out in Section G, Operational Performance-Service Level Agreements?	No. The Agency will not add further interpretations to this Sub-Section.	
R1-013	184	Section VIII General Terms and Conditions, MM Contract Liquidated Damages	In the event that Contractor fails to meet the RFP and contract requirements, and damages are sustained by Medicaid; Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.	Will the Agency include in the RFP and resultant Contract a statement that the vendor shall not be liable for any associated Service Level Credit/Liquidated Damages as set forth in Section MM, Contract Liquidated Damages, resulting from events, causes, or responsibilities that are outside of vendor's direct control?	No. The Agency will not add further interpretations to this Sub-Section.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-014	186	Section VIII General Terms and Conditions, OO Limitation of Liability	<p>Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.</p>	Will the Agency add an industry standard waiver of consequential, special, indirect, incidental damages?	No. The Agency will not add further interpretations to this Sub-Section.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)

Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-015	187	Section VIII General Terms and Conditions, OO Limitation of Liability	This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.	Will the Agency amend the RFP language cited in Column F to read as follows: "This Limitation of Liability is only applicable to claims for damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims brought by third parties against Contractor for which Contractor may have contractual or legal liability. These include but are not limited to any fees, damages, penalties, etc. which may be assessed against Contractor by a third party arising due to rules and regulations of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare and Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar federal or state agencies, or regulation. Likewise, this limitation of liability does not apply to damages arising as a result of the Contractor's actions causing damage to a third-party possessing standing to bring such a cause of action against the Contractor. The parties agree that there shall be no third party beneficiaries to this Agreement. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct."?	No. The Agency will not add further interpretations to this Sub-Section.	
R1-016	177	Section VIII General Terms and Conditions, B Compliance with State and Federal Regulations	Contractor shall perform all services under the contract in accordance with applicable federal and state statutes and regulations. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the federal statutes and regulations as the same may be amended from time to time.	Will the Agency update the language in Column F to read as follows: "Contractor shall comply with federal and state statutes and regulations to the extent applicable to Contractor in its performance of the services. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the federal statutes and regulations as the same may be amended from time to time"?	No. The Agency will not add further interpretations to this Sub-Section.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-017	182	Section VIII General Terms and Conditions, CC Inspection of Records	Contractor agrees that representatives of the Comptroller General, HHS, the General Accounting Office, the Alabama Department of Examiners of Public Accounts, and Medicaid and their authorized representatives shall have the right during business hours to inspect and copy Contractor's books and records pertaining to contract performance and costs thereof. Contractor agrees this includes authorization from any parent, affiliate, or subsidiary organization, for any of the agencies listed above to have access to pertinent records, if such a relationship exists as would impact upon the Contractor's performance under the proposed contract. Contractor shall cooperate fully with requests from any of the agencies listed above and shall furnish free of charge copies of all requested records. Contractor may require that a receipt be given for any original record removed from Contractor's premises.	Please confirm this section covers only records specific to the MES Systems Integration Services scope of work, and a vendor may redact its confidential information in regards to this request.	No. The Agency will not add further interpretations to this Sub-Section.	
R1-018	1, 3	Instructions to Vendors & Section B -Schedule of Events	RFP Due Date: July 28, 2023 by 5 p.m. CT Proposals Due by 5 p.m. CT 8/3/23	Please confirm that the Proposal due date is August 3 rd as listed on the Schedule of Events	All proposals are due by 8/3/2023. Please see Amendment 1, Item 1.	A-1, #1
R1-019	3, 10	Section B - Schedule of Events & I. Background	Contractor Begins Work / Start Date* 5/1/24 The projected contract execution date is August 1, 2024.	The execution date is after the contractor start date, which we assume is not intended. Can the Agency please clarify the contract execution and begin work dates.	Please see Amendment 1, Item 8 for changes to RFP contract execution date.	A-1, #8
R1-020	12, 13	B.1. Overview & AMMP Roadmap	However, it is imperative the System Integration Services (SIS), EDS, and Provider Management (PM) systems are implemented by Q1 2027 to allow for a seamless Takeover of the Claims Processing and Management Services (CPMS) from Q2 2027 through Q1 of 2028. Graphic shows EDS is on O&M Q2 of 2027	The graphic and the verbiage appear to conflict with each other unless. Please clarify when O&M is expected to begin.	DDI must be complete by the end of Q1, 2027. Please see Amendment 1, Item 9 for changes to AMMP Roadmap.	A-1, #9
R1-021	49	Table II-12 : Data Integration and Management – Data Integration Requirements	4114 The Contractor shall work with the Agency to transition data from the Agency's Data Lake into the EDS.	Could the Agency clarify the types of data to be transitioned and a further breakdown of the 83G identified in MMIS Stats document?	The data to be transitioned includes structured and un-structured data types in standardized file and/or data base formats, including but not limited to clinical data types such as HL7 and C-CDA. Please see Amendment 1, Item 4 for updated requirement 4114.	A-1, #4

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-022	49	Table II-12 : Data Integration and Management – Data Integration Requirements	4114 The Contractor shall work with the Agency to transition data from the Agency's Data Lake into the EDS.	Is the Agency expecting the Contractor to provide a Data Lake as part of its EDS solution?	No. The Data Lake refers to the Agency's Data Lake.	
R1-023	30	b. Hosting	The Agency requires solutions that leverage cloud-based hosting technologies for the EDS to provide a highly reliable, scalable, and cost-effective infrastructure.	Is the use of a government cloud instead of a less costly standard/public/commercial cloud required?	No. Please see Amendment 1, item 14.	A-1; #14
R1-024	47	4. i. Key Performance Indicator – Breach	The Contractor must notify the State 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 State data or security incident affecting any State component or	Is a seventy-two (72) hour notification acceptable to strike a balance between accuracy and timeliness? A 24-hour requirement could lead to false notifications based on a limited understanding of the impact of an event and trigger the Agency to have to make further downstream notifications. All these cascading notifications	No, "any actual" or "reasonably suspected" suggests that analysis on false positives has already been performed.	
R1-025	155	I. 14. b. 1.	Internal Revenue Service (IRS) Publication 1075	Could the Agency clarify whether 1075 will be hosted? The work on security controls for 1075 is significant and the IRS SSR must be created separate from the SSP. Most Medicaid programs store little or no IRS sourced data and will typically filter it before sending it to their data warehouse.	The Medicaid Enterprise Security Policy incorporates all applicable laws, Executive Orders, directives, regulations, policies, standards, and guidelines by defining its requirements based on the requirements specified by the following sources: <ul style="list-style-type: none"> • 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) & Catalog of Minimum Acceptable Risk Security and Privacy Controls for Exchanges (MARS-E) • Health Insurance Portability and Accountability Act (HIPAA) Security Rule 	
R1-026	156	I. 14. b. Authorization Package	5. Authorization to Operate certificate (prior to Authorization to Operate (AO) signature)	Please confirm this is a State-issued AO certificate.	Yes. The Authorization Package is considered accepted once the Medicaid Authorizing Official approves/signs the Authorization to Operate certificate, which means the system is authorized to operate with current SSP and POAM.	
R1-027	156	Table II-54: Security and Compliance – Security and Compliance Requirements	4645 The Contractor shall, within ten (10) business days of receipt of a written request from the State/Federal government or Agency, make all requested data available to the requestor in the format, media type, and quantities designated, at no additional charge.	Please clarify what type of data would be requested. Is this Agency data in the EDS like claims or member information?	Data requests may include items such as security and privacy plans; security and privacy assessment reports; plan of action and milestones; supporting artifacts or other documentation, as required.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-028	157	Table II-54: Security and Compliance – Security and Compliance Requirements	4650 The Contractor shall provide a solution that maintains compliance with the Medicaid Enterprise Security Policy, based on federal standards such as NIST Special Publication 800-53 and subject to changes and updates as the Agency Information Security Program matures, or as legislation, regulations, policies, publications, or practices change. Medicaid shall reserve the right to revoke the Contractor's access to information that it shares with the Contractor in the event an audit finds the Contractor has not met the security requirements specified in the Medicaid Enterprise Security Policy.	Could the Agency confirm that updates to legislation/ regulations/ policies that create significant increases in cost to the Contractor will be addressed through the change order process?	The agency may expand its mission to secure agency programs and assets and, by extension, require modification to its information security requirements and practices. Changes to internal requirements are checked against external federal requirements. Periodic assessments and reports on activities will be used to identify areas of noncompliance for the authorizing official to consider when making budgeting decisions as well as decisions on granting, or denying the system to remain in operations. In addition regulations are in scope and the state law changes which happen all the time are OUT of scope.	
R1-029	158	Table II-54: Security and Compliance – Security and Compliance Requirements	The Contractor shall actively participate in the Agency Incident Response Capability, which includes but is not limited to: 1. Forwarding all system logs to the Agency Security Information and Event Management (SIEM) platform, as requested by Medicaid 2. Responding to Agency Security Operations Center (SOC) notifications according to the Contractor's Incident Response Plan 3. Providing feedback to the Agency SOC regarding all incidents, their root cause, mitigation efforts and effectiveness.	Could the Agency confirm that the scope of forwarding system logs is limited #3 where we are providing feedback to the Agency SOC regarding a specific incident? Can the Agency also confirm that sensitive information (i.e., IP addresses) can be redacted?	Log data is considered to be evidence that is gathered as part of a security incident and must remain unaltered.	
R1-030	49	Table II-12: Data Integration and Management – Data Integration Requirements	4112 The Contractor shall work with the Agency to transition data from the Agency's Patient 1st Database into the EDS.	Could the Agency describe the Patient 1st Database?	The Patient 1st Database contains flat files loaded by the Agency. Please see Amendment 1, Item 4 for updates to requirement 4112.	A-1, #4

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-031	25 & 35	Table II-2: Project and Contract Administration – Initiation and Onboarding Requirements	<p>4797 The Contractor shall be financially responsible for providing licenses and user access to all contractor or sub-contractors systems for authorized Agency personnel, its Contractors, and stakeholders, throughout the term of the Contract.</p> <p>5066 The Contractor shall provide a solution that is able to support multiple user roles as defined and approved by the Agency. User Roles shall include, but not be limited to:</p> <ol style="list-style-type: none"> 1. Advance Power Users 2. Business Users/Analysts 3. Report Viewers 4. Executive Users 5. Data Analysts 	For the purposes of #4797, could the Agency provide the number of licenses required per category defined in #5066?	Please see Amendment 1, Item 23 for updates to this section.	A-1, #23
R1-032	242	2. c. Service Level Agreement - Transaction Response Time	Response time shall be measured both at the Agency and EDS facility.	Please clarify what the EDS facility refers to in this context. Is this from the point of review of the EDS cloud data center or an EDS business office	This refers to the EDS Business Office. Please see Amendment 1, Item 11.	A-1, #11
R1-033	125	8. General Staffing a. Location of Work Performed	Services required of the SI Contractor for the AMMP may be performed onsite, remote or a combination of both	Please confirm the reference to SI Contractor should instead say EDS Contractor.	Yes. This reference should be EDS Contractor. Please see Amendment 1, Item 13 as changed.	A-1, #13
R1-034	29, 33	1. Technical Architecture and Environments Table II-5: Technical Architecture and Environments Requirements	<p>d. Pre-Production:</p> <p>* Environment that will allow users the ability to test ideas, utilize data from internal and external sources, and model "what if" scenarios in a controlled setting without impacting performance in the Data Analytics and Reporting or affecting production processes of the EDS</p> <p>* Environment set up for data staging or similar solution for all raw data that will be used for data quality checks, prior to loading the data into the EDS solution</p> <p>4000 The Contractor shall provide a sandbox environment that is secure and provides users the ability to test hypotheses, manipulate data models, and integrate and aggregate data from various data sources. The changes made in sandbox environment shall not affect the production processes or environment.</p>	Please confirm the sandbox environment and pre-production environments refer to the same environment.	See RFP Section II.D.1 - Technical Architecture and Environments. The EDS Contractor shall establish the necessary environments to address all requirements of this RFP.	
R1-035	29	1. Technical Architecture and Environments	Multiple environments will be established for the EDS to allow the following activities including, but not limited to:	Please confirm a Disaster Recovery Environment is also required.	See RFP Section II.D.1 - Technical Architecture and Environments. The EDS Contractor shall establish the necessary environments to address all requirements of this RFP.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-036	51	Table II-14: Data Delivery - Data Delivery Requirements	4120 The Contractor shall provide a solution that allows for the storage, transfer, and access of all incoming and outgoing data exchanges through Agency-approved methods and formats.	Could the Agency clarify the methods expected to be required? Does it include secure FTP? API's? Any other methods?	The Agency-approved methods include SFTP and APIs. Please see Amendment 1, Item 4 for updates to requirement 4120.	A-1, #4
R1-037	100	4. Operations e. Service Desk Tool	The EDS Contractor shall acquire and use a Service Desk Tool (SDT) to manage all tickets related to the EDS solution and services. ... The Agency requires the use of an industry standard Centralized Service Desk Management Tool (CSDMT).	Can the EDS Contractor use the CSDMT rather than acquiring a separate SDT to reduce the integration effort? If so, are there any costs the EDS Contractor must pay to use the CSDMT?	No. Vendors must include a Service Desk Tool in their proposed solution.	
R1-038	126	Table II-39: General Staffing Requirements	4236 The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the EDS Module including, but not limited to: 4. Security Manager 4237 The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the EDS Module including, but not limited to: 3. Security Manager	Please confirm that only one Security Manager is required, only one resume is required, and the position runs the duration of the contract. Also, since the Security Manager does not appear in the key personnel tables please confirm whether it is a lead position or key.	Confirmed. Please see Amendment 1, Item 15 for clarification.	A-1, #15
R1-039	126, 129	Table II-39: General Staffing Requirements Table II-41: Key Personnel – Technical Manager	4236 The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the EDS Module including, but not limited to: 3. Technical Manager Phases: Contract Start Date through Turnover and Closeout	Please clarify the duration for the Technical Manager. Requirement #4236 appears to indicate the position goes away after certification while Table II-41 says the position runs the whole contract	Confirmed. Please see Amendment 1, Item 15 for clarification.	A-1, #15
R1-040	126, 131	Table II-39: General Staffing Requirements Table II-43: Key Personnel – Testing Manager	4236 The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the EDS Module including, but not limited to: 2. Testing Manager Phases: Contract Start Date through Turnover and Closeout	Please clarify the duration for the Testing Manager. Requirement #4236 appears to indicate the position goes away after certification while Table II-43 says the position runs the whole contract.	Please see Amendment 1, Item 15 for clarification.	A-1, #15
R1-041	131	Table II-39: General Staffing Requirements Table II-45: Lead Personnel	Data Analytics and Reporting Technicians	Given the non-managerial nature and onsite requirement of these positions, can these positions either be designated instead as lead positions rather than key and/or can candidates be proposed after award?	No. The Data Analytic and Reporting Technicians are key positions. Please reference Amendment 1, Item 15.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-042	126, 134	Table II-39: General Staffing Requirements Table II-45: Lead Personnel	4237 The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the EDS Module including, but not limited to: 1. Operations Manager Operations Manager	Please confirm that the Operations Manager is a lead position rather than a key position. These two requirements appear to conflict. If it is a key position, please confirm it can be named after award due to the delayed start at ORR.	The Operations manager is a key position. Please see Amendment 1, Item 15 for changes to Key and Lead Personnel.	A-1, #15
R1-043	126	Table II-39: General Staffing Requirements	4237 The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the EDS Module including, but not limited to: 2. Configuration Manager	Please confirm that the Configuration Manager is a lead position rather than a key position. It is not listed in the key position tables or in the lead positions table. If it is a key position, please confirm it can be named after award due to the delayed start at ORR.	The Configuration manager is a key position. Please see Amendment 1, Item 15 for changes to Key and Lead Personnel.	A-1, #15
R1-044	133	8. General Staffing d. Lead Personnel	d. Lead Personnel - The awarded EDS 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	Please confirm that bidders can propose an appropriate start date, quantity, and allocation percentage for all Lead Personnel that aligns to their proposed solution.	Yes, this is acceptable.	
R1-045		Appendix C Pricing Schedule	Tab Sched B Deliverable Price	Please confirm that the deliverables in Schedule B only represent DDI deliverables that will be completed during the DDI period and that the Schedule B totals represent the totality of all DDI payments.	Confirmed. The pricing for Schedule B is for DDI deliverables.	
R1-046		Appendix C Pricing Schedule	Tab Sched B Deliverable Price	Please confirm that the Schedule B deliverables will be invoiced as they are approved during the DDI and paid according to the payment terms.	Please see Amendment 1 Item 5 for updated pricing schedule.	A-1, #5
R1-047		Appendix C Pricing Schedule	Appendix C Pricing Schedule	Please confirm that regardless of the actual DDI duration (up to 3 years) that pricing for only 5 years of EDS Operations should be provided in which case the contract length may be less than the 8-year maximum	The Agency considers the contract term to be for both DDI & Operations. Please see RFP Section VIII - General Terms and Conditions, Item C - Term of Contract.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-048	177	C. Term of Contract	The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than two (2) years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for two (2) years, with three (3) two-year options for extension. Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period. At the end of the contract period Alabama Medicaid may at its discretion, exercise the extension option and allow the period of performance to be extended at the rate indicated on the RFP Cover Sheet.	Given that the DDI may not be complete by the end of the 2-year contract, please confirm how the EDS Contractor would be reimbursed for partial deliverables if the first option period is not exercised and the Agency allows the contract to expire after 2 years.	The Agency considers the contract term to be for both DDI & Operations. Please see RFP Section VIII - General Terms and Conditions, Item C - Term of Contract.	
R1-049	177	C. Term of Contract	The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than two (2) years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for two (2) years, with three (3) two-year options for extension. Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period. At the end of the contract period Alabama Medicaid may at its discretion, exercise the extension option and allow the period of performance to be extended at the rate indicated on the RFP Cover Sheet.	Given the potential risk of contract expiration after 2 years, are bidders allowed to mitigate this by proposing <= 2 year DDI to allow for DDI completion within the 2 year base period of the contract?	The Agency considers the contract term to be for both DDI & Operations. Please see RFP Section VIII - General Terms and Conditions, Item C - Term of Contract.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-050	183	EE. Payment	Contractor shall submit a detailed invoice to Medicaid for compensation for the deliverable and/or work performed monthly. The invoice will be based on the amounts submitted in Appendix C: Pricing. Each monthly invoice shall have a cover letter/memo addressed to the Project Director. Medicaid Enterprise System (MES) Office printed on the EDS Contractor's company letterhead. The invoice shall contain line items for each tab in the Appendix C: Pricing that is applicable for the invoice date submitted. Payments to Contractor shall be dependent upon successful completion and acceptance of described work and delivery of required documentation. The Agency will not reimburse the Contractor until (a) the Project Director has approved the invoice; and (b) the Agency has reviewed and approved all deliverables covered by the invoice.	Can the state please confirm the payment terms for this contract?	Invoicing and payment will be in accordance with the payment schedules listed in EDS Appendix C- Pricing Schedule and RFP Section VIII - EE. Payment.	
R1-051		Tab Sched B Deliverable Price	Appendix C Pricing Schedule	Is the offeror allowed to submit a separate pricing narrative document?	No. Please see RFP Section III - Pricing.	
R1-052	176\	F. Determination of Successful Proposal	The Vendor whose proposal is determined to be in the best interest of the Agency will be recommended as the successful EDS Contractor. The Project Director will forward this Vendor's proposal through the supervisory chain to the Commissioner, with documentation to justify the Committee's recommendation. When the final approval is received, the Agency will notify the selected Vendor. If the Agency rejects all proposals, it will notify all Vendors. The Agency will post the award on the Agency website at https://medicaid.alabama.gov/ . The award will be posted under the applicable RFP number.	Can the state provide the evaluation formula for the Pricing Schedule scoring points?	No. See RFP Section VIII.E - Scoring for scoring breakdown.	
R1-053		Appendix C Pricing Schedule - Tab D Extra Contractual Serv	Appendix C Pricing Schedule - Tab D Extra Contractual Serv	Regardless of the resource mix for a specific change, will the EDS contractor be reimbursed per hour at the exact blended change order rate?	Yes. Please see RFP Section II.I.12.b - System Modification for guidance on modification hours.	
R1-054		Appendix C Pricing Schedule	Appendix C Pricing Schedule	Does the Agency intend to include a COLA in the contract?	No.	
R1-055		Appendix C Pricing Schedule	Appendix C Pricing Schedule	Will the state please check if the sum in cell E20 in Sched A Total Evaluated Price tab is correct? As it seems is not including the totality of tab Sched B Deliverables Price .	Appendix C, Pricing Schedule has been updated. Please see Amendment 1, Item 5.	A-1, #5

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-056	157	Table II-54: Security and Compliance – Security and Compliance Requirements	4647 The Contractor shall maintain a comprehensive Information Security and Privacy Continuous Monitoring (ISCM) program (in line with the Continuous Monitoring requirements specified in the Medicaid Enterprise Security Policy and based on the continuous monitoring process described in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-37, Information Security Continuous Monitoring for Federal Information Systems and Organization) to demonstrate its effectiveness of the security and privacy controls implementation and meet the CMS and State’s quarterly risks reporting requirements.	Please confirm this should instead be NIST 800-137 rather than NIST 800-37.	Confirmed. Please see Amendment 1, Item 24	A-1; #24
R1-057	239	Appendix I: Service Level Agreements	The EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.	Several processes the EDS Contractor is involved with also depend on interactions with other systems from other module vendors. An example would be the MFA login process where the response time includes communication with the SIS SSO solution. Please confirm that the EDS Contractor shall not be penalized if the service level is missed due to 3 rd parties.	No. Individual vendors will have their own SLAs.	
R1-058	241, 247, 247, 250	Appendix I: Service Level Agreements	Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the contractor shall discount by 3% (three percent) the invoice presented to Medicaid	Please clarify if the 3% reductions are applied once or are cumulative up to 12%?	Correct. The 3% reductions are applied once.	
R1-059	60	Table II-18: DAR – Reporting Requirements	5300 The Contractor shall provide a solution that includes a document repository for the storage of report outputs. The repository shall be able to be used by the Contractor and the Agency to store report outputs from the Legacy AMMIS reporting system, the EDS Module reporting system, and other reporting systems used by the Agency. The report outputs shall be stored and accessible as requested by the Agency for a timeframe agreed upon by the Agency.	It appears based on receiving reports from the Legacy AMMIS and “other reporting systems used by the Agency” that this might be intended to be a document repository for the Medicaid enterprise as opposed to just one for the EDS Contractor. Please confirm.	The DAR reporting requirements specifically apply to this EDS RFP.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-060	Paragraph E on page 167, Paragraph 2 on page 170 and Paragraph N on pp 168-170	Paragraph E on page 167, Paragraph 2 on page 170 and Paragraph N on pp 168-170	<p>E. Acceptance of Standard Terms and Conditions Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive.</p> <p>2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed nonresponsive.</p> <p>a. The Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP.</p> <p>b. A statement that the Vendor understands and will comply with the specifications and requirements described in this RFP.</p> <p>N. Proposal Format (throughout, pages 168-170)</p>	As we read it, exceptions to the RFP terms and conditions are not permitted. Please confirm and, if that's the case, how may a Vendor address RFP requirements or terms or conditions that are problematic?	<p>Confirmed. Exceptions to the terms and conditions laid out in this RFP are not permitted.</p> <p>Vendors are permitted to ask questions about requirements and contract terms and conditions during the question periods in the Schedule of Events.</p>	
R1-061	General	General	General	Please confirm whether the State is willing to negotiate RFP terms and conditions following notice of intent to award the contract?	No. Exceptions to the terms and conditions laid out in this RFP are not permitted.	
R1-062	General	General	General	Please confirm whether the State deems a vendor's proposal to be a binding offer?	Yes. See RFP Section VI.I: Submission Requirements - Offer in Effect for 90 Days	
R1-063	General	General	General	If the State deems vendor's proposal to be a binding offer, will the State consider amending the RFP to provide that a vendor's proposal will not be binding until the parties have had an opportunity to negotiate mutually agreeable terms and conditions?	No. Exceptions to the terms and conditions laid out in this RFP are not permitted.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-064	Pages 186-187 of the RFP	Paragraph OO (Limitation of Liability)	<p>OO. Limitation of Liability</p> <p>Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare & Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar Federal or State agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.</p>	Is the State willing to amend the RFP to clarify that it covers third party claims against the State arising in connection with the contract?	No. The Agency will not add further interpretations to this Sub-Section.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-065	Pages 186-187 of the RFP	Paragraph OO (Limitation of Liability)	<p>OO. Limitation of Liability</p> <p>Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare & Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar Federal or State agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.</p>	Is the State willing to amend the limitation of liability provision on page 186-187 of the RFP to limit the Contractor's liability under the contract to 3 x annual recurring revenue?	No. The Agency will not add further interpretations to this Sub-Section.	
R1-066	General	General	General	Following issuance of notice of award of the contract, will the State agree to revise the intellectual property terms to conform them to the specific solution the Vendor is offering	No. Please see RFP Section IV.NN.1. - COTS / Contractor Intellectual Property (IP).	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)

Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-067	174	Paragraph R (Disclosure of Proposal Contents)	<p>R. Disclosure of Proposal Contents Proposals and supporting documents are kept confidential until the evaluation process is complete, a Vendor has been selected, and the contract has been signed by all required parties. Vendors should be aware that any information in a response may be subject to disclosure and/or reproduction under Alabama law.</p> <p>Designation as proprietary or confidential may not protect any materials included within the response from disclosure if required by law. Vendors should redact, mark, or otherwise designate any material that they believe is proprietary or otherwise confidential by labeling the page as "CONFIDENTIAL." The Vendor must also state any legal authority as to why that material should not be subject to public disclosure under Alabama open records law and is marked as Proprietary Information. By way of illustration but not limitation, "Proprietary Information" may include trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know how, improvements, discoveries, developments, designs, and techniques. Information contained in the Pricing Section may not be marked confidential. It is the sole responsibility of the Vendor to indicate information that is to remain confidential. Medicaid assumes no liability for the disclosure of information not identified by the Vendor as confidential. If the Vendor identifies its entire proposal as confidential, Medicaid may deem the proposal as non-compliant and may reject it.</p>	Please confirm that information labeled as confidential in vendor's proposal will be treated as confidential prior to and after contract award in accordance with, and subject to, the laws of Alabama.	Yes. Refer to RFP Section VI.R: Submission Requirements - Disclosure of Proposal Contents	
R1-068	170	Paragraph 15	15. A statement attesting that all Contractor and subcontractor employees must work in the continental United States	<p>Will the State agree to amend this paragraph, as follows, to clarify that the attestation relates only the Contractor or subcontractor employees providing work under the contract/Key employees:</p> <p>15. A statement attesting that all Contractor and subcontractor employees who provide work under the contract must work in the continental United States.</p>	Please refer to RFP Requirement 4667.	
R1-069	179	Paragraph L	<p>L. Proration of Funds</p> <p>In the event of proration of the funds from which payment under this contract is to be made, this contract will be subject to termination.</p>	<p>Please clarify what is meant by the following language:</p> <p>L. Proration of Funds</p> <p>In the event of proration of the funds from which payment under this contract is to be made, this contract will be subject to termination.</p>	With the declaration of proration, state agencies financed by the General Fund are required to reduce expenses through the current fiscal year. As a result, a contract is subject to reduction of payment and/or termination,	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-070	General	General	General	Will the State please amend the RFP to clarify that any changes in law will be treated as a change in scope and handled through the change management process?	<p>The agency may expand its mission to secure agency programs and assets and, by extension, require modification to its information security requirements and practices. Changes to internal requirements are checked against external federal requirements. Periodic assessments and reports on activities will be used to identify areas of noncompliance for the authorizing official to consider when making budgeting decisions as well as decisions on granting, or denying the system to remain in operations.</p> <p>In addition regulations are in scope and the state law changes which happen all the time are OUT of scope.</p>	
R1-071	General	General	General	Will the State agree to amend the RFP to include a reasonable monthly cap on liquidated damages?	No. The Agency will not add further interpretations to this Sub-Section.	
R1-072	179	General and Paragraph M. (Termination for Convenience)	<p>M. Termination for Convenience</p> <p>Medicaid may terminate performance of work under the contract in whole or in part whenever, for any reason, Medicaid, in its sole discretion determines that such termination is in the best interest of the State. In the event that Medicaid elects to terminate the contract pursuant to this provision, it shall so notify the Contractor by certified or registered mail, return receipt requested. The termination shall be effective as of the date specified in the notice. In such event, Contractor will be entitled only to payment for all work satisfactorily completed and for reasonable, documented costs incurred in good faith for work in progress. The Contractor will not be entitled to payment for uncompleted work or for anticipated profit, unabsorbed overhead, or any other costs.</p>	Will the State agree to amend the RFP to include a provision that permits the Contractor to recover its upfront DDI and other sunk costs in the event the State elects not to renew the contract or terminate the Contract for convenience?	No. See RFP Section VIII. General Terms and Conditions, Item C - Term of Contract.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-073	185	Paragraph NN (Software and Ownership)	<p>NN. Software and Ownership</p> <p>In accordance with Federal regulations, if the AMA is using CMS enhanced funding for COTS configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation for royalty-free, nonexclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product.</p> <p>The Contractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Products discovered, created, or developed under this contract shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter be and remain the sole property of the State and its assignees, except as specifically set forth in writing and signed by both AMA and Contractor. The Contractor agrees that the State shall have all rights with respect to any Work Product discovered, created, or developed under this contract without regard to the origin of the Work Product. Additionally, in all instances, the State of Alabama owns any software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Upon payment as stated above, CMS has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and authorize others to use for Federal government purposes, software, modifications to software, and documentation that</p>	<p>Will the State agree to amend the RFP: (i) as follows to clarify the State's ownership rights in work product developed by the Contractor is limited to custom development and not: (a) development of work product that is not a requirement under the contract or paid for entirely by the State, or (b) work product that is pre-existing, and (ii) include a definition of the term "Work Product" that applies to work product that will be owned by the State:</p> <p>The Contractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Wwork Pproducts discovered, created, or developed specifically for the State as a requirement under this contract, and paid for entirely by the State, shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter be and remain the sole property of the State and its assignees, except as expressly provided in this RFP or otherwise specifically set forth in writing and signed by both AMA and Contractor (as used in this RFP, "Work Product"). The Contractor agrees that the State shall have all rights with respect to any Work Product discovered, created, or developed under this contract without regard to the origin of the Work Product.</p> <p>Additionally, in all instances, the State of Alabama owns any software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Upon payment as stated above, CMS has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and authorize others to use for Federal government purposes, software, modifications to software, and documentation that is designed developed, installed, or enhanced with 90% FFP.</p> <p>The Contractor shall obtain for Medicaid any necessary licenses for</p>	No. Please see RFP Section VIII: General Terms and Conditions, Paragraph NN - Software and Ownership.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-074	186	Paragraph 2 (Solution Transferability)	<p>2. Solution Transferability</p> <p>The Contractor shall, upon termination of contract, ensure associated licenses with ownership are transferred to the Agency. If and to the extent that Contractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Contractor hereby irrevocably transfers, grants, conveys, assigns, and relinquishes exclusively to the State any and all rights, title, and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret, and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, Contractor waives such rights in the Work Product. Contractor further agrees as to the Work Product to assist the State in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets, and other rights and protection relating to the Work Product, and to that end, Contractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, and other rights and protection, and in protecting trade secrets, with respect to such Work Product, as the State may reasonably request, together with any assignments thereof to the State or entities designated by the State.</p>	<p>Will the State agree to amend the RFP, as follows, to: (i) clarify the requirement to transfer licenses hereunder is limited to “Work Product” owned by the State and not to work product or other rights owned by the Contractor or other third parties, and (ii) provide a license back of the Work Product to Contractor, so the Contractor may provide it to other State and local governments as contemplated by federal regulations:</p> <p>2. Solution Transferability</p> <p>The Contractor shall, upon termination of contract, ensure associated licenses with ownership of Work Product are transferred to the Agency. If and to the extent that Contractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Contractor hereby irrevocably transfers, grants, conveys, assigns, and relinquishes exclusively to the State any and all rights, title, and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret, and trademark law in perpetuity or for the longest period otherwise permitted by law, except as provided below. If any moral rights are created, Contractor waives such rights in the Work Product. Contractor further agrees as to the Work Product to assist the State in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets, and other rights and protection relating to the Work Product, and to that end, Contractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, and other rights and protection, and in protecting trade secrets, with respect to such Work Product, as the State may reasonably request, together with any assignments thereof to the State or entities designated by the State.</p> <p>Notwithstanding anything contained in this RFP to the contrary, the [Agency/State] hereby grants Contractor a worldwide, royalty-free, fully paid-up, nonexclusive, nontransferable (except in the event of</p>	No. The Agency will not add further interpretations to this Sub-Section.	
R1-075		General	General	Will the State consider accepting and responding to Round 2 questions on a rolling basis as the questions are received?	No. Please see the RFP Schedule of Events for information on posting of Round 2 questions and answers.	
R1-076		General	General	Can the State please advise when the SI procurement will be complete and how will the state preclude that vendor from bidding on EDS?	No. Please see the public-facing Alabama Medicaid website, https://medicaid.alabama.gov/content/2.0_newsroom/2.4_Procurement.aspx , for AL procurement information. The Agency anticipates selecting an SI vendor in advance of the EDS RFP due date. Therefore, the SI Vendor would be aware of the selection and the preclusion requirements.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-077	Pg 39, 47, 53, 161	EDS Architecture Discount Calculations, Performance Discount Calculations, Data Integration Discount Calculations, g. Discount Calculation	If for any one month, any one or more of the measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) the invoice presented to Medicaid for Technical Support Services for the same month in which the SLA standards were not met.	Please confirm if the 3% SLA deduction is cumulative up to 12% for the 4 sections.	No. The 3% reductions are applied once.	
R1-078	32	SOW, Section D, EDS Architecture	SOW, Section D, EDS Architecture	has the SIS team selected an enterprise SSO tool to manage RBAC and Security across all modules? If a tool has not been selected, can the AMMP team share which tools are being considered?	The Single Sign On tool is a new service. The SSO is not yet known as the SI vendor has not been selected.	
R1-079	32	SOW, Section D, EDS Architecture	the initial dataset that will be used to populate the EDS solution will come from a historical load from the original data source,	does AMMP know the size (in GB/TBs) of this initial data set to load to the EDS?	Please see PL26_AMA Data Lake Totals for more information.	
R1-080	RRM - 4030	Req Doc, Architecture – Tools and Capabilities Requirements	The Contractor shall provide an ETL/ELT solution that includes exception handling mechanisms to facilitate error correction and auditing without impacting concurrent, overall operations.	Has the SIS team selected ETL/ELT tool(s) already? If not, can AMMP share a list of tools that are under consideration?	The SI is a new service. The ETL/ELT is not yet known as the SI vendor has not been selected.	
R1-081	not provided	not provided	The Contractor shall provide the capability to store raw data from internal and external sources to be used for data quality checks, prior to loading the data into the EDS solution.	Can AMMP elaborate on why there is partiality to conduct data quality check prior to loading into EDS solution, as compared to a Data Lake approach where data quality screening and transformation can occur at the stage or Raw layer within the EDS?	The intent of the requirement is to administer DQ checks for DQ review prior to data utilization. There is no partiality as to how that requirement might be addressed in the proposed solution.	
R1-082	38	EDS Architecture Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)	Exceptions. In the event of a disaster outside of the control of the EDS Contractor, the EDS Contractor will not be subject to discounted payments during any month in which services operate from the Disaster Recovery environment.	If an outage is reported by one of the three public cloud providers (AWS, GCP, Azure) in a region considered outside of the control of the EDS Contractor?	SLA Exceptions are determined on a case by case basis.	
R1-083	45	Escalation/Managed Security Service Providers (MSSP)	The Contractor shall provide a 24/7 security and event management or equivalent solution to aggregate logs, monitor system activity, identify suspect behavior/anomalies, security events, file integrity, evaluate logs, and provide an alerting capability.	Does AMMP anticipate this security and event management solution to be only for the EDS module or to encompass other AMMP modules as an Enterprise Security Data Lake? If to incorporate other AMMP modules, can AMMP provide log size data metrics and details on log collector tools that are already in place?	SLAs apply to this contract and only to the EDS Vendor. Individual module vendors will have their own SLAs.	
R1-084	req 4110	Data Integration and Management – Data Integration Requirements	Data Integration and Management – Data Integration Requirements	What is the total data size (in GB/TB) of the existing MEVV?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-085	req 4110	Data Integration and Management – Data Integration Requirements	Data Integration and Management – Data Integration Requirements	What is the estimated quantity and size (in GB/TB) for the daily delta MEVV system data load?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-086	Req 4111	Data Integration and Management – Data Integration Requirements	Data Integration and Management – Data Integration Requirements	What is the total data size (in GB/TB) of the existing AMMIS?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-087	req 4112	Data Integration and Management – Data Integration Requirements	Data Integration and Management – Data Integration Requirements	What is the total data size (in GB/TB) of the existing Patient 1 database?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-088	req 4114	Data Integration and Management – Data Integration Requirements	Data Integration and Management – Data Integration Requirements	What is the total data size (in GB/TB) of the existing AMMP Data Lake?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-089	req 5276	Data Delivery - Data Delivery Requirements	Data Delivery - Data Delivery Requirements	What is the total data size (in GB/TB) of the existing CARES?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-090	req 5276	Data Delivery - Data Delivery Requirements	Data Delivery - Data Delivery Requirements	What is the estimated quantity and size (in GB/TB) for the daily delta CARES data load?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-091	req 5277	Data Delivery - Data Delivery Requirements	Data Delivery - Data Delivery Requirements	What is the total data size (in GB/TB) of the existing CPMS?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-092	req 5277	Data Delivery - Data Delivery Requirements	Data Delivery - Data Delivery Requirements	What is the estimated quantity and size (in GB/T	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-093	req 5278	Data Delivery - Data Delivery Requirements	Data Delivery - Data Delivery Requirements	What is the total data size (in GB/TB) of the existing Provider Management?	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25
R1-094	req 5278	Data Delivery - Data Delivery Requirements	Data Delivery - Data Delivery Requirements	What is the estimated quantity and size (in GB/TB) for the daily delta Provider Management data load	Please see PL26_AMA Data Lake Totals for data size estimates. Please see Amendment 1, Item 25	A-1, #25

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-095	req 4138	DAR – Tools and Capabilities – Analytical Tools and Capabilities Requirements	The Contractor shall provide a solution with the capability to perform geospatial analytics including, but not limited to, interactive maps and map layers	Does AMMP currently utilize any geospatial analytics tools like ArcGIS?	EDS is not currently using geospatial analytic tools. The Agency does not foresee the EDS solution using geospatial tools.	
R1-096		EDS Data Sources Reports	List of active ad-hoc/recurring reports in 2.4_2023-EDS-01_Combined_EDS_Data_Sources_Reports_Queries_3-21-2 3 artifact	What is the average size (in MBs/GBs) of the output data in each report? Do any of these reports require multiple queries to produce the result set? If so, which reports?	This information is not currently available.	
R1-097	1 and 3	Sections: - Proposal Cover Page - Section B, Table B-1-1	Proposal Cover Page: RFP Due Date and Time: July 28, 2023, by 5:00 p.m. Central Time Table B-I-1. Row 9: Proposals Due by 5 p.m. CT 8/3/23	Please clarify the proposal submission date. The Cover Letter and the Schedule of Events list different dates for the RFP due date.	All proposals are due by 8/3/2023. Please see Amendment 1.	A-1, #1
R1-098	31	II.D.1.b. Hosting, paragraph 3	The EDS Contractor hosting solution shall support the Agency's vision of security requirements. At a minimum, the EDS Contractor must ensure all solution components and necessary environments comply with the security specifications as described in the Medicaid Enterprise Security Policy, which is based upon the Federal Office of Management and Budget (OMB) Circular A-130, National Institute for Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST publications.	Will the Agency accept a vendor that has a proven track record of a valid security program, if the vendor is able to host the solution in a secure environment that meets ISO 27001 and maintains a SOC2, Type II attestation and meets the intent of the policies set forth in the requirement?	No. Cloud offerings (e.g., SaaS, Paas, IaaS) used by contractor must have undergone FedRAMP authorization. Please see II.D.1.b Hosting.	
R1-099	31	II.D.1.c. Software, paragraph 1	c. Software [...] The Agency intends to use COTS products and Software-as-a-Service (SaaS) to the extent possible. Any software proposed must be easily configurable and require minimal customization to align with the CMS vision of modularity and qualify for enhanced funding. [...]	Understanding the Agency's desire to use Commercial-Off-the-Shelf software, is the Agency willing to accept conditions inherent in such an offering, such as Vendor-defined policies and procedures related to operation of the platform and its security, release schedules, and notification policies that impact its broad customer base and, therefore, may not be customizable to any single client? How are Vendors to communicate such differences between Agency requirements and COTS conditions?	Any proposed COTS and SaaS software must meet the requirements in this RFP. Please use the Requirements Response Matrix to communicate any differences.	
R1-100	40	II.E., paragraph 1	The Contractor will be responsible for developing and articulating a foundational EDS solution that not only meets but exceeds the current solution performance and scale.	Please provide the baseline/metrics for the Agency's current solution's performance and scale.	Please reference PL20_MMIS Stats, PL27_Incident and Service Desk Data for Medicaid Ops, and PL28_March Historical Call Volume Stats. Please see Amendment 1, Item 25	A-1, #25

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-101	40, 127, 163, 170, 172, and 192	Sections: - II. Scope of Work, D.5, Q-18 - Table II-39, Req 4657 - Table II-39, Req 4667 - D.VI.N. Item 1.d.15 - VI.N. Item 1.h.1 - Appendix A: Proposal Compliance Checklist, Corporate Background section, Item 22, List bullet 5	Q - 18 How will you ensure that all personnel with access to the EDS environment and data are working from the continental United States? 4657 The Contractor shall certify that all data, hosting, and work associated with this Contract is located within the continental United States (CONUS) and no staff, including subcontractors, shall access, view, or receive Alabama data while they are outside of the CONUS. 4667 The Contractor shall provide a staffing solution that will include only staff performing AMMP work to be located within the continental United States (CONUS). 15. A statement attesting that all Contractor and subcontractor employees must work in the continental United States. 1. [...] All contractor and subcontractor employees must work in the continental United States. All Contractor and subcontractor employees must work in the continental United States.	Vendor is a large, international corporation with employees officed in localities throughout the world to best serve the unique local requirements of its customers in each locale. Please confirm if this statement requires that ALL of a vendor's employees be located in the continental United States as some provisions are presently written or, if the requirement applies only to those employees directly employed in the execution of the ensuing contract as other provisions imply.	Please refer to RFP requirement 4667.	
R1-102	43	II.E.4.c., paragraph 2	Response time shall be measured both at the Agency and EDS facility. The Contractor shall report on this monthly by the 5th day of the month following month end.	Please confirm that this report will be due on the 5th business day of each month to coincide with the Agency's normal business hours of 7:00 a.m. to 6:00 p.m. Central Time, Monday through Friday excluding State holidays and emergency closures.	Confirmed. Please see Amendment 1, Item 11 for clarification.	A-1, #11
R1-103	52	II.F.6., Table II-15, DDI_03	Deliverable Master ID: DDI_03 Req ID: 4742 Deliverable Description: The ICD describes the interfaces between the SIP and existing or new systems or services Initial Delivery Date: Six (6) months prior to the start of implementation Frequency: Annually	Our recommendation is that ICDs are determined during the design phase. Requiring that they are provided six (6) months prior to the start of implementation will significantly slow your implementation process. Please amend the requirement to a more typical industry standard of prior to two (2) weeks prior to implementation.	No. The Agency requests deliverables in accordance with the deliverables and requirements outlined in this RFP.	
R1-104	56	II.G.4., Table II-16, Req 4142	4142 The Contractor shall provide a solution that includes the tools and methods that support and enable the clinical analysis of risk scores and episodes including, but not limited to, Adjusted Clinical Groups (ACG), Episode Treatment Group (ETG), and Episode Risk Group (ERG) to specific datasets.	The identified groupers are proprietary. Does the state have licencing for these groupers? If the state does not hold the necessary licenses, will the State accept alternate groupers?	Please see II.G.4., Table II-16, Req 4142.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-105	57	II.G.4., Table II-18, Reqs 4153, 4154, 5161, and 5162	<p>4153 The Contractor shall reconcile each report defined by the Agency in the DSS Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.</p> <p>4154 The Contractor shall reconcile each dashboard defined by the Agency in the Dashboard Library Document to the equivalent dashboard in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard in the event that an equivalent dashboard is not available or as requested by the Agency.</p> <p>5161 The Contractor shall reconcile each report defined by the Agency in the MAR Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.</p> <p>5162 The Contractor shall reconcile each report defined by the Agency in the SUR Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.</p>	<p>Can the state provide the below documents and any other scope details? Do specifications exist for each of these reports?</p> <ol style="list-style-type: none"> 1. DSS Report Library Document 2. Dashboard Library Document 3. MAR Report Library Document 4. SUR Report Library Document 	This information is not currently available. These will be provided upon contract award.	
R1-106	58	II.G.4., Table II-18, Req 4185	4185 The Contractor shall provide a solution that includes a process to collect the data necessary to generate, merge, submit, and correct T-MSIS extracts monthly. The extract shall be available for the Agency by the 5th of the month and submitted to CMS by the 30th of the month.	Please clarify the types of merging activities requested. (e.g. merging data from different regions or ..?)	Activities include merging data from the AMMIS, CPMS, and external data sources. Please see Amendment 1, Item 4 for updates to requirement 4185.	A-1, #4
R1-107	60	II.G.4., Table II-18, Req 5162	5162 The Contractor shall reconcile each report defined by the Agency in the SUR Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agency.	Can the State provide detailed requirements for the SURs reports the State is looking to replicate (as highlighted in the EDX_Interchange_Reports Excel document)? This will better enable us to quantify accurate timelines & pricing.	No. Please see PL22, EDS Interchange Reports.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-108	60	II.G.4., Table II-18, Req 5300	5300 The Contractor shall provide a solution that includes a document repository for the storage of report outputs. The repository shall be able to be used by the Contractor and the Agency to store report outputs from the Legacy AMMIS reporting system, the EDS Module reporting system, and other reporting systems used by the Agency. The report outputs shall be stored and accessible as requested by the Agency for a timeframe agreed upon by the Agency.	Please provide the report output file types the State expects to be supported by the document repository.	The Agency will accept industry-standard formats.	
R1-109	60	II.G.4., Table II-18, Req 5300	5300 The Contractor shall provide a solution that includes a document repository for the storage of report outputs. The repository shall be able to be used by the Contractor and the Agency to store report outputs from the Legacy AMMIS reporting system, the EDS Module reporting system, and other reporting systems used by the Agency. The report outputs shall be stored and accessible as requested by the Agency for a timeframe agreed upon by the Agency.	How will the vendor be provided access to the report outputs?	Extracts of the reports will be provided by the Agency.	
R1-110	67 and 119	Sections: - II.H.3., Table II-21, Req 4232 - II.L.6.e., Table II-36, Req PI10	4232 The Contractor shall provide a solution with the ability to integrate with and/or provide needed data to a third-party vendor's case management application to support the Agency in the case review processes. PI10 System can refer all cases of suspected provider fraud to the State's Medicaid Fraud Unit and provide access to Case Tracking as applicable.	Can the State clarify these requirements? Req 4232 appears to be conflicting with requirement PI10. If the State is using a Case Management system that is outside the scope of this RFP, wouldn't requirement PI10 be applicable to that vendor/contract/solution?	PI10 is a certification outcome from CMS and applicability will be evaluated at certification.	
R1-111	71	II.I.1.a.4., paragraph 1	4. Project Schedule [...] The EDS Contractor shall submit weekly (close of business Thursday) schedule updates to the Agency utilizing the Agency-approved documentation storage solution (e.g., SharePoint), and this will be used to monitor the EDS Contractor project status.	Please specify if this is the Contractor's or the Agency's SharePoint.	This refers to the Agency's SharePoint site. Please see Amendment 1, Item 12 for clarification.	A-1, #12
R1-112	80	II.I.1.e., Table II-23, Req 4773	4773 The Contractor shall maintain a master version of all deliverables, artifacts, and work products on the Agency SharePoint site.	Please elaborate on the security that is enforced on the Agency's SharePoint site specifically in regards to how it will protect the vendor's confidential and proprietary information contained in the deliverables, etc?	Please see RFP Section VIII General Terms and Conditions, Item NN - Software and Ownership.	
R1-113	80	II.I.1.e., Table II-23, Req 4961	4961 The Contractor shall produce a report that will be delivered to the Agency within 10 business days after the completion of each full mock test or actual disaster recovery exercise and desk review.	Can the state verify that the annual audit result report will suffice for this (ie., SOC2) when it is released to the contractor after outside audit is completed and delivered? (Meaning it may be more than 10 business days before we get the results back from outside auditor.)	The Agency requests deliverables in accordance with the deliverables schedule and requirements outlined in this RFP.	
R1-114	104	II.I.4.j., Table II-30, Req 4960	4960 The Contractor shall provide awareness training of the COOP to all staff within four (4) weeks of onboarding.	Please specify if this refers to Contractor staff or state staff?	4960 refers to all applicable Agency and Contractor staff.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-115	114	II.I.6., paragraph 2	<p>However, for the purposes of submitting a proposal response to this RFP, any current, specific details or guidance around Federal certification/authorization processes or framework that <i>may</i> be applicable to the MES, can be found at the following websites: [...] - FTI Data https://www.irs.gov/pub/irs-pdf/p1075.pdf</p>	<p>Please verify that no FTI data will be submitted and used with this RFP? Eligibility systems typically use FTI data but do not expose it directly to the EDS. Inclusions of FTI data will cause many vendors not to bid or increase costs significantly.</p>	<p>FTI data is not in scope for this RFP</p>	
R1-116	128	II.I.8	<p>8. General Staffing Staffing is a key component to the success of the overall Enterprise Data Services implementation and overall solution operations and maintenance. As such, the Agency has outlined and defined the staffing categorization and staffing requirements focused on the Key (Named) and Lead Personnel. The Personnel Tables in the following subsections outline the Key and Lead Personnel and qualifications the Agency views as minimally necessary to support a proposed solution.</p> <p>The Vendor is also required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. Therefore, the Vendor is encouraged to propose staffing positions deemed as critical to the success of the solution, whether or not those positions or descriptions are listed within the following subsections.</p>	<p>The key personnel section outlines multiple roles and tasks, which could be structured in a more cost effective manner to better align with Vendor staffing models. Would the Agency be open to a proposed staffing plan that optimizes functionality while reducing cost?</p>	<p>The Vendor is required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. See RFP Section II.I.8 - General Staffing.</p>	
R1-117	167	VI.D.	<p>D. Questions Regarding the RFP [...] Questions and answers will be posted on the website as available.</p>	<p>Will Vendor questions be answered in a rolling fashion or will all responses to vendor questions be posted at once on the date designated in the Schedule of Events for that round of clarification questions? If they will be answered in a rolling fashion, will the Agency notify vendors in any manner that new responses have been posted to the website?</p>	<p>Answers to Round 1 and Round 2 questions will be posted in accordance with the RFP schedule of events.</p>	
R1-118	167	VI.F.	<p>F. Adherence to Specifications and Requirements Vendors must submit, as part of the Transmittal Letter, a written confirmation that the Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP.</p>	<p>Will the Agency accept alternative methods of accomplishing its requirements in instances where the vendor has a solution to meet the Agency's requirement and the goal of the requirement, even if it is not accomplished in the exact way the Agency has described?</p>	<p>No. Please answer in accordance with the Requirements Response Matrix (RRM).</p>	
R1-119	167	VI.G.	<p>G. Order of Precedence In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail. Should the State issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor's proposal in the event of an inconsistency, ambiguity, or conflict.</p>	<p>In instances where the Vendor's proposal response describes a method of achieving the requirement that is alternative to that which the requirement defines but that still satisfactorily meets the goal and outcome of the requirement, please confirm that the Vendor's proposal response supercedes the text of the requirement as contained in the original RFP and any applicable addenda.</p>	<p>No. Please answer in accordance with the Requirements Response Matrix (RRM).</p>	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-120	170	VI.N. Item 1.d.2	<p>2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed nonresponsive.</p> <p>a. The Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP.</p> <p>b. A statement that the Vendor understands and will comply with the specifications and requirements described in this RFP.</p>	<p>Please clarify how items a and b are materially different in the application to the awarded Vendor's responsibilities under the ensuing contract. If there is not a difference, is it necessary to provide an acceptance statement for both a and b or is a singular statement acceptable?</p>	<p>Item A refers to the provision acknowledging the rights of the state and the terms and conditions contained in the provisions of the RFP.</p> <p>Item B refers to meeting the specifications and requirements of this RFP.</p>	
R1-121	170	VI.N. Item 1.d.3	<p>3. A statement of compliance with Affirmative Action and Equal Employment Opportunity regulations.</p>	<p>Please identify the specific Affirmative Action regulations applicable to the solutions and services that are being contracted for under this RFP.</p>	<p>Please see RFP section VI.1.4. - Transmittal Letter</p>	
R1-122	167 and 170	<p>Sections:</p> <ul style="list-style-type: none"> - VI.E - VI.N. Item 1.d.2 - VI.N. Item 1.d.9 	<p>E. Acceptance of Standard Terms and Conditions</p> <p>Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive.</p> <p>2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed nonresponsive.</p> <p>9. A statement acknowledging that the successful Vendor will be required to complete (RFP) Contract and Attachments listed as Appendix B: Contracts Attachments in this RFP, inclusive of the Alabama Medicaid Agency Business Associate Addendum and a State of Alabama Disclosure Statement with the executed contract. See Appendix B: Contract Attachments for all required forms.</p>	<p>To the extent that the RFP Terms and Conditions, including those of the State's attached sample Contract and associated attachments, do not contain all the terms and conditions necessary for contracting for the proposed Commercial Off the Shelf system and services, how are vendors to communicate these terms to the State? Examples include licensing terms specific to the proposed offering or required pass-through provisions for underlying technology embedded within the proposed offering for which terms must be extended to customers.</p>	<p>Vendors should address how they plan to meet requirements of this RFP in accordance with the instructions in the Requirements Response Matrix (RRM).</p>	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-123	167 and 170	Sections: - VI.E - VI.N. Item 1.d.2 - VI.N. Item 1.d.9	E. Acceptance of Standard Terms and Conditions Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. 2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed nonresponsive. 9. A statement acknowledging that the successful Vendor will be required to complete (RFP) Contract and Attachments listed as Appendix B: Contracts Attachments in this RFP, inclusive of the Alabama Medicaid Agency Business Associate Addendum and a State of Alabama Disclosure Statement with the executed contract. See Appendix B: Contract Attachments for all required forms.	To the extent that the vendor does not explicitly comply with all the RFP Terms and Conditions, including those of the Agency's attached sample Contract and associated attachments, is there a way to allow the vendor to demonstrate through our attestations that we maintain a valid solution to meet the Agency's needs or must we comply as the RFP is written? The vendor will be hosting the solution for the Agency and has an extensive history of hosting and protecting client data in a secure environment, but would like to be able to mutually negotiate terms to meet the Agency's requirements.	Vendors should address how they plan to meet requirements of this RFP in accordance with the instructions in the Requirements Response Matrix (RRM).	
R1-124	171 and 173	Sections: - VI.N. Item 1.e. Tab 5 - Pricing Schedule - VI.N. Item 1.j. Tab 10 - Additional Attachments	e. Tab 5 – Pricing Schedule The proposal response for this tab does not have a page count requirement or limitation, and must ONLY contain the completed Appendix C: Pricing. j. Tab 10 – Additional Attachments The proposal response for this tab does not have a page count requirement or limitation, and should include: - Signed, Appendices C.1 through C.5	Please clarify if the Agency wishes Vendor to duplicate and include its response to Appendix C in BOTH Tab 5 and Tab 10. If the Agency does not wish for Appendix C to be duplicated, please confirm the which Tab it is to be included in.	The Agency is asking for both. See instructions in RFP Sections: VI.N. Item 1.e. Tab 5 - Pricing Schedule VI.N. Item 1.j. Tab 10 - Additional Attachments	
R1-125	171 and 1	Sections: - VI.N. Item 1.e. Tab 6 - Scope of Work, paragraph 1, list item 2 - 2.4_2023-EDS-01_Response_to_Narrative_Questions_Template_3-21-23.pdf, Vendor Instructions, list item 2	f. Tab 6 – Scope of Work and Narrative Response, paragraph 1, list item 2: Vendors MUST provide a Narrative Response to all Section II – Scope of Work content/text 2.4_2023-EDS-01_Response_to_Narrative_Questions_Template_3-21-23.pdf, Vendor Instructions, list item 2: Vendors MUST provide a Narrative Response to all Section II – Scope of Work Narrative Questions in each section	We have reviewed the referenced <i>2.4_2023-EDS-01_Response_to_Narrative_Questions_Template_3-21-23.pdf</i> available in the Procurement Library as well as the example included in section VI.C.N.1.e itself. Please clarify if it is necessary to provide a response to every paragraph, as the instruction in the RFP implies, or, if it is only necessary to address the Narrative Question sections as the Narrative Questions Template implies in its second list item.	Proposals must include answers to Narrative Questions. Please see Amendment 1, Item 16.	A-1, #16

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-126	171	VI.N. Item 1.e. Tab 6 - Scope of Work, paragraph 1, list items 1 and 2	f. Tab 6 – Scope of Work and Narrative Response, paragraph 1, list items 1 and 2: - Tab 6 CANNOT exceed 150 pages, single-sided, in length - Vendors MUST provide a Narrative Response to all Section II – Scope of Work content/text	If it is necessary to provide a response for every piece of content/text in the SOW, do Vendors need to include the RFP text in their proposals? The original SOW RFP text is approximately 145 pages long, so Vendors will need an increased page count if we are to include the RFP text in our responses in order to be responsive and remain under the 150-page limit.	Proposals must include answers to Narrative Questions. Please see Amendment 1, Item 16.	A-1, #16
R1-127	171	VI.N. Item 1.e. Tab 6 - Scope of Work, paragraph 1, list item 3	f. Tab 6 – Scope of Work and Narrative Response, paragraph 1, list item 3: - Vendors answers to Narrative Questions MUST follow sub-sectional Narrative Responses	Please explain and provide an example of what sections the Agency is referring to with the term, "sub-sectional Narrative Responses."	Sub-Sectional Narrative Responses refers back to Narrative Questions contained within the sub-sections of the RFP Scope of Work. Please see Amendment 1, Item 16.	A-1, #16
R1-128	171	VI.N. Item 1.e. Tab 6 - Scope of Work, paragraph 1, list item 3	f. Tab 6 – Scope of Work and Narrative Response, paragraph 1, list item 5: Identify and/or label any specific references to applicable requirements in-line with the text (e.g., "REQ – XXXX")	It appears that many of the requirements from the 2.4_2023-EDS-01_AMMP_EDS_Services_Requirements_Response_Matrix_3-21-23.xlsx file are duplicated in the SOW. Please confirm that the Agency would like to see any necessary commentary for these requirements in the Tab 6 file and not in column L of the RRM file.	All requirements in the RRM must be responded to in the RRM.	
R1-129	173	Sections: - VI.N. Item 1.a. Tab 1 - RFP Cover Sheet - VI.C.N. Item 1.j. Tab 10 - Additional Attachments	a. Tab 1 – RFP Cover Sheet The proposal response for this tab must ONLY contain a completed RFP Cover Sheet. j. Tab 10 – Additional Attachments The proposal response for this tab does not have a page count requirement or limitation, and should include: - Signed, Appendices C.1 through C.5	Within the RFP Appendix C: Pricing section on page 210, Appendix C.1 is defined as the RFP Cover Sheet. Does the Agency expect that the RFP Cover Sheet be included behind BOTH Tabs 1 and Tab 10? If not, which tab must the RFP Cover Sheet be included in?	The cover sheet is included in Tab 1	
R1-130	180	VIII.U., Paragraph 1	U. Immigration Compliance [...] Contractor will secure from such subcontractor documentation that subcontractor is enrolled in the E-Verify program prior to performing any work on the project. The subcontractor shall verify every employee that is required to be verified according to the applicable Federal rules and regulations. [...] Contractor shall maintain the subcontractor documentation, which shall be available upon request by the Alabama Medicaid Agency.	Other than a copy of the Subcontractor's MOU with the Department of Homeland Security, what subcontractor documentation does the Agency expect the Vendor to maintain?	Please see RFP Section VIII General Terms and Conditions, Item U - Immigration Compliance and RFP Section VI, Submission Requirements, Item M. E-Verify Memorandum of Understanding.	
R1-131	186	VIII.OO.	OO. Limitation of Liability [...] Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.	Is the State open to reasonable third party liability caps or to language that limits potential liability to a stated or calculable amount that ties directly to the contract? We can be open to specified dollar amounts, percentages, multiples, etc.	No. The Agency will not add further interpretations to this Sub-Section.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-132	186	VIII.OO.	OO. Limitation of Liability [...] The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.	Would the state consider waivers of certain categories and types of damages, such as consequential or indirect damages?	No. The Agency will not add further interpretations to this Sub-Section.	
R1-133	186	VIII.OO.	General	Would the state consider exclusive remedies for certain types of breaches? If breaches are discussed in the RFP, please indicate the location.	No. The Agency will not add further interpretations to this Sub-Section.	
R1-134	186	VIII.OO.	OO. Limitation of Liability [...] The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein. [...] It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare & Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar Federal or State agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.	Are there specific areas of liability about which the State is concerned? If the state is open to caps or waivers, we could also work out some potential carve-outs and exceptions to the limits in areas for which they have specific concerns.	No. The Agency will not add further interpretations to this Sub-Section.	
R1-135	189	Appendix A: Proposal Compliance Checklist	Entire document	Please confirm that is it only necessary for Vendors to complete the Vendor Name field and that the Agency's RFP Coordinator will complete all other form elements, inclusive of the Proposal Reference column. If vendors are to complete the Proposal Reference column, please specify the required format the reference must be provided in as well as how the Agency prefers proposal references for evaluative criteria that will not have an explicit location in the proposal, such as Proposal Packet items 1-3, to be referenced.	Please see RFP Section VI. - Submission Requirements, item 1.b Tab 2 - Proposal Compliance Checklist.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-136	231	Appendix E: Requirements Response Matrix, Response Matrix Categorical Legend (Columns F - K), Column J - Security Tested	Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation.	Will the Agency accept a solution that does have FedRamp certification or NIST 800-53 certification, if the vendor is able to host the solution in a secure environment that meets ISO 27001 and maintains a SOC2, Type II attestation?	The solution must meet requirements as specified. Please see RFP Table II-57: Security and Compliance – Security and Compliance Requirements	
R1-137	Instructions for Column J - Security Tested (Excel row 55)	Alabama Medicaid Agency - AMMP Enterprise Data Services - RRM, Instructions and Legend tab	Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation.	Please confirm that the "Y" response is specifically referring to the hosting environment based off of the information located at the following link: https://www.fedramp.gov/federal-agencies/ .	Yes. FedRAMP standardizes security requirements for the authorization and ongoing cybersecurity of cloud services in accordance with FISMA , OMB Circular A-130 , and FedRAMP policy.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-138	Instructions for Column J - Security Tested (Excel row 55)	Alabama Medicaid Agency - AMMP Enterprise Data Services - RRM, Instructions and Legend tab	Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation.	Please define what is meant by "solution". Is it the hosting and environment or the software application?	<p>This depends on the offering. Solution could refer to one of the following cloud Service Models:</p> <p>Software as a Service (SaaS). The capability provided to the contractor to use the provider’s applications running on a cloud infrastructure. The applications are accessible from various client devices through either a thin client interface, such as a web browser, or a program interface. The contractor does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user specific application configuration settings.</p> <p>Platform as a Service (PaaS). The capability provided to the contractor to deploy onto the cloud infrastructure contractor-created or acquired applications created using programming languages, libraries, services, and tools supported by the provider. The contractor does not manage or control the underlying cloud infrastructure including network, servers, operating systems, or storage, but has control over the deployed applications and possibly configuration settings for the application-hosting environment.</p> <p>Infrastructure as a Service (IaaS). The capability provided to the contractor to provision processing, storage, networks, and other fundamental computing resources where the contractor is able to deploy and run arbitrary software, which can include operating systems and applications. The contractor does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, and deployed applications; and possibly limited control of select networking components (e.g., host firewalls).</p>	
R1-139	Instruction 5 (Excel rows 64-65)	Alabama Medicaid Agency - AMMP Enterprise Data Services - RRM, Instructions and Legend tab	Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K.	Please clarify if a comment is required in the RRM file for every requirement. The column header itself indicates the column should be used sparingly, however, the instructions says "vendors are to provide".	No. Comments should be used only when necessary for clarity.	
R1-140	1,3	Cover Page and Section B, Schedule of Events	Proposals Due by 5 p.m. CT 8/3/23	The RFP cover page indicates proposals are due on July 28, 2023, while page 3, in the schedule of events states that proposals are due by 8/3/23. Please clarify which date is the correct due date	All proposals are due by 8/3/2023. Please see Amendment 1, Item 1.	A-1, #1

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-141	171 And 175 And 69	VI.N.1.f Tab 6 – Scope of Work and Narrative Response	Tab 6 CANNOT exceed 150 pages, single-sided, in length” “Vendors MUST provide a Narrative Response to all Section II – Scope of Work content/text” “It is imperative that Vendors describe, in detail, how they intend to approach the Scope of Work of this RFP in order for their response to be evaluated by the Evaluation Committee.” “As a part of the response to this RFP, the Vendor must describe how they plan to perform all services listed in Section I: Enterprise and General Services and all related requirements located in Appendix E Requirements Response Matrix, as well as respond to relevant Proposal narrative questions	Given that Section II – SOW is approximately 151 pages in length, will the State consider extending the page limitations so that bidders can follow RFP instructions to describe, in detail, how they intend to approach the Scope of Work and provide “applicable examples of evidence supporting the proposed approach.”	Vendors must respond to the Narrative Questions. Please see Amendment 1, Item 16 for clarification.	A-1, #16
R1-142	171	VI.N.1.f Tab 6 – Scope of Work and Narrative Response	This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section specific narrative questions contained within this RFP...” “Identify and/or label any specific references to applicable requirements in-line with the text (e.g., “REQ – XXXX”) “Vendors answers to Narrative Questions MUST follow sub sectional Narrative Responses.”	(1) Will the State please confirm that bidders are not required to provide narrative responses to every numbered requirement in the Scope of Work. (2) Will the State please confirm that “narrative responses to all sub-sections” within the Scope of Work refers to, for example, Section II.C. Contract Startup? If the State requires something different, please clarify	Narrative responses to all sub-sections refer to the Narrative Questions listed in those sub-sections. Requirements may be responded to in the Requirements Response Matrix. Please see Amendment 1, Items 6 and 16 for additional clarification.	A-1, #6, #16
R1-143	171	VI.N.1.f Tab 6 – Scope of Work and Narrative Response	Vendors MUST provide a Narrative Response to all Section II – Scope of Work content/text”	The RFP requires vendors to provide a narrative response to all Section II – Scope of Work content/text. Section II.A Business Goals appears to be primarily informational in nature. Given the page limitation, please confirm that bidders do not need to provide a narrative response to this introductory/informational section.	Vendors should respond to Narrative Questions in Section A but are not required to respond to background/informational content. Please see Amendment 1, Item 16.	A-1, #16
R1-144	171	VI.N.1.f Tab 6 – Scope of Work and Narrative Response	Vendors MUST provide a Narrative Response to all Section II – Scope of Work content/text”	The RFP requires vendors to provide a narrative response to all Section II – Scope of Work content/text. Section II.B, Alabama Medicaid Enterprise Systems Modernization Program, subsections 1. Overview of Alabama’s Roadmap to AMMP; 2. Envisioned Future State of Maturity; and 4. EDS Representation on AMMP Governance, appear to be primarily informational in nature. Additionally, the requirements in 3. Project Roles and Responsibilities will be addressed in the following SOW subsections. Given the page limitation, please confirm that bidders do not need to provide a narrative response to these four introductory/informational subsections.	Vendors should respond to Narrative Questions in Section A but are not required to respond to background/informational content. Please see Amendment 1, Item 16.	A-1, #16
R1-145	183	VIII.JJ Qualification to do Business in Alabama	The “Application for Registration” showing application has been made must be submitted with the proposal.’	If a foreign corporation has been issued an Entity ID by the Secretary of State (with a status of “Exists), is this sufficient evidence of the bidder’s qualification to transact business in the State? If not, please indicate specifically what documentation bidders should include with their proposals to meet this requirement.	Please see Section VIII. JJ for required forms for foreign corporations.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-146		. General Staffing, Table II-39, Table II 40 and Table II-42	The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the EDS Module including, but not limited to: 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager	There are roles listed in Table II-39 that do not match the roles described in the corresponding staffing tables. Specifically: 1. Project Manager is listed as Key in Table II-39 but listed as "Project Director" in Table II-40. 2. Security Manager is listed in Table II-39, but there is no detailed staffing table with requirements for this position. 3. Should there be a detailed staffing table with responsibilities and qualifications for the other Key roles of Operations Manager and Configuration Manager. 4. There is a detailed staffing table for the Data Manager (Table II-42); however, Data Manager is not listed as key in Table II-39.	Please see Amendment 1, Item 15 for general staffing updates.	A-1, #15
R1-147		. General Staffing, Table II-39, Table II 40 and Table II-45		Please confirm that the Key role of Security Manager in Table II-39 and Table II-41 is the same as the Lead role of Information System Security Officer / Cyber Security Analyst in Table II-45?	Please see Amendment 1, Item 15 for security staffing updates.	A-1, #15
R1-148		. General Staffing, Table II-39, Table II 40 and Table II-45		The detailed list of Minimum Required Responsibilities in Table II-43 for the Testing Manager is the same as the detailed list in Table II-44 for the Data and Reporting Leads. Can the State provide an updated/corrected list of minimum required responsibilities for these roles?	Please see Amendment 1, Item 15 for testing manager staff updates.	A-1, #15
R1-149		Sched A Total Evaluate d Price	Appendix C – Pricing Schedule	Schedule A Rows 46, 51, 75, 95, 106 do not roll up to row 19 Total Contract Schedule B - Deliverables price	Appendix C - Pricing Schedule has been updated. Please see Amendment 1, Item 5 for updated pricing schedule.	A-1, #5
R1-150		Sched B Total Evaluate d Price	Appendix C – Pricing Schedule	schedule B Rows 33, 38, 62, 82, 93 do not have contract year associated with them and do not roll up to rows 20, 21, or 22 Total Deliverable - Year "xx" price	Appendix C - Pricing Schedule has been updated. Please see Amendment 1, Item 5 for updated pricing schedule.	A-1, #5
R1-151	121	II.1.7.b Updated Turnover Management Plan	The updated Turnover Management Plan shall facilitate and accomplish a seamless transition from the incumbent to an incoming contractor, AMMP PMO, Agency personnel, and any additional parties identified by the Agency at the expiration of the..."	This sentence ends with "at the expiration of the ." It appears to be an incomplete sentence. Will the State please provide the missing verbiage	This verbiage has been updated. Please see Amendment 1, Item 17 for changes to RFP Section II.1.7.b - Updated Turnover Management Plan.	A-1, #17
R1-152	125	II.1.8.a Location of Work Performed	Services required of the SI Contractor for the AMMP may be performed onsite, remote or a combination of both	Will the State please confirm that "SI Contractor" should instead read "EDS Contractor"?	Confirmed, this should reference the EDS Contractor. Please see Amendment 1, Item 13 for this change.	A-1, #13
R1-153	150	II.1.13.a Training and Knowledge Management Plan Table II-51	As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-51 : Training Requirements..."	This section references Table II-51: Training Requirements; however, Table II-51 is Maintenance and Modification – Maintenance and Modification Requirements. Will the State please confirm that this reference should instead read, "Table II-52: Training – Training Requirements"?	Confirmed. Please see Amendment 1, Item 21 for clarification.	A-1, #21

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-154	155	II.I.14.b Authorization Package Table II-53	"As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-53: Security and Compliance Requirements..."	This section references Table II-53: Security and Compliance Requirements; however, Table II-53 is Training – Training Deliverables. Will the State please confirm that this reference should instead read, "Table II-54: Security and Compliance - Security and Compliance Requirements"?	Confirmed. Please see Amendment 1, Item 22 for clarification.	A-1, #22
R1-155	168	VI.N Proposal Format	"Each proposal must be prepared...using a font no smaller than 11- point..."	For the sets of Narrative Questions, should bidders include each Narrative Question (RFP text) prior to their responses, in a call response format or should they just use Question ID numbers to identify each response? If the State requires bidders to include the Narrative Question text prior to each response, may bidders use a smaller font for the RFP text only?	Question ID numbers are acceptable.	
R1-156	171	VI.N.1.f Tab 6 – Scope of Work and Narrative Response And VI.N.1.h Tab 8 – Corporate Background, Experience, and Personnel	This Tab must include narrative responses to all subsections within RFP Section II – Scope of Work and all section specific narrative questions contained within this RFP; with the exception of responses pertaining to Section II.I. – Scope of Work – Enterprise and General Services, Sub Section 8 – General Staffing, which will be included in Tab 8."	(1) Will the State please confirm that all of Section II.I.8 General Staffing and its subsections (a-d) narrative responses should be included in Tab 8. (2) If not, will the State please list the specific subsections of Section 8 General Staffing that should be addressed in Tab 6 and the specific subsections that should be included in Tab 8 (within items 2.d, 2.f and 7) to ensure bidders may submit compliant responses?	Please see Amendment 1, Item 18 for updated Tab 8 instructions.	A-1, #18
R1-157	173	VI.N.1.j Tab 10 – Additional Attachments	The proposal response for this tab does not have a page count requirement or limitation, and should include: • Signed, Appendices C.1 through C.5"	The RFP requires bidders to include Appendix C Pricing Schedule as Tab 5. Appendices C.1 through C.5 appear to be the detailed instructions for how to respond to Appendix C and do not have lines for signatures. Will the State please confirm that bidders only need to complete and sign Appendix C, Pricing Schedule (Excel file) and that Appendices C.1-C.5 are for instructional purposes only	Confirmed. Vendors should submit RFP Cover Sheet and Pricing Schedules A-D. Please see Amendment 1, Item 5 for updated Pricing Schedule.	A-1, #5
R1-158	173	VI.N.1.j Tab 10 – Additional Attachments	The proposal response for this tab does not have a page count requirement or limitation, and should include: • Additional, sample, draft, example Deliverables and/or Artifacts, Templates, supporting the responses in Tabs 6 – 8."	Will the State please provide a specific list of the required "sample, draft, example Deliverables and/or Artifacts, Templates" it requires bidders to submit with their proposals, to facilitate an apples to apples comparison during evaluation?	No. The Agency requests examples of vendors' artifacts that are similar in nature to the deliverables described. Vendors should choose sample that are similar to the deliverables outlined in this RFP.	
R1-159		Table II-23: Project Management – Project Management Requirements	4611 - The Contractor shall utilize Agency approved software, applications, and tools, as listed in the Enterprise Software List, to fulfill the requirements of this contract	In requirement 4611, the State asks that vendors use the agency approved software to fulfill the requirements of the contract. Microsoft Power BI is listed as one of those software components. (1) Will vendors be able to use the State's Power BI in the State's tenant to fulfill the requirements of the contract? (2) If not, please specify how the State wishes vendors to use Power BI.	Please see PL25_AMA Enterprise Software List.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-160	50	Table II-13: Data Integration and Management – Data Management Requirements	4936 - The Contractor shall provide a solution that supports metadata management program that encompasses metadata, master data, data dictionaries, reference data, and business rules with established Agency policies, processes, and procedures	In requirements 4936, 4050, and 4052 the State asks that the contract provide a metadata management capability. The State also requires (in requirement 4611) that vendors use software that is in the Enterprise Software List. Collibra is the metadata management tool listed in this requirement. (1) Does the State wish that vendors use the States installation of Collibra to perform the scope of this work and reduce licensing costs? (2) If not, please describe how the EDW vendor is to use Collibra	The intent of the requirement is to administer DQ checks for DQ review prior to data utilization by integration with the State's current Data Government platform. There is not any pre-fabrication as to how that requirement might be addressed in the proposed solution.	
R1-161	12	Overview of Alabama's Roadmap to AMMP	"Furthermore, the EDS 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."	Please reconcile this statement on page 12 with the Statement on the Enterprise Software List that 3 licenses were provided to the SI for Power BI. Please clarify if vendors can use any state supplied licenses.	Please see updated PL25_AMA Enterprise Software List. Please see Amendment 1, Item 25	A-1, #25
R1-162	34, 12	Table II-5: Technical Architecture and Environments Requirements	3998 - The Contractor shall integrate with the State's System Integrator for the ingestion of data into the EDS, as defined by the Agency	Requirement 3988 states that "The Contractor shall integrate with the State's System Integrator for the ingestion of data into the EDS, as defined by the Agency." While the statement on Page 12 reads in part "the EDS Contractor and each module contractor will provide all of their own technical solution;" Please reconcile how the State expects the EDS vendor to integrate well with the SI vendor while using different data integration tools? Will the SI vendor provide a cloud-based data integration tool?	EDS will receive data from other modules through the SI. The format, content, and timing will be determined as part of an extract-transform-load process determined/negotiated by the modules. The EDS will not necessarily 'ingest' data from the SI, unless that is part of the negotiated ETL process.	
R1-163	Procurement Library	Procurement Library	Procurement Library 2.4_2023-EDS 01_Combined_EDS_Data_Sources_Reports_Queries_3-21-23.xlsx	In file 2.4_2023-EDS 01_Combined_EDS_Data_Sources_Reports_Queries_3-21-23.xlsx lines 180-193 indicate that the agency has FDB data that can be used by the EDS vendor. Is it a correct assumption that the EDS vendor does not need to separately license drug reference data?	Please see Amendment 1, Items 2, 3 & 4 for clarification.	A-1, #2, #3, #4
R1-164	Procurement Library	Procurement Library	Procurement Library 2.4_2023-EDS 01_Combined_EDS_Data_Sources_Reports_Queries_3-21-23.xlsx	In file 2.4_2023-EDS 01_Combined_EDS_Data_Sources_Reports_Queries_3-21-23.xlsx lines 170-173 indicate that the agency has AMA data that can be used by the EDS vendor. Is it a correct assumption that the EDS vendor does not need to separately license AMA reference data?	Please see Amendment 1, Items 2, 3 & 4 for clarification.	A-1, #2, #3, #4

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-165	2 of STAARS	2.4_2023-EDS 01_STAARS_Document_3-21-23	"A Proposal must include one original Disclosure Statement as required by Code Section 41-16-82, et seq., Code of Alabama 1975. Copies of the Disclosure Statement, and information, may be downloaded from the State of Alabama Attorney General's web site at https://www.alabamaag.gov/Documents/files/File-AL-Vendor-Disclosure Statement.pdf and https://www.alabamaag.gov/Documents/files/Vendor-Disclosure Instructions.pdf ."	The STAARS document states that the completed Disclosure Statement must be included with the proposal; whereas the RFP (Section VII.JJ, page 183), states "The successful Contractor shall be required to complete a financial disclosure statement with the executed contract." Additionally, Appendix B, page 193 states, "The following are the documents that must be signed AFTER contract award and prior to the meeting of the Legislative Contract Oversight Committee Meeting." (1) Will the State please confirm whether or not bidders are supposed to submit the completed Disclosure Statement with their proposals? (2) If bidders are to submit the completed Disclosure Statement with their proposals, should they use the version included as Attachment F to Appendix B, Contract Attachments? (The link provided in the STAARS document links only to the instructions and not to the actual form.) (3) If bidders are to submit the completed Disclosure Statement with their proposals, will the State please indicate where bidders should include it (e.g., behind Tab 10, Additional Attachments)	Please refer to instructions in the STAARS document.	
R1-166	3 of STAARS	2.4_2023-EDS 01_STAARS_Document_3-21-23	"8. LEGISLATIVE CONTRACT REVIEW - Personal and professional services contracts with the State may be subject to review by the Contract Review Permanent Legislative Oversight Committee in accordance with Section 29-2-40, et seq., Code of Alabama 1975. The vendor is required to be knowledgeable of the provisions of that statute and the rules of the committee. These rules can be found at http://www.legislature.state.al.us/aliswww/AlaLegJointIntCommContractReview.aspx ."	This link appears to be broken, as it produces an error message. Will the State please provide an updated link to this file?	The link has been updated.	
R1-167	52	Table II-14: Data Delivery - Data Delivery Requirements	4120 - The Contractor shall provide a solution that allows for the storage, transfer, and access of all incoming and outgoing data exchanges through Agency-approved methods and formats.	Requirement 4120 states that the contractor provide a solution that allows for the "the storage, transfer, and access of all incoming and outgoing data exchanges through Agency approved methods and formats." Does the State require that vendors provide a separate Managed File Transfer (MFT) solution outside of the SI vendor? We ask, as many SI vendors provide an MFT solution and provision of another MFT solution could be duplicative.	The SI is a new service. It is unknown at this time what the functionality the solution will provide.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)							
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)	
R1-168	80		4745- The Contractor shall provide a Project Schedule that uses the approved AMMP Program Wide Integrated Master Schedule Template (PMO-2-q-02) and follows the expectations defined within the Integrated Master Schedule Management Plan (PMO-2-q) to be submitted to the Agency twelve (12) weeks from the contract start date. If the schedule is not approved fourteen (14) weeks from the contract start date, then daily meetings will occur until the project schedule is approved. Page 3 of the Enterprise Software List "SI Contractor provision and manage MS Project licenses needed for the project."	Will the EDS contractor have access to an SI provided MS Project Online installation to maintain and provide updates to the detailed schedule? In the Enterprise Software List provided in the Bidder's Library it appeared that the SI would provide the software. "SI Contractor provision and manage MS Project licenses needed for the project.	The AMA Enterprise Software List has been updated. Please see PL25_AMA Enterprise Software List for revised documentation.		
R1-169	168	VI.M E-Verify Memorandum of Understanding	The proposal response must include an E Verify Memorandum of Understanding with the Department of Homeland Security.	(1) If bidders provide their E Verify company identification number and authorization date, is this sufficient to meet this requirement? (2) If not, will the State please indicate what type of documentation it requires bidders to include with their proposals. (3) Will the State please confirm where bidders should insert this information in their proposals (e.g., Tab 10, Additional Attachments)	Please refer to instructions in RFP Section VI.M - Submission Requirements, E-Verify Memorandum of Understanding and Appendix A: Compliance Checklist, Item 29.		
R1-170	3, 10	B. Schedule of Events (Table B-I-1) And I- Background	Section B – Schedule of Events (Table B-I-1) indicates the Contractor Begin Work/Start Date is 5/1/2024 and Section I Background indicates the projected contract expectation date is August 1, 2024.	Please confirm anticipated Contractor Start Date	The contract start date is 5/1/24. Please see Amendment 1, Item 8.	A-1, #8	
R1-171	116	6.a	The program-wide Certification Support Management Plan (COM-16) defines the activities and the schedule related to the CMS certification of each contractor within the AMMP.	Will the State please provide a copy of the program-wide Certification Support Management Plan (COM-16) for review	All PMO templates, plans, guides and tools will be provided at contract start-up.		
R1-172	105	Table II-30	4962 The Contractor shall prepare and conduct planned full mock exercises of the DRP, annually at a minimum	Pg. 46 of the RFP, f. Key Performance Indicator - Disaster Recovery states the disaster recovery shall be tested "at least bi-annually (twice a year)"; Table II-30, Requirement 4957 requires annually. Will the State please provide clarification on the frequency of DRP Exercises?	Contactors shall meet the requirement as outlined in requirement 4957. Please see Amendment 1, Item 27.	A-1, #27	
R1-173	105	Table II-30	4962 The Contractor shall prepare and conduct planned full mock exercises of the DRP, annually at a minimum.	Will the State please confirm that a table top exercise is adequate for the "full mock exercise"?	No. Please see Requirements 4957 and 4962.		
R1-174	156	Section 14	The EDS Contractor shall, in collaboration with the Agency Information Security Office as the 3rd party security control assessor, develop and complete an Authorization Package for submission to the Medicaid Authorizing Official	Will the State please clarify if the EDS contractor or the State is responsible for procuring the 3rd party security control assessor for the ATO and annual continuous monitoring?	The 3rd Party Security Assessor is staffed inside of the Agency ISO at no cost to the contractor.		
R1-175	99	4.a	The Contractor shall provide a technical and stakeholder support structure and services to stakeholders (all users and MES Contractors) who need assistance with the EDS solution.	What is the expected number of users that will use the EDS solution?	Please see Amendment 1, Item 23 for estimates on number of users.	A-1, #23	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-176	101	4.e	The Agency requires the use of an industry standard Centralized Service Desk Management Tool (CSDMT). The Agency requires the tool to provide a single view into all Service requests across the MES. The CSDMT shall integrate each Module Contractor's service desk data. The Agency requires the service desk data to be aggregated near real-time throughout day-to-day operations to provide an enterprise-wide view of service desk data for management and reporting through the CSDMT. The SI Contractor will be responsible for implementation and operations of the CSDMT; however, the EDS SDT must support exporting and importing information with the CSDMT to achieve the Agency's vision and goal of comprehensive service desk management and reporting across the AMMP and MES.	Will the State please clarify your chosen, or the SI vendor's, CSDMT tool?	The Centralized Service Desk Management tool is a new service. The CSDMT is not yet known as the SI vendor has not been selected.	
R1-177	101	4.e	The Agency requires the use of an industry standard Centralized Service Desk Management Tool (CSDMT). The Agency requires the tool to provide a single view into all Service requests across the MES. The CSDMT shall integrate each Module Contractor's service desk data. The Agency requires the service desk data to be aggregated near real-time throughout day-to-day operations to provide an enterprise-wide view of service desk data for management and reporting through the CSDMT. The SI Contractor will be responsible for implementation and operations of the CSDMT; however, the EDS SDT must support exporting and importing information with the CSDMT to achieve the Agency's vision and goal of comprehensive service desk management and reporting across the AMMP and MES.	What is the intent of having the EDS vendor import tickets from the CSDMT vendor? It is assumed this could contain tickets that pertain to other vendors that the EDS vendor would not need to engage with or work on	Section I.4.e - Enterprise and General Services, Operations - Service Desk Tool has been updated for clarity. Please refer to Amendment 1, Item 10 for updated verbiage.	A-1, #10
R1-178	160	15.c	Immediately upon identifying a system issue or error or receiving notice from system users of an issue or error, the Contractor shall respond and resolve the issue or error according to the times and targets outlined below, as applicable. 1. Measurement Item. Issue/Error Notification 2. Measurement Description. Requires agency notification 3. Measurement Logic. The measurement logic is Time > Immediate 4. Measurement Period. Episodic 5. Measurement Interval. Episodic	With regards to immediate notification, does the State consider an automated email from the contractor's EDS SDT as sufficient to meet this requirement?	No, an automated email will not meet this expectation.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-179	47, 48, 200	i. kpis, h. kpis, BAA	Privacy and Security Breach Notification. The Contractor must adhere to all applicable Federal, State, and local laws and regulations regarding privacy and information security. The Contractor must notify the State 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 State data or security incident affecting any State component or supporting infrastructure. Security Incident Response Priority. When reporting a security issue to the Contractor, the State shall identify the issue by its Security Level as described below. If the Contractor identifies a security issue, the Contractor shall immediately notify the State and identify the issue security level based on Contractor's initial evaluation. Time to Response and Resolution. Immediately upon identifying a security issue or receiving notice from system users of a security issue ... The Business Associate shall report to the Covered Entity within five (5) business days from the date the Business Associate becomes aware of: 5.1 Any use or disclosure of PHI not provided for by this agreement 5.2 Any security incident and/or breach of unsecured PHI	The Privacy and Security Breach Notification, the BAA, and the Security Incident Priority paragraphs contain conflicting notice provisions for the regulated data. Can the State reconcile the conflicting statements?	There is no conflict between the BAA and the SLAs/KPIs. Contractor must follow the guidelines outlined in the BAA at a minimum. SLAs and KPIs are a measure of responsiveness.	
R1-180	58	Table II-18: DAR – Reporting Requirements	4153 - The Contractor shall reconcile each report defined by the Agency in the DSS Report Library Document to the equivalent report in the DAR solution. The outcome of the reconciliation shall be included in the Agency approved report catalog. The Contractor shall replicate the existing report in the event that an equivalent report is not available or as requested by the Agenc	Will the State please clarify which document is the "the DSS Report Library Document." There is currently no such document in the procurement library. Is it perhaps the DSS tab in the 2.4_2023-EDS 01_EDS_Interchange_Reports_3-21-23.xlsx document in the procurement library?	The DSS Report Library Document is a future state document. Please reference PI21 & PL22 for additional report material.	
R1-181	60	Table II-18: DAR – Reporting Requirements	4196 - The Contractor shall purchase and maintain the updated and released Healthcare Effectiveness Data and Information Set (HEDIS) measures within thirty (30) days of any update or release and as approved by the Agency	Will the State please clarify if it is asking for a NCQA certified HEDIS reporting engine? Note that NCQA typically requires that state agencies purchase a license if modifications are made to the measures and such requirement for the State to purchase its own license is separate and distinct from a contractor having its own license to use the NCQA Data, even if it is for the benefit of the State. It is advisable to consult NCQA to clarify the intended use of the HEDIS measures.	NCQA certification is not required at this time.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-182	60	Table II-18: DAR – Reporting Requirements	4196 - The Contractor shall purchase and maintain the updated and released Healthcare Effectiveness Data and Information Set (HEDIS) measures within thirty (30) days of any update or release and as approved by the Agency	Will the State please clarify what is meant by “The Contractor shall purchase and maintain the updated and released Healthcare Effectiveness Data and Information Set (HEDIS) measures within thirty (30) days of any update or release and as approved by Agency”? Does this mean that the new standards must be purchased or that the new measures need to be programmed and QA’d within 30 days of release? The industry standard is 120 days	Reference RFP Requirement 4196. The Contractor shall purchase and maintain the updated and released Healthcare Effectiveness Data and Information Set (HEDIS) measures within thirty (30) days of any update or release and <i>as approved by the Agency</i> .	
R1-183		Performance SLAs h,2, c	Security Level 1 (S1) – Resolution Time/Target: 4 clock hours / 100%	The State has specified that full resolution of an S1 incident should be achieved in 4 hours. As investigation into S1 incidents normally exceeds 4 hours and there are requirements for change controls before implementing any resolution, will the state update the requirement to state “Resolution within 4 hours of identified solution, approved changed controls and within the change window”?	No. Contractors shall meet the minimum requirements as outlined in this RFP. SLAs and KPIs are measurements of performance.	
R1-184	128	Table II-39: General Staffing Requirements	4657 - The Contractor shall certify that all data, hosting, and work associated with this Contract is located within the continental United States (CONUS) and no staff, including subcontractors, shall access, view, or receive Alabama data while they are outside of the CONUS.	Will the State allow offshore resources to use redacted AL data in non-production environments to lower the cost of development?	Please refer to RFP Requirement 4667.	
R1-185	128	Table II-39: General Staffing Requirements	4657 - The Contractor shall certify that all data, hosting, and work associated with this Contract is located within the continental United States (CONUS) and no staff, including subcontractors, shall access, view, or receive Alabama data while they are outside of the CONUS	Will the State allow vendors to use cloud environments where some offshore support is used by the cloud vendors provided the offshore support does not have access to view the data?	Please refer to RFP Requirement 4667.	
R1-186	23	4.b Change Control Board (CCB)	The MES CCB reports to Executive Oversight Committee (EOC), while the MES Project Management Office (PMO), Enterprise Architecture Board (EAB), the Business Requirement Board (BRB), and the Data Governance Committee (DGCM) report to MES CCB	Section 4.d on page 23 of the RFP is titled Business Review Board and refers to the BRB. Page 28 of the AMMP Plans, Guides, and Templates TOC also defines BRB as the Business Review Board. However, section 4.b Change Control Board (CCB) on page 23 of the RFP defines BRB as Business Requirement Board. Please confirm section 4.b should define BRB as Business Review Board instead of Business Requirement Board	Confirmed. Please see Amendment 1, Item 19 for this change.	A-1, #19
R1-187	36	Table II-6: Architecture – Security and Access Requirements	5066-The Contractor shall provide a solution that is able to support multiple user roles as defined and approved by the Agency. User Roles shall include, but not be limited to: 1. Advance Power Users 2. Business Users/Analysts 3. Report Viewers 4. Executive Users 5. Data Analysts	Please define the number of and a brief description of the capabilities expected by each type of user envisioned by the State.	Please see Amendment 1, Item 23 for updates to this section.	A-1, #23

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-188	36	Table II-6: Architecture – Security and Access Requirements	5066-The Contractor shall provide a solution that is able to support multiple user roles as defined and approved by the Agency. User Roles shall include, but not be limited to: 1. Advance Power Users 2. Business Users/Analysts 3. Report Viewers 4. Executive Users 5. Data Requirement #4702: The Contractor shall provide training to all Agency-identified participants, with the Agency-approved curriculum	(1) Please describe the number and type of any users expected for the DAR and how many of these are non-agency users (e.g., not on the agency network). (2) How many users per role will require training?	Please see Amendment 1, Item 23 for updates to this section.	A-1, #23
R1-189	155	Section 13 - Training Management > Training Requirements	Requirement #4708: The Contractor shall provide a knowledge base for user support that allows 24/7 access by Agency-authorized individuals. Also, requirements: 4709, 4711, 4715, 4717, 4719, 5038, 5043, 5049, 5052, 5054, 5055, 5056	Please confirm the bidder is required to provide the learning management system	Yes. The bidder will be required to provide the learning management system.	
R1-190	56	Data Analytics and Reporting (DAR)/MARS Requirements	4126 - The Contractor shall provide a solution with the functionality to develop and conduct statistical analysis including, but not limited to, calculate or perform averages, standard deviations, confidence intervals, correlations, aggregations, summary statistics, actuarially sound rate setting, controlled comparisons, regressions, incurred but not reported (IBNR) calculations, development of statistical models, probability, probabilistic sensitivity analysis, predictive analytics, and survey weighting and analysis	How many users does the State want to have the statistical and predictive analytic capabilities described in requirement 4126?	Please see Amendment 1, Item 23 for updates to this section.	A-1, #23
R1-191	57	Data Analytics and Reporting (DAR)/MARS Requirements	4127 - The Contractor shall provide a solution with the capability to forecast including, but not limited to: 1. Making estimations based on time series, cross-sectional, and longitudinal data 2. Performing simple linear regression 3. Performing least squares regression 4. Performing double exponential smoothing	How many users does the State want to have the forecasting and regression analysis capabilities described in requirement 4127?	Please see Amendment 1, Item 23 for updates to this section.	A-1, #23
R1-192	57	Data Analytics and Reporting (DAR)/MARS Requirements	4128 - The Contractor shall provide a solution that includes the tools and methods that support and enable data mining capabilities for structured and unstructured data as requested by the Agency	How many users does the State want to have the data mining capabilities described in requirement 4128?	Please see Amendment 1, Item 23 for updates to this section.	A-1, #23
R1-193	29	8.D.1	Technical Architecture and Environments	Are the listed environments required or do vendors have the ability to propose the environments necessary to meet the requirements?	See RFP Section II.D.1 - Technical Architecture and Environments. The EDS Contractor shall establish the necessary environments to address all requirements of this RFP.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-194	33	D. 2. EDS Architecture Requirements, Table II-5	The Contractor shall maintain a complete and separate UAT/Training environment.”	Does “complete” mean the UAT/Training environment must contain all of the data in the production environment?	See RFP Section II.D.1 - Technical Architecture and Environments. The EDS Contractor shall establish the necessary environments to address all requirements of this RFP.	
R1-195	35	D. 2. EDS Architecture Requirements, Table II-7	anomalies related to data ingestion and load processes”	Can AMA elaborate on what would qualify as an “anomaly” that would trigger notification and root cause analysis	The Agency will not speculate on what may constitute an anomaly.	
R1-196	35	D. 2. EDS Architecture Requirements, Table II-7	The Contractor shall have the ability to convert HL7 standard messages into standardized data formats	Can AMA define the use of the term “standardized data formats” in this requirement?	The Agency will accept industry-standard formats.	
R1-197	35	D. 2. EDS Architecture Requirements, Table II-7	The Contractor shall provide a solution that allows the Agency to connect to the EDS data repository by writing SQL queries via Business Intelligence tools including, but not limited to: 1. Tableau 2. Power BI	Is AMA asking vendors to provide Tableau and/or Power BI licenses, or to make data available to these business intelligence tools?	AMA is requesting vendors make data available to these tools.	
R1-198	43-44	E.4.c	Service Level Agreement - Transaction Response Time	Can AMA define the use of “transaction”? Would this include query responses, populating dashboards, etc.?	Transactions refers to login, navigation in the portal, and general responsiveness of the solution.	
R1-199	49	F.5 - Table II-12	The Contractor shall provide a solution that ingests and integrates data from external systems as identified and/or approved by the Agency to support reporting and analytics.”	Can AMA provide a list of external systems that the solution should integrate data from. How should vendors account for the potential for future ingestion and integration needs in their firm, fixed price?	Vendor should plan to leverage modification hours in their pricing proposal. Please see RFP Section I.12 - Enterprise and General Services, Maintenance and Modification.	
R1-200	49	F.5 - Table II-12	The Contractor shall provide a solution that includes a real-time Application Programming Interface (API) that supports data ingestion, data updates, data validation, and data retrieval	Can AMA elaborate on the use case for real-time data ingestion via API?	None defined at this time.	
R1-201	56	G.4. Table II-16	The Contractor shall provide a solution that includes the tools and methods that support and enable the clinical analysis of risk scores and episodes including, but not limited to, Adjusted Clinical Groups (ACG), Episode Treatment Group (ETG), and Episode Risk Group (ERG) to specific datasets	Is the Contractor expected to support each of these risk methodologies or just explain the methodology it does support?	The Agency is requesting vendors to support these methodologies.	
R1-202	57	G.4. Table II-18	DSS Report Library Document	Will AMA provide the DSS Report Library Document as part of the Procurement Library? This will help to identify what reports are currently available or will need to be created.	The DSS Report Library Document is a future state document. Please see PL21 & PL22 for additional report material.	
R1-203	57	G.4. Table II-18	DSS Report Library Document	Will AMA provide the Dashboard Library Document as part of the Procurement Library? This will help to identify what dashboards are currently available or will need to be created.	The DSS Report Library Document is a future state document. Please see PL21 & PL22 for additional report material.	
R1-204	61	G.4. Table II-19	Findings and recommendations shall be provided to the Agency within five (5) business days and included in the Monthly Vendor Status Report”.	What is the triggering event for this five day period?	Upon findings from vendors' monitoring. See RFP requirement 4205.	
R1-205		Interfaces Tab	2.4 2023-EDS-01_Combined_EDS_Data_Sources_Repo	Should the external interfaces listed as an “input” be considered the universe of data sources that will need to be integrated into the EDS?	No. The universe of data sources includes, but is not limited to, the external interfaces listed as inputs.	
R1-206		Interfaces Tab	2.4 2023-EDS-01_Combined_EDS_Data_Sources_Repo	For each of the data sources can AMA provide a frequency that the data will be refreshed?	This information is not currently available.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-207	32	1.e Tools and Capabilities	“The initial dataset that will be used to populate the EDS solution will come from a historical load from the original data source. All future data loads will come through the System Integration Platform on a prescribed basis outlined in the EDS Data Sources table in PL21_Combined EDS Data Sources Reports Queries.	Can AMA describe the role of the SI vendor in managing, normalizing, and/or cleansing data? Will the format of the data from the “original data source” be different than that received from the System Integration Platform?	The SI Contractor will perform Master Data Checks. Managing, normalizing, and cleansing data is out of scope for SI.	
R1-208	32	1.e Tools and Capabilities	“The initial dataset that will be used to populate the EDS solution will come from a historical load from the original data source. All future data loads will come through the System	What is the estimated data volume for the EDS (Enterprise Data Services System) - low-high ranges in the TB will suffice. This size of the historical load can be used as a proxy	Please see PL26_AMA Data Lake Totals for approximate information.	
R1-209	39	7.5 High Level Architecture & Alternatives Analysis	2.4_2023-EDS-01_MMIS_Concept_Operations_v5.2.1_3-21-23.pdf	During transition “as System Integration Platform” is being deployed - will the EDS need to build direct integration to other systems : Electronic Verification, Provider Management, Recipient Eligibility System, and other	The EDS will only have to integrate with the SIP. There will be data transfers from these systems but it will be passing through the SIP.	
R1-210	173, 210	C.VI.N.1.j.	Signed, Appendices C.1 through C.5	Appendix C does not include C.2-C.5. Should “Signed, Appendices C.1 through C.5” instead read “Signed, RFP Cover Sheet and Pricing Schedules A D”?	Confirmed. Vendors should submit RFP Cover Sheet and Pricing Schedules A-F.	
R1-211	35	Req: ID 5066	1. Advance Power Users 2. Business Users/ Analysts 3. Report Viewers 4. Executive Users 5. Data Analysts	Please provide the number of users by type.	Please see Amendment 1, Item 23 for updates to this section.	A-1, #23
R1-212	1, 3	B. Schedule of Events	On page 1, the due date is 7/28/23. On page 3, the due date is 8/3/23.	Which due date is correct? 7/28/23 on page 1 or 8/3/23 on page 3?	All proposals are due by 8/3/2023. Please see Amendment 1, Item 1.	A-1, #1
R1-213	147, 212	11. Contract Management 5. Pricing Schedule D	Pg 147 Section b. System Modification identifies 8,400 hrs/yr for change management. However, there is a formula of 10,000 hrs in the pricing sheet. Additionally, page 212, Section 5. Pricing Schedule D - Extra Contractual Services Price states 10,000 hrs	Both 8,400 hrs for change management and 10,000 hrs for change management are listed in the RFP and Pricing sheet. Which is correct?	Please see Amendment 1, Item 5 for the updated Pricing Schedule	A-1; #5
R1-214	3, 10	B. Schedule of Events I. Background	Contractor Begins Work / Start Date 5/1/24 The projected contract execution date is August 1, 2024.	In the State proposed schedule, a Contract Start Date is indicated as 5/1/2024. On page 10, of the RFP background section, the RFP says the projected contract execution date is 8/1/2024. We understand that all the dates are subject to change, but can the State provide clarification on which of the two dates is the correct estimated date?	Contract start date is 5/1. Please see Amendment 1, Item 8 for clarification of this change.	A-1, #8
R1-215	125	8. General Staffing, a. Location of Work Performance	Services required of the SI Contractor for the AMMP may be performed onsite, remote or a combination of both.	Please clarify the statement should cite the EDS Contractor rather than the “SI Contractor”	Confirmed, this should reference the EDS Contractor. Please see Amendment 1, Item 13 for this change.	A-1, #13
R1-216	164	V. Corporate Background and References	2. Provide a description of the Vendor’s organization, including: d. Names and resumes of Senior Managers and Partners in regard to this contract.	Please clarify that these required resumes are for the “Senior Managers” also known as the named Key Staff. Or is it the State’s intent to receive resumes for the Company Senior Management who will oversee the project (on the org chart)	Resumes are required for key staff.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-217	125, 164	8. General Staffing V. Corporate Background and References	2. Provide a description of the Vendor's organization, including: f. A detailed breakdown of proposed staffing for this project, including names, education, background, and resumes of all employees that will be assigned to this project	In the staffing requirements, in section 8. General Staffing, only "Key Staff" is noted as "named". However, in requirement 2.f. of V. Corporate Background, resumes are required for "all staff that will be assigned to the project". This, in effect, requires vendors to name all staff, not just Key Staff. May vendors provide representative resumes (no names, but demonstrating staff with the requisite qualifications) for non- Key Staff roles? If not, please clarify the State's intent	Resumes are required for key staff.	
R1-218	1,3	Cover Page, Section B	Cover Page - RFP Due Date July 28,2023 by 5:00 PM CT, Schedule of Events RFP Due by 8/3/23	Please clarify the due date of the RFP as the cover page references a due date of 7/28 and the Schedule of Events references a due date of 8/3.	All proposals are due by 8/3/2023. Please see Amendment 1, Item 1.	A-1, #1
R1-219	15	2.b	All MES Contractor systems will exchange dat with each other via the SIP	Please provide information on which cloud provider will be used to host the new SIP.	The SI is a new service. It is unknown at this time what the functionality will include.	
R1-220	15	2.b	all Medicaid Enterpise systems to participate in the SIS Single Sign On solution	Please provide information on what technology tools the SIP is using to support Single Sign On.	The Single Sign On tool is a new service. The SSO is not yet known as the SI vendor has not been selected.	
R1-221	32	1.3	The initial dataset that will be used to pupulte the EDS solution will come from a historical load from the original data source	Please provide the estimated size of the one time historical data load.	AMA Data Lake Totals have been added to the Procurement Library. Please see PL26_AMA Data Lake Totals. Please see Amendment 1, Item 25	A-1, #25
R1-222	35	Table II-7	The contractor shall provide a solution that allows the Agency to connect to the EDS data respoistory using bBusiness Intelligence Tools	Please provide an estimate of how many agency users are anticipated? Please also provide estimates on how many users will be basic users running standard reports vs. advanced users who may be coding complex data anayltics queries.	Please see Amendment 1 Item 23.	A-1; #23
R1-223	49	Table II-12	Data Integration Requirements Table - list of data sources for the EDS.	Please provide estimated sizes for each of the data sources listed in Table II-12	AMA Data Lake Totals have been added to the Procurement Library. Please see PL26_AMA Data Lake Totals. Please see Amendment 1, Item 25	A-1, #25
R1-224	60 - 61	Requirement 5300, 5306, 5309	The Contractor shall provide a solution that includes document repository for the storage of report outputs.	Please provide the estimated size of the document repository for the storage of the legacy and other reporting systems	AMA Data Lake Totals have been added to the Procurement Library. Please see PL26_AMA Data Lake Totals. Please see Amendment 1, Item 25	A-1, #25
R1-225	60	Requirement 5301, 5303	The Contractor shall provide a solution that includes a process and capability to establish and maintain the control criteria to establish profiling peer groups for recipients through a user interface	Please clarify the requirements for establishing profiling peer groups for recipients	Please refer to RFP Section II.G.5 - Scope of Work, Data Analytics & Reporting Requirements.	
R1-226	100	e. Service Desk Tool	The EDS Contractor shall acquire and use a Service Desk Tool	Please clarify if there is a preferred service desk tool being used by other MES module vendors?	The Single Sign On tool is a new service. The SSO is not yet known as the SI vendor has not been selected.	
R1-227	126, 129	Table II-39 General Staffing Requirements,	Scope of Work requirements	For the Key Personnel - Technical Manager - please clarify if the allocation is for Contract Start through Turnover (page 129) or Contract Start through Federal Certification (p126)	The Technical Manager is allocated through Federal Certification. Please see Amendment 1, Item 15 for clarification.	A-1, #15
R1-228	126, 129	Table II-39 General Staffing Requirements,	Scope of Work requirements	For the Key Personnel - Testing Manager - please clarify if the allocation is for Contract Start through Turnover (page 129) or Contract Start through Federal Certification (p126)	The Testing Manager is allocated through Federal Certification. Please see Amendment 1, Item 15 for clarification.	A-1, #15

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
R1-229	126, 129	Table II-39 General Staffing Requirements,	Scope of Work requirements	The Key Personnel - Security Manager, Operations Manager, Configuration Manager, are all listed in Table II-39 but not included in the Key Staff Section. Please clarify if these roles are considered Key Staff.	These roles are considered key positions. Please see Amendment 1, Item 15 for clarification.	A-1, #15,
R1-230	151	Table II-52	Training Requirements	Please provide an estimate for the number of users to be trained for EDS?	Please see Amendment 1, Item 23 for estimates on number of users.	A-1; #23
R1-231	126	Table II-39	Help Desk Volumes	Please provide any historical volumes of help desk calls related to the data warehouse	This has been added to the Procurement Library. Please see PL28_March_2023_historical call volume data. Please see Amendment 1, Item 25	A-1; #25
R1-232		Bidders Conference	EDS Mandatory Bidders Conference Notification	Please provide the location for the Mandatory Bidder's Conference	The in-person vendor conference will be held at Alabama Medicaid Agency Lurleen B. Wallace Bldg. 501 Dexter Avenue, Montgomery AL	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet

Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-01	14	b. System Integration Platform	The Agency requires all Medicaid Enterprise systems to participate in the SIS Single Sign On (SSO) solution.	Please describe intentions of the State with regard to the Single Sign-on Solution, as referenced on page 14 of the RFP. Is the State envisioning a course-grained solution, with Role Based Access Controls (RBAC) federated to each of the modules/module vendors or is the approach to be centralized and include RBAC?	The Single Sign On tool is a new service. The SSO is not yet known as the SI vendor has not been selected.	
R2-02	15	b. System Integration Platform	Envisioned Future State of Maturity	Please describe specifically the health and performance data to be captured by the SIP. (a) Will this data be expected to be provided to the SIP retrospectively or in real time? (b) What specific solution (for example, ServiceNow or other) will be used? (c) What specific interfaces and protocols are envisioned for this performance data integration (for example, SFTP, API, other)?	The EDS will be required to integrate with the SIP as specified in this RFP. The Vendor will demonstrate their integration approach within the context of their proposed solution.	
R2-03		Requirement # 3983	The Contractor shall provide a solution that allows for the ingestion, retention, and access to data including, but not limited to, data source files, administrative data, quality/audit data, and Analytics/Reporting output for a minimum of seven (7) years and in compliance with State and Federal data retention policies and standards.	Is the assumption that the seven (7) years of data is immediately available in the EDW for reporting and analytics?	There will be a Transitory Data Repository available for the EDS Vendor with up to 10 years of data available before go-live.	
R2-04		Table II-6: Architecture – Security and Access Requirements - ID 4017	The Contractor shall provide a solution that is fully compliant with The Health Information Technology for Economic and Clinical Health Act (HITECH), as amended and/or reauthorized.	Please clarify the requirement for HITECH compliance. This compliance was written primarily for the exchange of clinical data including Electronic Health records systems and Health Information Exchanges. While much of the Act, including the security compliance, is applicable to most health systems repositories, it is not typically a requirement for a Medicaid data system. The mandates as listed are covered under HIPAA, FedRAMP, state specific, and other compliance mandates. Please clarify the need to attest to meeting HITECH compliance.	Requirement ID 4017 has been updated. Please see Amendment 3, Item 7 for clarification.	A-3, #7
R2-05	35	Table II-7: Architecture – Tools and Capabilities Requirements Master ID 4032 -	The Contractor shall provide the capability to store raw data from internal and external sources to be used for data quality checks, prior to loading the data into the EDS solution	This requirement implies a separate operation of a data store/data lake. Is the intent of this requirement that the vendor create a separate data store to meet this requirement? Does the SI system also have an ODS that could be used for this requirement?	The SI will not have an ODS available for EDS use. The EDS must be self-contained in order to meet this requirement.	
R2-06	36	Table II-7: Architecture – Tools and Capabilities Requirements - pg. 36 - ID 5074	The Contractor shall provide a solution with consistent, integrated, on-line help capability for all features of the solution. The help feature must explain the underlying healthcare analytic methodologies and clinical authorities or research on which they are based (e.g., Quality of care reports must display the source of the standards for measurement, including the date last updated).	Should these help queries be access-controlled? (a) Will there be a need to limit individuals without proper authority to view underlying healthcare analytic methodologies and clinical authorities or research on which they are based? (b) Is there a preference to store this information in a document repository and link to those using role-based security.	Yes. Online help should be limited to those given access and storing options are considered part of the Vendor's solution.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-07	49	RFP Question #4114	The Contractor shall work with the Agency to transition data from the Agency's Data Lake into the EDS.	Are analytics cubes part of the transition to the EDS? If so, please identify which analytics cubes are currently used.	The Data Lake does not currently contain analytics cubes.	
R2-08	49	Table II-12: Data Integration and Management – Data Integration Requirements, Item 4114	The Contractor shall work with the Agency to transition data from the Agency's Data Lake into the EDS.	Please provide volumetrics and data sources for the current Agency Data Lake.	PL20_MMIS Stats has been updated and replaced. Refer to Amendment 3, Item 15 and PL20_FY2022 MMIS Stats & PL26_AMA Data Lake Totals.	A-3, #15
R2-09	50	Table II-13: Data Integration and Management – Data Management Requirements - ID 4067	The Contractor shall provide a system that retains a minimum of 120 months of claims data (including pharmacy) to support reporting, including complete reference, provider, recipient, and Agency-defined claims extract data.	Please provide estimated data volumes for the 120 months of data required for retention. (a) Please clarify if data retention is for a rolling 120 months or 84 months (7 years). (b) Please confirm if data will be purged after the required retention period.	PL20_MMIS Stats has been updated and replaced. Please see Amendment 3, Item 15 and refer to requirement ID 4073 for data archiving process.	A-3, #15
R2-010	50	Table II-13: Data Integration and Management – Data Management Requirements, Item 4078	The Contractor shall provide a solution that includes the functionality to consolidate data from multiple sources, match and deduplicate data, and store derived translation independently in formats approved by the Agency	Please provide the expectations for the data matching part of this requirement. Is the expectation that there be an identity resolution conducted (for example, master person indexing)?	The expectation is that Vendor will address this Master Data Management requirement within the context of their proposed solution.	
R2-011	51	Table II-13: Data Integration and Management – Data Management Requirements, Item 4086	The Contractor shall establish and maintain a comprehensive set of data governance and quality processes (monitor, correct, and report) for the enterprise data warehousing, analytics, and reporting solution. The data governance and quality processes shall be based on the requirements of the Medicaid Enterprise Data Governance Framework and this procurement	Is the Medicaid Enterprise Data Governance Framework referenced in this requirement provided by the State's Data Governance Office or is it a CMS Framework? If it is a CMS Framework, please provide a link or soft copy of this framework.	Both. The proposed solution should address these process requirements in accordance with a best practices approach.	
R2-012	56	4. Data Analytics and Reporting (DAR)/MARS Requirements Table II-16: DAR – Tools and Capabilities – Analytical Tools and Capabilities Requirements, Item 4133	The Contractor shall provide a solution with the capability to perform wild card searches within set parameters as requested and agreed upon by the Agency	Queries over data sets can use wildcard characters to find field-specific data (for example, procedure codes). Please provide additional wildcards that you would expect to use as parameters.	The Agency expects the solution to contain this functionality in accordance with industry best practices. Wildcard examples include, but are not limited to, procedure code searches allow for searches on descriptions using the options of "sounds like", "begins with" and/or "contains."	
R2-013	114	6. Certification Management	The Agency views Federal certification as a collaborative and cooperative process between all vested internal and external stakeholders and partners. This partnership between all stakeholders will work to ensure that the EDS solution and business support responsibilities comply with Federal guidance, conditions, and standards required of all states.	Does the State have a Draft AL EDS SMC Intake Form?	No, the standard CMS SMC Intake form will be used.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet


Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-014	138	Appendix H (Sample KP Resume)	By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated	Please specify what information you are looking for related to military service. What are your judication standards	Information that is included in a standard background check will be made available to the Agency.	
R2-015	139	Table II-46: Testing Management – Testing Management Requirements	The Contractor shall perform and/or support testing throughout the project. Testing shall address the following, including, but not limited to: a. Unit Testing b. System Testing c. Integration Testing d. Interface Testing e. Performance Testing f. Regression Testing g. User Acceptance Testing (UAT) h. Operational Readiness Review (ORR) i. Security Testing	Will the contractor be responsible for defining and executing the User Acceptance Test Cases?	No. The Agency will be responsible for User Acceptance Testing. The EDS Contractor shall be responsible to support the UAT effort.	
R2-016	147	RFP Section 12.b	Contractual funding equivalent to 8,400 hours (calculated at a fixed annual rate) will be reserved, allocated, and available for use by the EDS Contractor each 12-month contractual period for system modifications. The usage of these funds is not guaranteed and is subject to Agency review and approval. The Contractor shall provide a Maintenance and Modification Pool of hours of 700 hours/month. Hours that are not used at the end of the month shall roll over to the next month. Each year, on the month of Contract start, the monthly pool of hours shall increase by 10%	Please confirm if the maintenance and modification hours start at the beginning of Contract Year 4 (beginning of the Operations and Maintenance Phase) or the start of Contract Year 1 (beginning of DDI).	The Maintenance and Modification hours are to be used during the Operations years of the contract, starting in Year 4.	
R2-017	172	N. Proposal Structure, Appendix A. Proposal Compliance Checklist	2. Provide a description of the Vendor’s organization, including: A list of all similar projects the Vendor has completed within the last three years.	In Section N. Proposal Structure, the Offeror details submission requirements for Tab 8 - Corporate Background, Experience, and Personnel. In response to #2.c of Tab 8, the Vendor is required to provide a list of similar projects completed within the last three years. Should project experience date back three years as listed for Tab 8 or five years as listed in Appendix A. Proposal Compliance Checklist, #23?	The last 3 years as specified in Section N of the RFP.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-018	210	Appendix C, Pricing	Vendors must enter in the Pricing Schedule, their firm fixed prices and rates representing the fixed, not estimated, prices and rates that the Vendor will charge to complete this project according to the requirements and parameters of the schedules	The RFP indicates Firm, Fixed Price in several locations, although SaaS models are typically consumption-based. What volume assumptions should bidders make across the 8- year term to guide our pricing?	PL20_MMIS Stats has been updated and replaced. Please see PL20_MMIS Stats and PL26_AMA Data Lake Totals.	A-3, #15
R2-019	N/A	Data Lake Medicare Data Input TBD Agency Data Lake	These files are listed in the Data Source file from the Procurement Library	Please provide file formats and integration protocols of the following data files as will be sourced from the agency data lake: Data Lake Clinical Laboratory Data Input TBD Agency Data Lake Data Lake Medicare Data Input TBD Agency Data Lake	The Vendor's proposal should address their capability to meet this requirement within their context of their proposed solution for various standard file types and integration protocols.	
R2-020	N/A	2.4_2023-EDS 01_AMMP_Tools_3-21-23	The Medicaid Data Governance Team will use this tool for data management and stewardship. It will allow the enterprise to find meaning in data and improve business decisions. Business users and IT will collaborate to form a data-driven culture using Collibra.	Can the State please describe which Collibra modules will be used? Are licenses extended to the EDS vendor, and if so, how many licenses are available for environmental use (for example, Dev, SIT, UAT, Production)?	Collibra is the Agency's Enterprise Data Governance tool. The EDS vendor is not expected to purchase Collibra licenses. Access to Collibra is determined by business need and use as approved by the Agency.	
R2-021	N/A	Data Governance Office Document	N/A	In reviewing the DGO and SI RFP, it is not clear on the provision of a Master Person, provider, and organization indexing/identity resolution capability. Given the disparate data sources, including the potential for clinical data, it is important that the data be processed through a data identity resolution solution (MPI/MOI). Please provide the solution that is available from the Systems Integrator or other system to meet this capability.	The expectation is that the Vendor will address this Master Data Management requirement within the context of their proposed solution.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-022	N/A	RRM Instructions tab	Column J Y - The functionality has been security tested based on NIST 800- 53 Rev 4. NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation.	Will the State consider modifying the RFP to require compliance with Rev 5 of NIST 800-53? If not, will you accept later revisions than Rev 4	The Agency will accept NIST 800-53 Rev 4 and greater (to include Rev 5).	
R2-023	N/A	I. 14. b. 1	b. Authorization Package The EDS 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 off of the requirements specified by the following sources: 1. Internal Revenue Service (IRS) Publication 1075 2. Social Security Administration (SSA) Technical Systems Security Requirements (TSSR) 3. Center for Medicare & Medicaid Services (CMS) Acceptable Risk Safeguards 4. Health Insurance Portability and Accountability Act (HIPAA) Security Rule	Given that FTI data is not in scope, please explain why MARS-E and Pub 1075 and SSA certification packages are required, as these assessments may be additional cost and potentially not required. Will the State consider making this requirement optional versus mandatory?	The Alabama Medicaid Enterprise Security Policy (v1.4+) is a superset of security policies that include compliance requirements from CMS, IRS, & SSA. Each control in the policy designates specific requirements that only applies in situations where FTI, and/or ePHI, and/or SSA data is present. If FTI is not in scope, then the FTI portion of a security control would be N/A for the vendor, but the rest of the control's policy would still apply.	
R2-024	N/A	Table II-18 DAR Reporting Requirements	No RFP Requirements - Requirements regarding BCBS and DPH inputs to the T-MSIS process are not present in the RRM	The current T-MSIS solution includes feeds from BCBS and DPH for T-MSIS data. We noticed that these files are listed as inputs for the EDS. Please confirm that the proposed T-MSIS solution must integrate these additional files.	Confirmed. Activities include merging data from the AMMIS, CPMS, and external data sources. Please see Amendment 1, Item 4 for updates to requirement 4185.	
R2-025	N/A	Requirement #4218	The Contractor shall provide a solution that allows the Agency to specify the control criteria used for the profiling process	Can the State please explain "control criteria" within the context of the Alabama Program Integrity requirements?	Please reference RFP Section II.H.2 - Scope of Work, Program Integrity/SURS - Program Integrity/SURS Reporting for narrative content describing the control criteria.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-026	N/A	Requirement #4142, RFP Section II.G.4	The Contractor shall provide a solution that includes the tools and methods that support and enable the clinical analysis of risk scores and episodes, including, but not limited to, Adjusted Clinical Groups (ACG), Episode Treatment Group (ETG), and Episode Risk Group (ERG) to specific datasets.	Is the State open to solutions (or one solution that meets all of these requirements) that are not specific to a particular vendor (for example, ACG is owned by John Hopkins, while ETG and ERG are owned by Optum)?	The vendor's proposal should meet all requirements as laid out in the RFP. Contractor will be responsible to fulfill all requirements and contract terms through their proposed solution and all proposed elements and sub-contractors.	
R2-027	N/A	Reference SUR Tab "Case Tracking" reports	"EDS Interchange Reports" (SUR Tab)	Please confirm that Program Integrity Case Tracking functionality is not in scope for the RFP. If in scope, can you clarify the specific requirements?	Confirmed, PI Case Tracking is not in scope.	
R2-028	N/A	Table II-41: Key Personnel – Technical Manager Table II-42: Key Personnel – Data Manager	6+ years of experience as a Technical Manager (Technical Manager of datacenter or infrastructure type project) • 6+ years of experience as a Data Manager (manager of datacenter or infrastructure type project)	The qualifications for the Technical Manager and Data Manager list the need for six years with data center or infrastructure type projects. Can a resource qualify with six years of suitable experience in the role without data center or infrastructure type projects?	No, the qualifications listed are required.	
R2-029	N/A	https://medicaid.alabama.gov/documents/2.0_Newsroom/2.4_Procurement/2.4_Active_Procurements/2.4_2023-EDS_01_Combined_EDS_Data_Sources_Reports_Queries_3-21-23.xlsx	https://medicaid.alabama.gov/documents/2.0_Newsroom/2.4_Procurement/2.4_Active_Procurements/2.4_2023-EDS_01_Combined_EDS_Data_Sources_Reports_Queries_3-21-23.xlsx	Can the State provide examples of reports that are currently produced by the Informatics team? These reports are listed in the bidder's library. Please confirm that all of these reports are in scope and to be recreated by the EDS vendor DDI team	Please refer to updated requirement ID 4154. See Amendment 3, Item 3 for clarification. Please refer to PL22_EDS Interchange Reports.	A-3, #3
R2-030	N/A	RFP Section F, Amendment 1, Item #3 (pg. 2)	Added Question 32: Describe your approach to acquiring and maintaining all necessary data licensing agreements to implement and operate a federally certified and compliant solution	Per Amendment 1, Question 32 was added in Section F. Do we begin renumbering the questions that follow it so that there are not two questions labeled #32?	Please see Amendment 3, Item 8 for updated numbering.	A-3, #8
R2-031	N/A	Amendment 1, Items #21 and 22 (pages 22-23)	RFP Table Numbers: (Original RFP) Table II-52: Training Requirements Table II-53: Training Deliverables Table II-54: Security and Compliance Requirements Amendment 1, Items #21 and 22 (pages 22-23): Table II-55: Training Requirements Table II-57: Security and Compliance Requirements	Please clarify the table numbers for Training Requirements and Security and Compliance Requirements. Per the amendment, table numbers were changed; however, the table numbers do not correlate with the table numbers in the RFP	The table numbers in the RFP were not changed. The references to the corresponding tables in the reference text was updated in Amendment 1, Items 21 & 22.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet

Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-032	N/A	2.4_2023-EDS_01_EDS_Appendix C_Pricing_Schedule_5-9-23	2.4_2023-EDS-01_EDS_Appendix C_Pricing_Schedule_5-9-23	On Schedule A of the Pricing Sheet, row 96, Federal Certification is slated for Yr 4. This is causing this line item to be excluded from the Total Price because rows 21, 22, and 23 do not pull in any Yr 4 prices.	Please see Amendment 3, Item 1 for updated pricing schedule.	A-3, #1
R2-033	168	M. E-Verify Memorandum of Understanding	M. E-Verify Memorandum of Understanding The proposal response must include an E-Verify Memorandum of Understanding with the Department of Homeland Security	Please clarify which tab should include the signed e-Verify Memo	The signed e-Verify memo should be included in Tab 4 - Transmittal Letter. Please see Amendment 3, Item 6.	A-3, #6
R2-034	4	Section C. Mandatory Pre-Proposal Conference	...The conference will be recorded both digitally and through stenographer services. Roll will be taken during the conference. A proposal submitted by a Vendor that failed to both register for the conference and attend the mandatory conference, in person, as required by the Agency, will be deemed non-responsive, and the proposal will be rejected.	Please provide a list of the in-person attendees at the Bidder's Conference	The list will be shared with the conference attendees only.	
R2-035	38	b. Key Performance Indicator – Equipment	Key Performance Indicator- Equipment	Please remove the requirement for Equipment – contractor is not bidding hardware.	Per the EDS RFP, the EDS Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the EDS solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected. This KPI stands as written and will be measured as is necessary and/or applicable.	
R2-036	173	Tab 8 Corp Background, Tab 9 References	4. Furnish three references for projects of similar size and scope, Tab 9 is Appendix G Corporate Reference Worksheet	Please clarify if references should be provided in Tab 8 or Tab 9.	Corporate References should be provided in Tab 9.	
R2-037	N/A	N/A	Amendment 1	Please clarify which tab should include the business licenses required in Amendment 1	This should be included in Tab 4 - Transmittal Letter. Please see Amendment 3, Item 6 for instructions.	A-3, #6
R2-038	8	Appendix F		In Appendix F, historical Program Statistics, Section 5.6.8 DSS information 2021, the document states the total estimate size for EDS data from the MMIS is 500TB. Please clarify if 500TB is correct.	PL20_MMIS Stats has been updated and replaced. Please see PL20_MMIS Stats.	
R2-039	N/A	N/A	N/A	Does the state have a Master Patient Index (MPI) or should the EDS vendor include this capability in their bid?	The MPI is not a requirement of the EDS RFP.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet

Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-040	1	AMA Enterprise Software List	N/A	It is our understanding that the state is contracted with Collibra for Data Governance. Will the vendor be allowed to use the existing licenses to support the EDS Data Governance?	Collibra is the Agency's Enterprise Data Governance tool. The EDS vendor is not expected to purchase a Collibra licenses. Access to Collibra is determined by business need and use as approved by the Agency.	
R2-041	168	N. Proposal Format	Each proposal must be prepared on standard 8 ½" x 11" paper, using a font no smaller than 11-point with 1" margins, and must be bound.	The RFP requires Bidders to respond using 11-point font. May Bidders use a smaller, still readable font for each of the following: a) headers and footers b) requirement text	No. Proposals must use no smaller than 11-point font except as described in R2-054 below.	
R2-042	173	j. Tab 10 – Additional Attachments	The proposal response for this tab does not have a page count requirement or limitation, and should include: Financial Statements	Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only or via link?	The Agency requires a hard copy. Please see RFP Section VI: Submission Requirements, Subsection T - Copies Required.	
R2-043	174	S. Submission of Proposals	Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to RFP Number: 2022-EDS-01.	Please confirm the RFP Number should be 2023-EDS-01 to match the year 2023 on the RFP cover page?	Confirmed. Please see Amendment 3, Item 13.	A-3, #14
R2-044	174	T. Copies Required	Vendors must submit the following in response to this RFP: 1. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 – Scope of Work and Narrative Response shall be printed single-sided. Vender must identify the original hard copy clearly on the outside of the proposal. See Section VI.N – Submission Requirements – Proposal Structure. 2. Three (3) additional hard copies (of the original proposal) in binder form.	In the interest of sustainability, please consider a change of delivery requirements from hard copy to an all-electronic submission via email or Portal upload. If not possible, we recommend 1 original in print with multiple USBs.	No. Please see RFP Section VI: Submission Requirements, Subsection T - Copies Required.	
R2-045	174	T. Copies Required	N/A	Can we use electronic signatures for the resumes and pricing sheet?	No. Signatures must be in ink. Please see RFP Section VI: Submission Requirements, Subsection T - Copies Required.	
R2-046	N/A	N/A	N/A	Can the State please provide an amended RFP that includes all amendments issued as a result of the 1st and 2nd round responses ?	This will be provided to the selected vendor during contract discovery.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-047	234	Appendix H: Key Personnel Resume Sheet	By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that both parties understand the entire scope of requirements for this position as defined in the RFP and the Candidate agrees to be submitted for consideration exclusively by this Vendor. Any candidate that is submitted by more than one Vendor for a line item will be considered disqualified. Candidate Data Sheets must be signed below by the Vendor.	The Sample Key Personnel Resume Sheets contain a certification at the end for both the Candidate and the Vendor, but there is no signature line for the Candidate. If the State is seeking specific certifications from the Candidate, we request that it amend the form to include a signature line for the Candidate.	Vendor certification and signature is required. Candidate signature is not required.	
R2-048	234	Appendix H: Key Personnel Resume Sheet	By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated.	Will the State consider revising the Key Personnel Resume Sheet to delete the following onerous terms which could unfairly restrict competition by limiting the pool of qualified candidates: By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated.	All candidates will be subject to background checks upon contract start per Agency policy. Such records will be made available at that time.	
R2-049	60	PL08_2.4_2023-EDS-01_AMMP_Plans_Guides_Templates, Section 3.29 PMO-2-q-02	Integrated Master Schedule Template. The MES PMO has developed an MES Schedule Template that each module will use for their DDL. The MES PMO will provide the Module contractor with the template.	Can the State provide a copy of the PMO-2-q-02: Integrated Master Schedule Template?	Yes. This has been added to the Procurement Library. Please see Amendment 3, Item 15.	A-3, #15

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-050	3, 10	Table B-I-1: Schedule of Events / I. Background	Contractor Begins Work / Start Date 5/1/24. The projected contract execution date is August 1, 2024.	For purposes of responding to this RFP, which date is the correct Contractor Begins Work / Start Date? 5/1/24 or 8/1/24? If contract date is 8/1/24, will the contract length still be a total of 8 years?	The contract start date is 5/1/24. Please see Amendment 1, Item 8. The contract will be let for a total of 8 years.	
R2-051	186	Conditions, NN. Software and Ownership, Subpart 2. "Solution Transferability"	2. Solution Transferability The Contractor shall, upon termination of contract, ensure associated licenses with ownership are transferred to the Agency. If and to the extent that Contractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Contractor hereby irrevocably transfers, grants, conveys, assigns, and relinquishes exclusively to the State any and all rights, title, and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret, and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, Contractor waives such rights in the Work Product. Contractor further agrees as to the Work Product to assist the State in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets, and other rights and protection relating to the Work Product, and to that end, Contractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, and other rights and protection, and in protecting trade secrets, with respect to such Work Product, as the State may reasonably request, together with any assignments thereof to the State or entities designated by the State.	Will the State please clarify in the RFP that the Contractor's obligation to transfer a perpetual license to the State is limited to IP embedded in Work Product since the Contractor will not have the right to grant perpetual licenses to third party licenses?	Yes.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet

Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-052	N/A	N/A	N/A	The term "Work Product" does not appear to be defined in the RFP. Will the State add a definition of "Work Product" (consistent with federal regulations)?	Work product is defined as any output of a project created by the vendor due, in whole or in part, to its contractual relationship with the Agency. This includes, but is not limited to, tangible items such as deliverables required under the RFP and intangible items such as presentations, applications, databases, data, intellectual property, or any other items, whether tangible or not, which is created by the contractor during the contracting period to carry out the contract. Please see Amendment 3, Item 18.	A-3, #18
R2-053	182	VIII. General Terms and Conditions, CC. Inspection of Records	N/A	Will the State agree to amend the RFP to carve out Vendor's proprietary cost and pricing information from this section?	No.	
R2-054	169	N. Proposal Format	Each proposal must be prepared on standard 8 ½" x 11" paper, using a font no smaller than 11-point with 1" margins, and must be bound. The Agency will only allow the following exceptions: • Graphics and tables may contain font no smaller than 8-point	Will the State allow the Project Schedule to use a font no smaller than 8-point?	Appendices including the Project Schedule may use font no smaller than 8-point. See RFP Section VI. - Submission Requirements, Sub-section N: Proposal Format.	
R2-055	232	Appendix F	Procurement Library	We cannot find PL_09 Technical Reference Architecture and PL_10 AMMP Roadmap in the procurement library. Can the State please provide these documents?	Procurement Library items have been updated and re-posted. Please see Amendment 3, Item 15.	A-3, #15
R2-056	Appendix C Pricing Schedule	Appendix C Pricing Schedule	Appendix C Pricing Schedule	If a Contractor proposes a DDI period of less than 3 years (i.e., 2 years or less to complete DDI within the base 2 year term of the contract), will the contract still be 8 years? And if so how should a Contractor include a 6th or even 7th year of operations on the Appendix C?	The contract will be for a total of 8 years regardless of DDI time. Please use the pricing schedule for M&O Costs for all years proposed. Please refer to Amendment 2 for updated contract terms.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet

Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-057		EE. Payment	Contractor shall submit a detailed invoice to Medicaid for compensation for the deliverable and/or work performed monthly. The invoice will be based on the amounts submitted in Appendix C: Pricing. Each monthly invoice shall have a cover letter/memo addressed to the Project Director. Medicaid Enterprise System (MES) Office printed on the EDS Contractor's company letterhead. The invoice shall contain line items for each tab in the Appendix C: Pricing that is applicable for the invoice date submitted. Payments to Contractor shall be dependent upon successful completion and acceptance of described work and delivery of required documentation. The Agency will not reimburse the Contractor until (a) the Project Director has approved the invoice; and (b) the Agency has reviewed and approved all deliverables covered by the invoice.	In response to question RI-050, the Agency referred to Appendix C to find the net payment terms of the contract. This information does not appear in Appendix C. Would the State accept net 30 payment terms?	Please see RFP Section VIII - General Terms and Conditions, Subsection EE - Payment for information on payment terms.	
R2-058	Appendix C Pricing Schedule	Appendix C Pricing Schedule	Appendix C Pricing Schedule	Can the contractor's O&M price be adjusted annually for inflation?	Costs for all contract years should be included in the cost proposal in a firm, fixed bid.	
R2-059	Appendix C Pricing Schedule	Appendix C Pricing Schedule	Appendix C Pricing Schedule	In Pricing Schedule C, in Sched B Deliverables Price, cell E83 for Federal Certification is left out of the total price translated to tab Sched A. Please provide a corrected Pricing Schedule.	Please see Amendment 3, Item 1 for updated pricing schedule.	A-3, #1

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet

Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-060	157	Req 4648	3. Facilitating internal and external Security Control Assessm	Is the Contractor responsible for paying for any third-party audits in addition to the infrastructure compliance activities provided by cloud hosting vendors? i.e., SOC 1 Type 2 or SOC 2, Type 2	The Alabama Medicaid Agency's internal 3rd party assessor will conduct the assessment of the contractor-submitted and completed NIST 800-53 security controls (to include control implementation, assessment, and evidence) submitted by the contractor's ISSM via the Alabama Medicaid Agency's GRC management tool. The vendor is responsible for their own security control assessments such as vulnerability assessments, source code security reviews, documentation reviews, etc. The contractor may submit artifacts (such as security assessment reports) from third party providers if those providers' products or services are part of the contractor's solution and meet the control requirements.	
R2-061	115	6. a.	Inherent in these support activities, the EDS Contractor's certification expectations extend to comprehensive assistance with the successful completion of all Operational Readiness Reviews (ORR) and final Certification Reviews (CR) for the EDS module, according to the Agency's Integrated Master Schedule and continuing monthly submissions of required evidence, as requested by the Agency.	Is the Contractor responsible for paying for any required third-party assessments related to certification and biennial repetition?	There may be vendor costs associated with Penetration testing. The Agency does not anticipate costs associated with security audits performed by the Agency.	
R2-062	49	AL EDS - Section II. F.	The EDS solution will be capable of continuously adapting as integration standards evolve. As modularization within the AMMP continues, AMA expects the integration model to evolve and mature. Integration of internal data sources will take place in coordination with the AMMP System Integration Contractor. The EDS Contractor will be responsible for working with external data source entities to establish and maintain all external data integrations. A list of external data sources is available in the Procurement Library, PL21_ Combined EDS Data Sources Reports Queries.	Please provide an inventory of licensing for data that is required. For example, FDB or Medispan?	No. Please see PL21_ Combined Data Sources and Amendment 1, Items 2-4 for clarification.	

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-063	27	C.7. Deliverable Management	<p>The Vendor's proposal response must define a clear scope and requirements specific to a deliverable, including the acceptance criteria for the final deliverables.</p> <p>The Vendor's proposal response must include the following:</p> <ul style="list-style-type: none"> •Objective/purpose •Required scope/definition of the deliverable •Roles and responsibilities •Timeframe expectations •Delivery dependencies •Quality Management requirement •Acceptance criteria •Formatting or other special delivery needs •Sample Table of Contents 	Which Tab of the proposal should vendors include this information for the 60+ deliverables identified in Appendix D?	Please see Amendment 1, Item 16 for updated instructions on proposal response. Also, please see Amendment 3, Items 12 & 13 for clarification.	A-3, #12, 13
R2-064	27	C.7. Deliverable Management	<p>The Vendor's proposal response must define a clear scope and requirements specific to a deliverable, including the acceptance criteria for the final deliverables.</p> <p>The Vendor's proposal response must include the following:</p> <ul style="list-style-type: none"> •Objective/purpose •Required scope/definition of the deliverable •Roles and responsibilities •Timeframe expectations •Delivery dependencies •Quality Management requirement •Acceptance criteria •Formatting or other special delivery needs •Sample Table of Contents 	How will the State score the information that vendors provide for this requirement?	Please see Amendment 1, Item 16 for updated instructions on proposal response. Also, please see Amendment 3, Items 12 & 13 for clarification.	A-3, #12, 13

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R2-065	27	C.7. Deliverable Management	<p>The Vendor's proposal response must define a clear scope and requirements specific to a deliverable, including the acceptance criteria for the final deliverables.</p> <p>The Vendor's proposal response must include the following:</p> <ul style="list-style-type: none"> •Objective/purpose •Required scope/definition of the deliverable •Roles and responsibilities •Timeframe expectations •Delivery dependencies •Quality Management requirement •Acceptance criteria •Formatting or other special delivery needs •Sample Table of Contents 	For this requirement, should vendors include a draft Delivery Expectation Document (DED) with their proposal for each of the 60+ deliverables identified in RFP Appendix D?	Please see Amendment 1, Item 16 for updated instructions on proposal response. Also, please see Amendment 3, Items 12 & 13 for clarification.	A-3, #12, 13
R2-066	p. 186	NN. Software and Ownership.	"...all Work Products discovered, created, or developed under this contract shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter be and remain the sole property of the State and its assignees, except as specifically set forth in writing and signed by both AMA and Contractor..."	Please define what is meant by "Work Product" in section NN.	Work product is defined as any output of a project created by the vendor due, in whole or in part, to its contractual relationship with the Agency. This includes, but is not limited to, tangible items such as deliverables required under the RFP and intangible items such as presentations, applications, databases, data, intellectual property, or any other items, whether tangible or not, which is created by the contractor during the contracting period to carry out the contract. Please see Amendment 3, Item 18.	A-3, #18
R2-067	p.188	OO. Limitation of Liability	This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor.	Please identify all State Agencies to which the Contractor is expected to provide services or software other than the Alabama Medicaid Agency.	The Agency does not anticipate services or software to be provided to entities outside of Alabama Medicaid Agency.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-068	239	Appendix I: Service Level Agreements	See Appendix I: Service Level Agreements	The specific logging mechanisms necessary for SLAs and associated KPIs are dependent upon the system functionality and workflows ultimately leveraged by the Agency and are unique to an individual vendor's system. Please confirm that mutually agreed upon detailed metrics specific to the contracted system will be discussed with the apparent successful vendor as part of the State's procurement process prior to final award. While we are happy to provide SLAs and KPIs, they must be applicable to our system and, therefore, require discussion before being fully finalized and agreed upon.	SLAs and KPIs will be reviewed and agreed upon during contract discovery.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
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R2-069	6 and 27	Amendment 1: 2.4_2023-EDS-01_Questions&Answers_5_9_23, R1-025 and R1-115	<p>R1-025Q: Could the Agency clarify whether 1075 will be hosted? The work on security controls for 1075 is significant and the IRS SSR must be created separate from the SSP. Most Medicaid programs store little or no IRS sourced data and will typically filter it before sending it to their data warehouse.</p> <p>R1-025A: The Medicaid Enterprise Security Policy incorporates all applicable laws, Executive Orders, directives, regulations, policies, standards, and guidelines by defining its requirements based on the requirements specified by the following sources:</p> <ul style="list-style-type: none"> • 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) & Catalog of Minimum Acceptable Risk Security and Privacy Controls for Exchanges (MARS-E) • Health Insurance Portability and Accountability Act (HIPAA) Security Rule <p>R1-115Q: Please verify that no FTI data will be submitted and used with this RFP? Eligibility systems typically use FTI data but do not expose it directly to the EDS. Inclusions of FTI data will cause many vendors not to bid or increase costs significantly.</p> <p>R1-115A: FTI data is not in scope for this RFP</p>	<p>Please reconfirm that no FTI data will be submitted to vendors and used in the scope of this RFP and further clarify that IRS Publication 1075 does not apply. The Agency's response to R1 clarification questions R1-025 and R1-115 appear to be contradictory because IRS Pub 1075 details how FTI must be handled and would not be applicable if FTI data is not in scope.</p>	<p>Recipient data will be pulled from the MMIS. Eligibility information, including FTI, is not contained within the MMIS. The inclusion of FTI data is not anticipated for EDS.</p>	
R2-070	N/A	Entire RFP	N/A	<p>Will the Agency please provide a Tracked Changes or redlined version of the RFP that reflects all Amendment changes, including updated Table numbering?</p>	<p>This will be provided to the selected vendor at Contract discovery.</p>	

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Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-071	11	II Scope of Work AND Appendix E, Requirements Response Matrix	N/A	If there are additional updates to Appendix E, Requirements Response Matrix, will the Agency please provide a list of the specific changes/additions/deletions in the Amendment?	Changes to requirements are listed by ID in each amendment.	
R2-072	N/A	Appendix C – Pricing Schedule	Sched A Total Evaluated Price	Schedule A Row 96 does not roll up to the “Total Firm and Fixed Price” table or the “Total Contract – Schedule B – Deliverables” table in Schedule A Rows 11 through 22. Will the Agency consider inserting an additional row beneath Schedule A Row 22 labeled “Total Deliverables – Year 4” that Row 96 may roll up into, which should then roll up into Schedule A Row 14 “Contract Total Contract Year 4”?	Please see Amendment 3, Item 1 for updated pricing schedule.	A-3, #1
R2-073	128-133	II.1.8.c. Key Personnel And Amendment 1, Item 18	c. Key Personnel	Amendment 1 moved responses to Table II-39, General Staffing Requirements and Table II-48, Lead Personnel to Tab 8, Corporate Background, Experience, and Personnel (additional items 8 and 9). Will the Agency please confirm that responses to Table II-40 through Table II-47 (Key Personnel) should also be addressed in Tab 8 (Item 7, Required Key Personnel)?	Confirmed.	
R2-074	N/A	R1-189 RRM requirement 6016	The bidder will be required to provide the learning management system.” As the Agency works to implement an Enterprise Learning Solution, the Contractor will be responsible and accountable for working collaboratively with the Agency to ensure tools, training assets and knowledge transfer processes managed by the contractor are modified to be compatible with the new Enterprise Learning Solution.	There appears to be a discrepancy between the RRM and the Q&A Round 1 answer regarding who is responsible for the Learning Management System applicable to the EDS services. RRM #6016 indicates the Agency is working to implement an Enterprise Learning Solution, and the EDS vendor must work with the Agency to ensure tools, process, etc. are compatible with the ultimate solution. However, Q&A Round 1 R1-189 indicates the EDS vendor must provide their own LMS. Please explain how these requirements work together or if there’s a discrepancy to be corrected	There is not a discrepancy. Each module vendor is responsible for a module-based learning solution. In addition, the vendor must ensure that the solution is compatible with the Agency enterprise leaning solution, which is not the same as each module-based learning solution.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-075	N/A	Procurement Library, 5.2 Appendix F – Historical Program Statistics (“2.4_2023-EDS 01_FY_2021_MMIS_Stats_5-9-23”)	Total estimated size for EDS data from the MMIS is 500TB”	Please help us reconcile the updated information on EDS data sizing provided in the PL document “2.4_2023-EDS 01_FY_202_MMIS_Stats_5-9-23”. The added text states, “Total estimated size for EDS data from the MMIS is 500TB”. However, the detail table above this new text sums to around 3.5TB. This is a large disparity; is the 500TB an error?	PL20_MMIS Stats has been updated and replaced. Please see Amendment 3, Item 15 and PL20_FY2022 MMIS Stats.	A-3, #15
R2-076	60	Table II-16: DAR – Tools and Capabilities – Analytical Tools and Capabilities Requirements; and RRM	Requirement 4142: “The Contractor shall provide a solution that includes the tools and methods that support and enable the clinical analysis of risk scores and episodes including, but not limited to, Adjusted Clinical Groups (ACG), Episode Treatment Group (ETG), and Episode RiskGroup (ERG) to specific datasets.”	For Appendix A, Proposal Compliance Checklist, will the Agency please indicate what bidders should enter in the “Proposal Reference” column for: <ul style="list-style-type: none"> • Vendor attended the Mandatory Pre-Proposal Conference • Vendor’s original proposal received on time at correct location • Vendor submitted the specified copies of proposal and in electronic format • 8. The Proposal is a complete and independent document 	Vendors should include where in the proposal the required items reside in the proposal reference column. Completion of additional fields is not required; however, it is encouraged that the vendors leverage the checklist during proposal development.	
R2-077	125, 159	Section I, 8.a. Location of Work Performed and Section II.I.13 Training Management	“Services required of the SI Contractor for the AMMP may be performed onsite, remote or a combination of both.” and “The Agency will provide onsite facilities to conduct live in-person training commensurate with the approved Training and Knowledge Plan.”	Please confirm that Key Personnel will be able to collocate inside the Agency’s facilities during the Implementation and Operations phases	At this time the Agency does not plan to provide office space for key personnel during implementation and operations. The Agency offers temporary visitor workspace on a first-come, first-serve basis. The Agency has training space to accommodate up to 12 computers and 24 people for in-person training.	
R2-078	R1-174	Q&A Round 1	“The 3rd Party Security Assessor is staffed inside of the Agency ISO at no cost to the contractor.”	In response to R1-174 of the Questions and Answers response, dated 5/9/23, the Agency specified that a 3rd party assessor was available to contractors at no cost for security assessment. Does the scope of the 3rd party assessor include penetration testing?	The Medicaid ISO can perform very limited scope penetration testing (only if resources allow). CMS may require an independent penetration test to be performed. In such a case, the contractor would be responsible for costs associated with an independent penetration test assessment.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-079	3	Amendment 1, requirement 4114	"The Contractor shall work with the Agency to transition structured and unstructured data, including but not limited to, clinical data types such as HL7 and C-CDA, from the Agency's Data Lake into the EDS."	As clinical data is stored in the Data Lake, is it converted/standardized or is it stored as received? For example, are HL7 v3 documents stored in their pre-defined XML schemas and will be supplied to the EDS as XML?	All data in the Agency Data Lake is stored as received.	
R2-080	153-154	RFP Table II 53: ID4683 and Req. ID# 4764	Requirement #4764:"The Contractor shall collaborate with the OCM team to develop and submit a Training Plan, using the OCM Training Plan (OCM-2-e1) for Agency review and approval within three (3) months from start of contract. The Contractor shall update the Training Plan every six (6) months through the term of the contract." II.E.13.a:"The EDS Contractor shall collaborate with the Agency and PMO OCM team to develop and submit a Training and Knowledge Plan that provides the overall approach and methodology to develop and provide training across all stakeholder groups in the use and operation of the EDS Contractor's solution, subject to Agency review and approval	Please confirm that the "Training Plan" referenced in Requirement ID #4764 is the same as the "Training and Knowledge Plan" referenced throughout Section II.E.13.a.	Confirmed.	
R2-081	N/A	N/A	N/A	All vendors appreciate the importance of overall costs not only to the Agency, but ultimately to the members. Because the evaluation criteria for the cost proposals is weighted so heavily, having an overall budget target or range from the Agency would result in valuable, competitive responses. If available, will the Agency provide how much State funding has been approved to AMA for the EDS contract costs in the current fiscal year (SFY 22-23) and next fiscal year (SFY 23-24? If funding information is not available to vendors, will the Agency please provide guidance to the vendors?	No.	
R2-082	123	Table II-35: Certification Deliverables	Deliverable Master ID: CRT_01 "Initial delivery date column states 6 months prior to implementation."	CRT_01 Initial delivery date states 6 months prior to implementation. ORR consists of UAT test results as one type of evidence. The timing for UAT may not support completing this deliverable 6 months prior to implementation. Will the Agency consider revising the evidence initial delivery date to 3 months prior to the ORR date?	Yes. Please see Amendment 3, Item 10 for updated delivery date.	A-3, #10

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-083	123	Table II-35: Certification Deliverables	Deliverable Master ID: CRT_02 "Initial delivery date column states 6 months prior to implementation."	CRT_02 Initial delivery date states 6 months prior to implementation. CR evidence consists of evidence in the production environment for a 6 month time period. The 6 months prior to implementation timing to complete this deliverable does not support the evidence needed. Will the Agency consider revising the initial delivery date to 3 months prior to the CR review date?	Yes. Please see Amendment 3, Item 10 for updated delivery date.	A-3, #10
R2-084	124	Table II-36: Certification Management – Certification Required Outcomes	Outcome ID: DSS/DW1 "The solution includes analytical and reporting capabilities to support key policy decision making."	Please clarify that the outcome language for DSS/DW1 should read "The system supports various business processes' reporting requirements."	Confirmed, Please see Amendment 3, Item 9 for clarification.	A-3, #9
R2-085	Amendment 1, item 2	Amendment 1, item 2	The EDS solution will have the need to access industry standard proprietary health and drug data from the AMMIS. The EDS solution must secure necessary licensing to access and report on this data. The contractor will include such licensing as part of the solution."	To ensure parity and fairness in costs for 3rd party reference data subscriptions, does the requirement that EDS vendors must establish separate reference-data licensing also apply to the current AMMIS vendor if they were to propose an EDS solution?	Yes, all associated licensing costs apply to all vendors.	
R2-086	65	II.G.4, Table II-18: DAR – Reporting Requirements, # 5309; RRM	"The Contractor shall work with the Legacy AMMIS Contractor to move report outputs stored as part of the Legacy AMMIS reporting system to the EDS Module document repository."	Will the Agency please provide more information on the document repository system used by the Legacy AMMIS reporting system vendor? • What is the repository software used? • What is the total number of documents stored? • What are the formats of stored documents?	FEITH is the repository software which stores the documents. The total number of documents in the active file cabinets for the ENTIRE MMIS is 598,553,720. The documents are stored in a proprietary format.	
R2-087	RRM, Instructions and Legends tab	Column J, Security Tested	A "Yes" answer designates that "the functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation	Per the RRM response template for the Security Tested response in column J, a Yes answer designates that "the functionality has been security tested based on NIST 800-53 Rev 4." Does the Agency require that respondents state "Yes" for any technology on the FedRAMP marketplace or that has undergone a third party NIST audit only; or is it acceptable for respondents to answer "Yes" if any solution component is compliant with the scope and controls as defined by NIST 800-53 v4?	The contractor may only inherit the NIST 800-53 controls that the hosting environment provider states are "fully inherited with no customer responsibility". Implementation and assessment of all other applicable NIST 800-53 controls related to the customer-developed solution are the responsibility of the customer.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-088	N/A	N/A	N/A - General	The awarded System Integrator vendor was set to be awarded based on an estimated award date of May 25th. Understanding the dependency of this award for vendor eligibility for the EDS, would the State consider extending the due date of the EDS RFP to account for the updated award date of the SI?	No. Proposals are due on August 3, 2023. Please refer to RFP Schedule of Events. Any Contractor, including any and all subcontractors, who has a current contractual engagement with the Agency for PMO Services, Testing Services, or SI Services is precluded from being awarded any module contract solution (e.g., CPMS, PM, MEVV), either as the prime contractor or a subcontractor.	
R2-089	165	V.B.1	EDS Experience – “The bidder has successfully achieved CMS certification in Program Integrity (PI)/Surveillance and Utilization (SUR), Decision Support Services (DSS), and Management and Administrative Reporting (MAR).”	The experience requirements listed limit the pool of vendors eligible for bid. As defined by CMS, certification of a system and implementation occurs on a client-by-client basis. Meaning, that certification must be achieved for each certification of the tool or product implemented based on the defined and CMS outcomes and metrics of the State. Furthermore, the technology landscape has changed and having requirements for previously certified projects could result in a “legacy” platform and minimize competition within the procurement. As such, would the State consider removing the experience requirement that the “bidder has successfully achieved CMS certification in Program Integrity (PI)/Surveillance and Utilization Review (SUR), Decision Support Services (DSS), and Management and Administrative Reporting (MAR).”?	No. Please see RFP Section V - Corporate Background and References, Item 1. Provide evidence that the Vendor possesses the qualifications required in this RFP. If a subcontractor is necessary, the Contractor must identify the percentage of work, as measured by the total Proposal price, to be performed by the subcontractor. All contractor and subcontractor employees must work in the continental United States.	
R2-090	N/A	N/A	N/A	What does Alabama Medicaid Agency estimate the total size of all data to be backloaded into the EDS solution?	The total data in our current MMIS is 17TB. Please see updated PL20_FY2022 MMIS Stats.	A-3, #15
R2-091	N/A	N/A	N/A	What does Alabama Medicaid Agency estimate the total peak incoming insert/update transactions per day?	Please see updated PL20_FY2022 MMIS Stats.	A-3, #15
R2-092	N/A	N/A	N/A	What does Alabama Medicaid Agency expect to be the average size of an incoming insert/update transaction	Please see updated PL20_FY2022 MMIS Stats.	A-3, #15
R2-093	N/A	N/A	N/A	What is the total patient population expected to be stored within the EDS solution?	Please see updated PL20_FY2022 MMIS Stats.	A-3, #15

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-094	N/A	N/A	N/A	Can Alabama Medicaid Agency provide an estimate of total size of patient records to be stored in the EDS solution?	Please see updated PL20_FY2022 MMIS Stats.	A-3, #15
R2-095	N/A	N/A	N/A	What estimates can the Alabama Medicaid Agency provide as far as patient growth year over year?	Please see updated PL20_FY2022 MMIS Stats.	A-3, #15
R2-096	8	5.68 Attachment 8	The total Estimated size for EDS data from the MMIS is stated as 500TB,	The total Estimated size for EDS data from the MMIS is stated as 500TB, how did you arrive at 500 TB? Is that the current storage of historical MMIS data? What type of Database is that data currently stored in or is it in flat files? Will the vendor be required to store the 500TB of data or will it be loaded into the new EDS? How will that data be accessed in the future, is there a connection or API to the current MMIS system.	The total data in our current MMIS is 17TB. Please see updated PL20_FY2022 MMIS Stats.	A-3, #15
R2-097	N/A	AMA Data Lake Totals Document	N/A	On document EDS-01_Data_Lake_Totals, it shows a total of about 245 GB of data. What is the format of that data and what data lake is it stored in? What does the second column of numbers represent?	The two columns demonstrate database size and unallocated space. The file formats will vary and are both structured and unstructured.	
R2-098	67	Master ID 4232	The Contractor shall provide a solution with the ability to integrate with and/or provide needed data to a third-party vendor's case management application to support the Agency in the case review processes.	Is the third-party vendor's solution referred to in this requirement the program integrity case management solution the State uses today? If so, what is that solution?	Yes, this refers to the current solution. Pondera is the solution.	
R2-099	1	AMA Data Lake Totals Table	Procurement Library, AMA Data Lake Totals; PL_26 AMA Data Lake Totals	The AMA Data Lake Totals have two columns of data. Can the State clarify what each column represents?	The two columns demonstrate database size and unallocated space. The file formats will vary and are both structured and unstructured.	
R2-100	185	VI.N.I.b. and Appendix A	The Proposal Response in this tab should ONLY contain a completed copy of Appendix A: Proposal Compliance Checklist	Appendix A: Proposal Compliance Checklist appears to be a scoring sheet for the RFP Coordinator. Are vendors required to complete the following fields: RFP Coordinator, Review Date, Checkboxes, and Proposal Reference?	No. The Compliance Checklist is provided as a reference tool for vendors. Completion of those fields is not required; however, it is encouraged the vendors leverage the checklist during proposal development.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-101	32, 35	D. EDS Architecture Technical Architecture and Environments Tools and Capabilities For Unstructured Table II-7:Architecture – Tools and Capabilities Requirements	In addition, the EDS solution will have the ability to receive HealthLevel Seven (HL7) standard messages in both Clinical Document Architecture (CDA) and Fast Healthcare Interoperability Resources (FHIR), as well as bulk FHIR, and convert these to standardized data formats. For Unstructured The Contractor shall provide a solution with the capability to identify, extract, decompose, and format word patterns and phrases within free-form text (e.g., clinical and other notes).	To determine the appropriate sizing, please provide the estimated volume (Historical and Real time) for the following transactions: • HL7v2 messages like ADT (Admission, Discharge, Transfer) and LAB (Laboratory) messages, • CCDA (Consolidated Clinical Document Architecture) documents, • Unstructured data such as clinical notes and text, • FHIR (Fast Healthcare Interoperability Resources) transactions	The volume totals for CY 2022 are: 1. HL7 Messages: >4M 2. C-CDA Document: >11M 3. Unstructured: >1M 4. FHIR: TBD	
R2-102	32, 35	D. EDS Architecture Technical Architecture and Environments Tools and Capabilities For Unstructured Table II-7: Architecture – Tools and Capabilities requirements	In addition, the EDS solution will have the ability to receive HealthLevel Seven (HL7) standard messages in both Clinical Document Architecture (CDA) and Fast Healthcare Interoperability Resources (FHIR), as well as bulk FHIR, and convert these to standardized data formats. For Unstructured The Contractor shall provide a solution with the capability to identify, extract, decompose, and format word patterns and phrases within free-form text (e.g., clinical and other notes).	Please provide the channels to receive the following transactions: • HL7v2 messages • CCDA (Consolidated Clinical Document Architecture) documents • Unstructured data such as clinical notes and text • FHIR (Fast Healthcare Interoperability Resources) transactions	Regarding channels of receipt: At a minimum, AMA expects to leverage the capability of all appropriate, standardized industry interface channels for data transmission and receipt. These channels shall be identified and demonstrated in the Vendor's proposed solution..	
R2-103	187	IV.N.I.f. (Amendment 1) and VII.E.	Vendors MUST provide a Narrative Response to all Section II – Scope of Work Narrative Questions	Will the State clarify if any sub-sections outside of the Narrative Questions will be evaluated in Tab 6?	Please refer to RFP Section VII.E - Evaluation and Selection Process, Scoring, for EDS RFP Evaluation Scoring Breakdown.	
R2-104	Q&A 34; 187	Round 1 Q&A, #R1-141 and IV.N.I.f. (Amendment 1)	Q&A: Vendors must respond to the Narrative Questions. Please see Amendment 1, Item 16 for clarification. Amendment 1: This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP; Amendment 1: Unless specified otherwise Vendors are required to contain their response to the ENTIRE Section II – Scope of Work within Tab 6	Based on Round 1 Q&A will the State explicitly confirm that Vendors are only required to respond to Narrative Questions in Tab 6 and should not respond to other subsections in the SOW (e.g., for C. Contract Startup, Vendors would not respond to sub-sections C.1-C.7, but only provide a response to sub-section C.8. Narrative Questions)?	Confirmed. Vendors must respond to all narrative questions in Section II - Scope of Work. Vendors may include additional information in their proposal if they choose, as long as the page limits are met. Please see Amendment 1, Item 16 for clarification.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-105	188	IV.N.1.f. (Amendment 1)	Identify and/or label any specific references to applicable requirements in line with the text (e.g., "REQ – XXXX")	Due to the page limit assigned to respond to 50+ narrative questions, will the State confirm Vendors may provide narrative responses to requirements in the RRM instead of Tab 6?	Confirmed.	
R2-106	3	B.	Schedule of Dates	Due to ambiguity of the SOW narrative response requirements, will the State consider extending the deadline to August 19, 2023, to allow Vendors time to adjust their response given answers won't be released until July 13th?	No. Proposals are due on August 3, 2023. Please refer to the RFP Schedule of Events.	
R2-107	138	II.I.8.c.	All Key Personnel shall be employed by the Contractor.	In order to provide Vendors access to a larger pool of local qualified candidates for this important project, will the State allow Vendors to propose certain key roles employed by subcontractors?	No. All Key Personnel must be employed by the Contractor. Please see RFP Section II - Scope of Work, Sub-section I.8.c - Enterprise and General Services, General Staffing - Key Personnel	
R2-108	180	V.2.f.	A detailed breakdown of proposed staffing for this project, including names, education background, and resumes of all employees that will be assigned to this project	Will the State clarify if Vendors must submit resumes for all employees (e.g., Lead Personnel) using "Appendix H. Key Personnel Resume Template"?	Resumes are required for Key Personnel. Please see RFP Section II.1.8 - General Staffing	
R2-109	31	II. Scope of Work; D. EDS Architecture; 1. Technical Architecture and Environments; b. Hosting	The EDS Contractor hosting solution shall support the Agency's vision of security requirements. At a minimum, the EDS Contractor must ensure all solution components and necessary environments comply with the security specifications as described in the Medicaid Enterprise Security Policy, which is based upon the Federal Office of Management and Budget (OMB) Circular A-130, National Institute for Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST publications. Temporary access to the Medicaid Enterprise Security Policy will be granted to qualified Vendors for preparation of their response to this RFP.	We understand that NIST and other security requirements are there for the EDS. For the Help Desk function, do the telephony and ticketing system for the help desk need to follow the same NIST and other security requirements or can they follow a reduced set of security requirements?	Any COTS components included in the contractor's proposed solution that were not developed by the contractor, would still need to meet NIST / FIPS standards commensurate with a "Moderate" level system risk designation. The contractor can leverage security assessment information (certifications, etc.) provided by the COTS vendor to show compliance for those components.	

AMMP Enterprise Data Service (EDS) Request for Proposal (RFP) Question Log/Worksheet						
Question / Comment #	Page #	Section #	Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X, #XX)
R2-110	17	Project Roles and Responsibilities	B. 3. b. 1. Provide the EDS Contractor access to the appropriate enterprise systems; Agency network; Agency-hosted document repository; provider handbooks, policies, procedures, and other documentation; and AMMP project materials as deemed appropriate by the Agency to provide services under this Contract.	Can the Agency confirm that the Contractor is not responsible for providing nor paying for the network connection between the Contractor's cloud hosting provider and the Agency?	Access to the appropriate enterprise systems and resources referenced in section B.3.b.1 are Agency-hosted and controlled. It is not expected that the EDS Contractor will incur any costs to access the items identified in Section B.3.b.1; however, vendors should account for all expected and anticipated solution costs in their proposed solution.	
R2-111	N/A	Amemndment 1	Q-32 Describe your approach to acquiring and maintaining all necessary data licensing agreements to implement and operate a federally certified and compliant solution	Amendment 1 added a second Question 32. Would the State allow vendors to change the numbering of the two questions as follows? Q-32A Describe your approach to acquiring and maintaining all necessary data licensing agreements to implement and operate a federally certified and compliant solution. Q-32B Describe your Data Analytics and Reporting solution (e.g., number of pre-defined reports by category, ability to ad hoc, pre-defined dashboard reports, ability to perform analysis on the EDS platform rather than exporting data off the platform for analysis, etc.).	Please see Amendent 3, Item 8 for updated numbering.	A-3, #8
R2-112	12	Section 1. Overview of Alabama's Roadmap to AMMP	section 1. Overview of Alabama's Roadmap to AMMP	If the Contractor's proposed DDI period is less than 3 years, should the DDI period begin later than the anticipated 5/1/24 start date to align with the System Integrator's implementation?	The contract is for a total of 8 years regardless of proposed DDI timeframe. The anticipated start date is 5/1/24, as per the RFP Schedule of Events.	

Amendment 1 to RFP 2023-EDS-01

May 9, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2023-EDS-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. Title Sheet. RFP Due Date and Time, Page 1 - Changed as follows:

Currently Reads as:

RFP Due Date and Time: July 28, 2023, by 5:00 p.m. Central Time	Number of Pages: 250
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Mark Face of Envelope/Package:

Alabama Medicaid Agency AMMP – Enterprise Data Services RFP

RFP Number: 2023-EDS-01

RFP Due Date: July 28, 2023 by 5:00 p.m. CT

Revised as:

RFP Due Date and Time: July 28, 2023 , August 3, 2023, by 5:00 p.m. Central Time	Number of Pages: 250 251
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Mark Face of Envelope/Package:

Alabama Medicaid Agency AMMP – Enterprise Data Services RFP

RFP Number: 2023-EDS-01

RFP Due Date: ~~July 28~~ August 3, 2023 by 5:00 p.m. CT

2. Section II. Scope of Work, Sub-Section F. Data Integration and Management Services, Data Management, Third Paragraph - Changed as follows:

Revised as: This paragraph has been added in its' entirety:

The EDS solution will have the need to access industry-standard proprietary health and drug data from the AMMIS. The EDS solution must secure necessary licensing to access and report on this data. The contractor will include such licensing as part of the solution.

3. Section II. Scope of Work, Sub-Section F. Data Integration and Management Services Narrative Questions, Changed as follows:

Revised as: Question 32 has been added in its' entirety:

Q-32 Describe your approach to acquiring and maintaining all necessary data licensing agreements to implement and operate a federally certified and compliant solution.

4. Section II. Scope of Work, Sub-Section F. Data Integration & Management Requirements, Changes as follows:

Data Integration Requirements

Currently Reads as:

4114	The Contractor shall work with the Agency to transition data from the Agency's Data Lake into the EDS.
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Revised as:

4114	The Contractor shall work with the Agency to transition <i>structured and unstructured data, including but not limited to, clinical data types such as HL7 and C-CDA</i> , from the Agency's Data Lake into the EDS.
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Currently Reads as:

4112	The Contractor shall work with the Agency to transition data from the Agency's Patient 1st Database into the EDS.
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Revised as:

4112	The Contractor shall work with the Agency to transition data from the Agency's Patient 1st Database into the EDS. <i>The Patient 1st database currently contains flat files loaded into the database by the Agency.</i>
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Revised as: Req 5995 has been added in its' entirety:

5995	<i>The Contractor shall acquire and maintain all necessary data licensing agreements to implement and operate a federally certified and compliant solution.</i>
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Data Delivery Requirements

Currently Reads as:

4120	The Contractor shall provide a solution that allows for the storage, transfer, and access of all incoming and outgoing data exchanges through Agency-approved methods and formats
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Revised as:

4120	The Contractor shall provide a solution that allows for the storage, transfer, and access of all incoming and outgoing data exchanges through Agency-approved methods and formats <i>including, but not limited to, SFTP and APIs.</i>
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Reporting Requirements

Currently Reads as:

4185	The Contractor shall provide a solution that includes a process to collect the data necessary to generate, merge, submit, and correct T-MSIS extracts monthly. The extract shall be available for the Agency by the 5th of the month and submitted to CMS by the 30 th of the month.
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Revised as:

4185	The Contractor shall provide a solution that includes a process to collect the data necessary <i>from the AMMIS/CPMS and external sources</i> to generate, merge, submit, and correct T-MSIS extracts monthly. The extract shall be available for the Agency by the 5th of the month and submitted to CMS by the 30th of the month.
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5. Appendix C. Pricing (Schedule) – Replaced as follows:

Original Posted File (Name):

The original posted file *EDS Appendix_C_Pricing Schedule Final.xls* has been removed in its entirety.

Replaced File (Name):

File *EDS Appendix_C_Pricing_A-IREV1.xls* has been posted and replaced.

6. Appendix E. Requirements Response Matrix – Replaced as follows:

Original Posted File (Name):

The original posted file *Appendix_E_AMMP_EDS_Services_Requirements Response Matrix (RRM) Final.xls* has been removed in its entirety.

Replaced File (Name):

File *Appendix_E_AMMP_EDS_Services_RFP_Requirements_Response_Matrix_A-IREV1.xls* has been posted and replaced.

7. Section V. Corporate Background and References – Vendor Participation Restrictions – Changes as follows:

Currently Reads as:

The awarded EDS Contractor, including any and all subcontractors, are precluded from being awarded any other AMMP or MES Contract. Upon award of the EDS contract, any active procurement response submitted by the awarded EDS Contractor or by any of its subcontractors, in which any of these parties is the prime contractor or a subcontractor, will immediately be deemed null and void.

Revised as:

The awarded SI Contractor, including any and all subcontractors, are precluded from being awarded any other AMMP or MES Contract. Upon award of the SI contract, any active procurement response submitted by the awarded SI Contractor or by any of its subcontractors, in which any of these parties is the prime contractor or a subcontractor, will immediately be deemed null and void.

Currently Reads as:

The Vendor and subcontractor(s) must have all necessary business licenses, registrations, and professional

certifications at the time of the contracting to be able to do business in Alabama. All companies submitting proposals in response to this RFP must be qualified to transact business in the State of Alabama in accordance with to include, but not limited to, Code of Alabama 1975, 10A-1- 7.01 et seq., and shall have filed and possess a valid “Application for Registration” issued by the Secretary of State at the time of responding to this RFP.

Revised as:

The Vendor and subcontractor(s) must have, *and submit as part of their proposal*, all necessary business licenses, registrations, and professional certifications at the time of the contracting to be able to do business in Alabama. All companies submitting proposals in response to this RFP must be qualified to transact business in the State of Alabama in accordance with to include, but not limited to, Code of Alabama 1975, 10A-1- 7.01 et seq., and shall have filed and possess a valid “Application for Registration” issued by the Secretary of State at the time of responding to this RFP.

8. Section I: Background Changed as follows:

Currently Reads as:

The projected contract execution date is August 1, 2024.

Revised as:

The projected contract execution date is ~~August 1, 2024~~, *May 1, 2024*.

9. Section I.B: Overview of Alabama’s Roadmap to AMMP Changed as follows:

Currently Reads as:

However, it is imperative the System Integration Services (SIS), EDS, and Provider Management (PM) systems are implemented by Q1 2027 to allow for a seamless Takeover of the Claims Processing and Management Services (CPMS) from Q2 2027 through Q1 of 2028.

Revised as:

However, it is imperative the System Integration Services (SIS), EDS, and Provider Management (PM) 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.

10. Section N: Scope of Work, Section I: Enterprise and General Services, subsection 4. Operations, subsection e: Service Desk Tool Changed as follows:

Currently Reads as:

The Agency requires the use of an industry standard Centralized Service Desk Management Tool (CSDMT). The Agency requires the tool to provide a single view into all Service requests across the MES. The CSDMT shall integrate each Module Contractor’s service desk data. The Agency requires the service desk data to be aggregated near real-time throughout day-to-day operations to provide an enterprise-wide view of service desk data for management and reporting through the CSDMT. The SI Contractor will be responsible for implementation and operations of the CSDMT; however, the EDS SDT must support exporting and importing information with the CSDMT to achieve the Agency’s vision and goal of comprehensive service desk management and reporting across the AMMP and MES.

Revised as:

The Agency requires the use of an industry standard Centralized Service Desk Management Tool (CSDMT). The Agency requires the tool to provide a single view into all Service requests across the MES. The CSDMT shall integrate each Module Contractor's service desk data. The Agency requires the service desk data to be aggregated near real-time throughout day-to-day operations to provide an enterprise-wide view of service desk data for management and reporting through the CSDMT. The SI Contractor will be responsible for implementation and operations of the CSDMT; *however, the EDS SDT must support exporting and importing information with the CSDMT to achieve the Agency's vision and goal of ~~comprehensive service desk management~~ managing and reporting service request information across the AMMP and MES.*

11. Section II.E:4 Performance SLAs and KPIs & Appendix I: Service Level Agreements – Transaction Response Time, Changed as follows:

Currently Reads as:

Response time shall be measured both at the Agency and EDS Facility. The Contractor shall report on this monthly by the 5th day of the month following month end. Variances of more than twenty percent (20%) in response time between the two (2) locations shall be researched and documented by fiscal agent and Agency staff for improvement. The documentation shall be in a format determined by the Agency.

Revised as:

Response time shall be measured both at the Agency and EDS ~~Facility~~ *Business Office*. The Contractor shall report on this monthly by the *5th business day of* the month following month end. Variances of more than twenty percent (20%) in response time between the two (2) locations shall be researched and documented by fiscal agent and Agency staff for improvement. The documentation shall be in a format determined by the Agency.

12. Section II.I:1 Project Management Changed as follows:

Currently Reads as:

The EDS Contractor shall submit weekly (close of business Thursday) schedule updates to the Agency utilizing the Agency-approved documentation storage solution (e.g., SharePoint), and this will be used to monitor the EDS Contractor project status.

Revised as:

The EDS Contractor shall submit weekly (close of business Thursday) schedule updates to the Agency utilizing the *Agency's ~~approved~~ documentation storage solution* (e.g., SharePoint), and this will be used to monitor the EDS Contractor project status.

13. Section II.I.8: General Staffing – Location of Work Performed Changed as follows:

Currently Reads as:

Services required of the SI Contractor for the AMMP may be performed onsite, remote or a combination of both.

Revised as:

Services required of the ~~SI~~ *EDS* Contractor for the AMMP may be performed onsite, remote or a combination of both.

14. Section II.D.1b: Technical Architecture and Environments – Hosting Changed as follows:

Currently Reads as:

The Agency requires solutions that leverage cloud-based hosting technologies for the EDS to provide a highly reliable, scalable, and cost-effective infrastructure. Cloud-based solutions enable the EDS Contractor to provision computing and data storage resources as needed to meet availability requirements. The Agency requires the production environment to be complete, stand-alone, and under full control of the EDS Contractor and must not rely on other non-production environments to fulfill the Contract’s requirements.

Revised as:

The Agency requires solutions that leverage cloud-based hosting technologies for the EDS to provide a highly reliable, scalable, and cost-effective infrastructure. Cloud-based solutions enable the EDS Contractor to provision computing and data storage resources as needed to meet availability requirements. *Vendors may propose solutions hosted and operated in public or private cloud environments or use an “as-a-service” approach.* The Agency requires the production environment to be complete, stand-alone, and under full control of the EDS Contractor and must not rely on other non-production environments to fulfill the Contract’s requirements.

15. Section II.I.8. - Enterprise and General Services, General Staffing:

Section II.I.8. c - Key Personnel, pp. 128-133, Changes as follows

Revised as:

Table II-45: Key Personnel – Operations Manager – has been added in its’ entirety:

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Operations Manager				
<i>Key (Named)</i>	<i>1.00</i>	<i>From Operational Readiness Review (ORR) through the term of the contract</i>	<i>Entire Scope of Work</i>	<i>100% allocated to the Agency</i>
Minimum Required Responsibilities				
<ul style="list-style-type: none"><i>Primary work location will be the Vendor’s operational facility</i><i>Ongoing Operations Management</i>				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"><i>5+ years experience implementing and managing operational health care data warehousing solutions within environments similar to Alabama</i><i>Possess expert knowledge of the Contractor’s EDS solution</i><i>4+ years of experience managing implementation and operations of Medicaid or Major Health Care Payer projects</i>			<i>Bachelor’s degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE.</i>	

Revised as:

Table II-46 - Key Personnel – Configuration Manager – has been added in its’ entirety:

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Configuration Manager				
Key (Named)	1.00	From Operational Readiness Review (ORR) through the term of the contract	Entire Scope of Work	100% allocated to the Agency
Minimum Required Responsibilities				
<ul style="list-style-type: none"> Plan and execute Change Management (CM) throughout the project lifecycle, including development, migration, deployment, and security Oversee the daily management of configuration items Develop, and execute migration plans Manage and update configuration management processes Ensure that IT staff members follow CM processes 				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"> 4+ years of experience with Configuration Management in a Data Warehouse environment similar to the Contractor's solution Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions 			Bachelor's degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE.	

Revised as:

Table II-47 - Key Personnel – Security Manager has been added in its' entirety:

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Security Manager				
Key (Named)	1.00	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency
Minimum Required Responsibilities				
<p>Responsible for planning and directing system security for the EDS solution and compliance with the Medicaid Enterprise Security policy, including, but not limited to:</p> <ul style="list-style-type: none"> Serve as the leader in compliance with the Medicaid Enterprise Security policy Serve as the leader in HIPAA compliance Serve as leader in all State and Federal Security requirements and compliance (e.g., audits and security testing) Ensure integration and alignment with Data Governance office, Privacy office, and Security office tools Implementation and maintenance of the policies and procedures in support of the Medicaid Enterprise Security Policy Daily program operations and program development Monitoring program compliance 				

Position Type	Min. FTE	Phases	Scope of Work	Allocation
<ul style="list-style-type: none"> Risk Mitigation, development, and activities related to the Plan of Action and Milestone (POAM) to close vulnerabilities 				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"> 5+ years of professional experience in information security compliance 2+ years of direct experience in HIPAA compliance Knowledge and demonstrated experience with NIST, Federal Information Security policies/requirements, HIPAA, and other related State and Federal information privacy laws, security laws, and breach notification laws Working knowledge of, and experience with MARS-E, POAM, and ATO packages, two (2) years combined 			Bachelor's degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE.	

Currently Reads as:

Table Error! No text of specified style in document.-1: Key Personnel – Project Director

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Project Director				
Key (Named)	1.00	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency

Revised As:

Table II-Error! No text of specified style in document.40: Key Personnel – Project-~~Director~~ Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Project Director-Manager				
Key (Named)	1.00	Contract Start Date through Turnover and Closeout Contract Start Date through Federal Certification of the EDS Module	Entire Scope of Work	100% allocated to the Agency

Currently reads as:

Table Error! No text of specified style in document.-2: Key Personnel – Technical Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Technical Manager				
Key (Named)	1.00 FTE	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency

Revised as:

Table Error! No text of specified style in document.-3: Key Personnel – Technical Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Technical Manager				
Key (Named)	1.00 FTE	Contract Start Date through Turnover and Closeout <i>Contract Start Date through Federal Certification of the EDS Module</i>	Entire Scope of Work	100% allocated to the Agency

Currently reads as:

Table Error! No text of specified style in document.-4: Key Personnel – Testing Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Testing Manager				
Key (Named)	1.00 FTE	Contract Start Date through Turnover and Closeout	Entire Scope of Work	100% allocated to the Agency

Revised as:

Table Error! No text of specified style in document.-5: Key Personnel – Testing Manager

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Testing Manager				
Key (Named)	1.00 FTE	Contract Start Date through Turnover and Closeout <i>Contract Start Date through Federal Certification of the EDS Module</i>	Entire Scope of Work	100% allocated to the Agency

Current Reads As:

Table Error! No text of specified style in document.-6: Key Personnel – Data Analytics and Reporting Technicians

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Data Analytics and Reporting Technicians				
Key (Named)	2.00 FTE	Contract Start Date through Turnover and Closeout	Entire Scope of Work	The Contractor shall provide two (2) dedicated onsite, full-time Data Analytics and Reporting Technicians to support the Agency Analytical staff in utilizing the capabilities of the reporting tools. This support shall include assistance with the development and maintenance of ad-hoc and/or canned queries. This shall also include expert technical assistance in designing queries and reviewing data tables behind the reporting applications based on site at the Agency’s office in Montgomery, Alabama throughout the life of the Contract.
Minimum Required Responsibilities				
<ul style="list-style-type: none"> • Manage testing activities during DDI and Operations • Manage testing activities for enhancements and maintenance and operations, as needed • Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations • Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks • Produce and maintain associated schedules, plans, and procedures for testing 				

Position Type	Min. FTE	Phases	Scope of Work	Allocation
<ul style="list-style-type: none"> • Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required • Lead training of Agency personnel and Agency-designated contractors in the use of testing tools • Validate that testing activities are carried out according to quality standards • Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements • Provide testing metrics and reports and report on test case completion, defects, and defect resolution • Work with the Agency in support of User Acceptance Testing (UAT) 				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"> • 3 years of experience using visualization and analytics tools such as (Tableau, Power BI, Excel, etc.) • Work experience with MS Excel, MS Access, SQL Server, Teradata, Oracle, or comparable database systems • 2-4 years' work experience in data mining, statistical analysis, auditing, and/or forecasting • An intermediary understanding of SQL or working directly with MS Access joining relational tables together and/ledger of one other scripting/compiled/statistical programming language (e.g. VBA, Python, R, SAS, .NET, C++, Java, etc.) • Ability to understand the end user's perspective and problem to provide the best solution • 3 years of experience using the EDS vendor's solution • Ability to detect and interpret important patterns in the data using business intelligence and analytics tools • Ability to write performant MS SQL / ETL Procedures, Views and Triggers • Strong critical thinking, analytic, interpretive, and problem-solving skills with ability to exercise mature judgement • Strong time management to accomplish large workloads of data collection, synthesis and analysis 			Bachelor's Degree - Software Engineering, Information Systems, or other Technical degree	

Revised As:

Table Error! No text of specified style in document.-7: Key Personnel – Data Analytics and Reporting Technicians

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Data Analytics and Reporting Technicians				

Position Type	Min. FTE	Phases	Scope of Work	Allocation
Key (Named)	2.00	Contract Start Date through Turnover and Closeout	Entire Scope of Work	The Contractor shall provide two (2) dedicated onsite, full-time Data Analytics and Reporting Technicians to support the Agency Analytical staff in utilizing the capabilities of the reporting tools. This support shall include assistance with the development and maintenance of ad-hoc and/or canned queries. This shall also include expert technical assistance in designing queries and reviewing data tables behind the reporting applications based on site at the Agency's office in Montgomery, Alabama throughout the life of the Contract.
Minimum Required Responsibilities				
<ul style="list-style-type: none"> • Manage testing activities during DDI and Operations • Manage testing activities for enhancements and maintenance and operations, as needed • Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations • Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks • Produce and maintain associated schedules, plans, and procedures for testing • Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required • Lead training of Agency personnel and Agency designated contractors in the use of testing tools • Validate that testing activities are carried out according to quality standards • Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements • Provide testing metrics and reports and report on test case completion, defects, and defect resolution • Work with the Agency in support of User Acceptance Testing (UAT) • Provide SME support to the Agency Analytical staff in utilizing the capabilities of the reporting tools • Assist with the development and maintenance of ad-hoc and/or canned queries • Expert technical assistance in designing queries and reviewing data tables behind the reporting applications 				
Minimum Required Experience (MRE)			Minimum Required Qualifications	
<ul style="list-style-type: none"> • 3+ years of experience using visualization and analytics tools such as (Tableau, Power BI, Excel, etc.) • Work experience with MS Excel, MS Access, SQL Server, Teradata, Oracle, or comparable database systems • 2-4 years' work experience in data mining, statistical analysis, auditing, and/or forecasting • An intermediary understanding of SQL or working directly with MS Access joining 			Bachelor's Degree - Software Engineering, Information Systems, or other Technical degree	

Position Type	Min. FTE	Phases	Scope of Work	Allocation
		<ul style="list-style-type: none"> relational tables together and/ledger of one other scripting/compiled/statistical programming language (e.g. VBA, Python, R, SAS, .NET, C++, Java, etc.) Ability to understand the end user's perspective and problem to provide the best solution 3+ years of experience using the EDS vendor's solution Ability to detect and interpret important patterns in the data using business intelligence and analytics tools Ability to write performant MS SQL / ETL Procedures, Views and Triggers Strong critical thinking, analytic, interpretive, and problem-solving skills with ability to exercise mature judgement Strong time management to accomplish large workloads of data collection, synthesis and analysis 		

Section II.I.8. d - Lead Personnel, pp. 135, Changed as follows:

Currently reads as:

Table Error! No text of specified style in document.-8: Lead Personnel

Position	Agency Expectation	Experience and Qualifications
Data Integration and Interface Lead	Manage integrations, responsible for leading sessions between Contractor and SI, design of the interface, DDI of the interface, implementation	Previous experience managing similar engagements, experience implementing HIPAA rules, four (4) years combined
Project Manager(s)	Schedules management; risks, actions, issues and decisions (RAID) items; resource management; status reporting	Project Management Institute (PMI) Project Management Professional (PMP) or equivalent project management experience
Information System Security Officer / Cyber Security Analyst	Responsible for all information in the Agency Governance, Risk, and Compliance (GRC) management platform; responsible for supporting the Information System Security Manager (ISSM) and maintaining compliance with the Medicaid Enterprise Security policy	Previous experience as a security and compliance practitioner, working knowledge of MARS-E, POAM, and ATO packages, two (2) years combined
Security Lead	Responsible for planning and directing system security for the EDS solution and compliance with	<ul style="list-style-type: none"> 5+ years of professional experience in information security compliance

Position	Agency Expectation	Experience and Qualifications
	<p>the Medicaid Enterprise Security policy, including, but not limited to:</p> <ul style="list-style-type: none"> • Serve as the leader in compliance with the Medicaid Enterprise Security policy • Serve as the leader in HIPAA compliance • Serve as leader in all State and Federal Security requirements and compliance (e.g., audits and security testing) • Ensure integration and alignment with Data Governance office, Privacy office, and Security office tools • Implementation and maintenance of the policies and procedures in support of the Medicaid Enterprise Security Policy • Daily program operations and program development • Monitoring program compliance • Risk Mitigation, development, and activities related to the Plan of Action and Milestone (POAM) to close vulnerabilities 	<ul style="list-style-type: none"> • 2+ years of direct experience in HIPAA compliance • Knowledge and demonstrated experience with NIST, Federal Information Security policies/requirements, HIPAA, and other related State and Federal information privacy laws, security laws, and breach notification laws
Operations Manager	Ongoing Operations Management	Previous experience managing operations of similar engagements, seven (7) years combined
Training and Documentation Manager	Responsible for managing and implementing solution training; responsible for managing all project required documentation and knowledge materials	Previous experience managing training and documentation of similar engagements, 2 years combined
Product Owner(s)	Responsible for day-to-day product configuration, maintenance, delivery for products; responsible for implementation of products and ongoing operations management of products	Previous experience managing product delivery for similar engagements, two (2) years combined
Data Specialist	Integrate Data Governance Rules into EDS; work with DGO to continuously improve data governance processes for the Agency	Previous experience as a data specialist practitioner, working knowledge of data modeling, experience implementing HIPAA rules, two (2) years combined
Organizational	Responsible to support	Previous experience as OCM

Position	Agency Expectation	Experience and Qualifications
Change Specialist / Lead	organizational transition from a current state to a future state to achieve expected benefits; includes the process, tools, and techniques to manage the “people side” of change, to achieve business results	practitioner, working knowledge of processes, tools, and techniques supporting change
Quality Specialist / Lead	Responsible to support adherence to and completion of all Quality Control (QC) processes and guidelines as defined and approved by the Agency; perform QC on all required deliverables and artifacts; attend meetings with MES QC Manager to review MES program QC process	Previous experience as technical writer and/or QC manager/lead/specialist; working knowledge of QC / Quality Assurance (QA) processes, tools, and techniques supporting change

Revised as:

Table Error! No text of specified style in document.-48: Lead Personnel

Position	Agency Expectation	Experience and Qualifications
Data Integration and Interface Lead	Manage integrations, responsible for leading sessions between Contractor and SI, design of the interface, DDI of the interface, implementation	Previous experience managing similar engagements, experience implementing HIPAA rules, four (4) years combined
Project Manager(s)	Schedules management; risks, actions, issues and decisions (RAID) items; resource management; status reporting	Project Management Institute (PMI) Project Management Professional (PMP) or equivalent project management experience
Information System Security Officer / Cyber Security Analyst	Responsible for all information in the Agency Governance, Risk, and Compliance (GRC) management platform; responsible for supporting the Information System Security Manager (ISSM) and maintaining compliance with the Medicaid Enterprise Security policy	Previous experience as a security and compliance practitioner, working knowledge of MARS-E, POAM, and ATO packages, two (2) years combined
Security Lead	Responsible for planning and directing system security for the EDS solution and compliance with the Medicaid Enterprise Security policy, including, but not limited to: <ul style="list-style-type: none"> • Serve as the leader in compliance with the Medicaid Enterprise Security policy • Serve as the leader in HIPAA compliance 	<ul style="list-style-type: none"> • 5+ years of professional experience in information security compliance • 2+ years of direct experience in HIPAA compliance • Knowledge and demonstrated experience with NIST, Federal Information Security policies/requirements, HIPAA, and other related

Position	Agency Expectation	Experience and Qualifications
	<ul style="list-style-type: none"> • Serve as leader in all State and Federal Security requirements and compliance (e.g., audits and security testing) • Ensure integration and alignment with Data Governance office, Privacy office, and Security office tools • Implementation and maintenance of the policies and procedures in support of the Medicaid Enterprise Security Policy • Daily program operations and program development • Monitoring program compliance • Risk Mitigation, development, and activities related to the Plan of Action and Milestone (POAM) to close vulnerabilities 	State and Federal information privacy laws, security laws, and breach notification laws
Operations Manager	Ongoing Operations Management	Previous experience managing operations of similar engagements, seven (7) years combined
Training and Documentation Manager	Responsible for managing and implementing solution training; responsible for managing all project required documentation and knowledge materials	Previous experience managing training and documentation of similar engagements, 2 years combined
Product Owner(s)	Responsible for day-to-day product configuration, maintenance, delivery for products; responsible for implementation of products and ongoing operations management of products	Previous experience managing product delivery for similar engagements, two (2) years combined
Data Specialist	Integrate Data Governance Rules into EDS; work with DGO to continuously improve data governance processes for the Agency	Previous experience as a data specialist practitioner, working knowledge of data modeling, experience implementing HIPAA rules, two (2) years combined
Organizational Change Specialist / Lead	Responsible to support organizational transition from a current state to a future state to achieve expected benefits; includes the process, tools, and techniques to manage the “people side” of change, to achieve business results	Previous experience as OCM practitioner, working knowledge of processes, tools, and techniques supporting change

Position	Agency Expectation	Experience and Qualifications
Quality Specialist / Lead	Responsible to support adherence to and completion of all Quality Control (QC) processes and guidelines as defined and approved by the Agency; perform QC on all required deliverables and artifacts; attend meetings with MES QC Manager to review MES program QC process	Previous experience as technical writer and/or QC manager/lead/specialist; working knowledge of QC / Quality Assurance (QA) processes, tools, and techniques supporting change

16. Section N: Proposal Format, item f - Scope of Work and Narrative Response, Changed as follows:

Currently reads as:

Vendor Instructions:

This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP; with the exception of responses pertaining to Section II.I. – Scope of Work – Enterprise and General Services, Sub-Section 8 – General Staffing, which will be included in Tab 8. Please see the Procurement Library item PL19_ EDS Response to Narrative Questions Template for an example on how to structure the response. In this tab the Vendor will provide a response aligned to the following format:

- Tab 6 CANNOT exceed 150 pages, single-sided, in length
- Vendors MUST provide a Narrative Response to all Section II – Scope of Work content/text
- Vendors answers to Narrative Questions MUST follow sub-sectional Narrative Responses
- Duplicative/Repetitive answers can be cross referenced for brevity
- Identify and/or label any specific references to applicable requirements in-line with the text (e.g., “REQ – XXXX”)
- Unless specified otherwise Vendors are required to contain their response to the ENTIRE Section II – Scope of Work within Tab 6

Revised as:

Vendor Instructions:

This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP; with the exception of responses pertaining to Section II.I. – Scope of Work – Enterprise and General Services, Sub-Section 8 – General Staffing, which will be included in Tab 8. Please see the Procurement Library item PL19_ EDS Response to Narrative Questions Template for an example on how to structure the response. In this tab the Vendor will provide a response aligned to the following format:

- Tab 6 CANNOT exceed 150 pages, single-sided, in length
- Vendors MUST provide a Narrative Response to all Section II – Scope of Work ~~content/text~~ *Narrative Questions*
- Vendors answers to Narrative Questions MUST follow sub-sectional Narrative Responses
- Duplicative/Repetitive answers can be cross referenced for brevity
- Unless specified otherwise Vendors are required to contain their response to the ENTIRE Section II – Scope of Work within Tab 6

17. Section II.I.7.b: Enterprise and General Services – Turnover Management Plan - Changed as follows:

Currently Reads as:

The updated Turnover Management Plan shall facilitate and accomplish a seamless transition from the incumbent to an incoming contractor, AMMP PMO, Agency personnel, and any additional parties identified by the Agency at the expiration of the

Revised as:

The updated Turnover Management Plan shall facilitate and accomplish a seamless transition from the incumbent to an incoming contractor, AMMP PMO, Agency personnel, and any additional parties identified by the Agency at the expiration *of the contract*.

18. Section VI, Sub-Section N: Proposal Format, item h – Tab 8 – Corporate Background, Experience, and Personnel Changed as follows:

Items 8 and 9 have been added in their entirety:

8. *General Staffing*

Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in Table II-39: General Staffing Requirements and related requirements located in Appendix E: Requirements Response Matrix, as well as responses to relevant Proposal Narrative Questions.

9. *Lead Personnel*

Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in Table II-48: Lead Personnel and all related requirements located in Appendix E: Requirements Response Matrix, as well as responses to relevant Proposal Narrative Questions.

19. Section II.B.4.b: Scope of Work – EDS Representation on AMMP Governance, Change Control Board- Changed as follows:

Currently Reads as:

The Change Control Board, chaired by the MES Director, provides the MES and DGO Divisions a standardized approach for identifying, documenting, analyzing, approving/rejecting, and effectively communicating, all substantial decisions and changes. The CCB also serves as management authority, providing senior management leadership for the successful and timely completion of applicable projects supporting the overall program and needs of the Agency. The MES CCB reports to Executive Oversight Committee (EOC), while the MES Project Management Office (PMO), Enterprise Architecture Board (EAB), the Business Requirement Board (BRB), and the Data Governance Committee (DGCM) report to MES CCB.

Revised as:

The Change Control Board, chaired by the MES Director, provides the MES and DGO Divisions a standardized approach for identifying, documenting, analyzing, approving/rejecting, and effectively communicating, all substantial decisions and changes. The CCB also serves as management authority, providing senior management leadership for the successful and timely completion of applicable projects supporting the overall program and needs of the Agency. The MES CCB reports to Executive Oversight

Committee (EOC), while the MES Project Management Office (PMO), Enterprise Architecture Board (EAB), the Business ~~Requirement~~ Review Board (BRB), and the Data Governance Committee (DGCM) report to MES CCB.

20. Section II: Scope of Work, Sub-Section I.7– Enterprise & General Services – Training Management, Table II-52: Training Requirements Changes as follows:

Currently Reads as:

4688	The Contractor shall provide training metrics and results captured from post-training surveys/evaluations that can be integrated with PMO tools and processes to support OCM reporting to the Agency.
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Revised as:

4688	<p>The Contractor shall provide training metrics and results captured from post training surveys/evaluations that can be integrated with PMO tools and processes to support OCM reporting to the Agency.</p> <p><i>The Contractor shall collaborate with the Agency and PMO OCM team to provide training metrics and results captured from post-training surveys/evaluations that can be integrated with PMO tools and processes to support OCM reporting to the Agency.</i></p>
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Currently Reads as:

4689	The Contractor shall make training and knowledge resources accessible for all users, where possible, in a location approved by the Agency.
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Revised as:

4689	<p>The Contractor shall make training and knowledge resources accessible for all users, where possible, in a location approved by the Agency.</p> <p><i>The Contractor shall create and maintain training materials for each type of user (e.g., Agency and External Users). The Contractor shall attach, link, and/or include all relevant training materials to each training, course summary, and/or course registration within the learning solution. The Contractor shall follow the agreed upon style guides and development requirements set by the Agency. The Contractor shall submit training materials to the Agency for approval and shall be uploaded to the chosen learning solution upon Agency approval within the agreed upon timeframe</i></p>
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Currently Reads as:

4695	The Contractor shall develop onboarding and training processes for new staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan.
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Revised as:

4695	The Contractor shall develop onboarding and training processes for new <i>contractor</i> staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan.
------	--

Currently Reads as:

4696	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks post solution implementation.
------	--

Revised as:

4696	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks post solution implementation <i>after system go-live</i> .
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Currently Reads as:

4698	The Contractor shall develop training exercises that mirror the production environment and incorporate all interfaces and data exchanges as required by system functionality.
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Revised as:

4698	The Contractor shall develop training exercises <i>in a training environment</i> that mirrors production environment and incorporate all interfaces and data exchanges as required by system functionality.
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Currently Reads as:

4705	The Contractor shall make recommended updates and changes to training, content, and delivery methods, based upon Agency review and approval; all changes made are to be completed prior to the next scheduled delivery.
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Revised as:

4705	<p>The Contractor shall make recommended updates and changes to training, content, and delivery methods, based upon Agency review and approval; all changes made are to be completed prior to the next scheduled delivery</p> <p><i>The Contractor shall evaluate training and training materials based on learners' feedback and repeated errors in the module on a quarterly basis. The Contractor shall implement any additional documentation in the appropriate training or training material to address learners' feedback and/or repeated errors based upon Agency review and approval. The Contractor shall provide the Agency (on a quarterly basis):</i></p> <ol style="list-style-type: none"> <i>1. Validation that trainings and training materials provide the correct information for learners (e.g., the training is not creating unnecessary errors)</i> <i>2. Proof of incorporating learners' feedback into the appropriate training</i>
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Currently Reads as:

4711	The Contractor shall provide a solution that integrates data from previously conducted training, training metrics, and results captured from post-training surveys/evaluations within a timeframe agreed upon by the Agency.
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Revised as:

4711	The Contractor shall provide a solution <i>The Contractor shall incorporate lessons learned from previous training by providing a solution</i> that integrates data from previously conducted training, training metrics, and results captured from post-training surveys/evaluations within a timeframe agreed upon by the Agency.
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Currently Reads as:

4718	The Contractor shall provide a SME fully qualified on the Agency platform and related reporting tools. This individual will be utilized for staff development, training the trainer, and knowledge material development updates and audits for the term of the Contract. In addition, this individual will participate in the Agency’s staff development activities and any operations and maintenance efforts.
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Revised as:

4718	The Contractor shall provide an instructor that is a SME fully qualified on the Agency platform and related reporting tools. <i>The instructor must have at least three years of experience conducting corporate trainings for 20+ individuals in a live setting (both in-person and virtual).</i> This individual will be utilized for staff development, training the trainer for the <i>term of the contract</i> . In addition, this individual will participate in the Agency’s staff development activities and any operations and maintenance efforts.
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Revised as: Req 6016 has been added in its’ entirety:

6016	<i>As the Agency works to implement an Enterprise Learning Solution, the Contractor will be responsible and accountable for working collaboratively with the Agency to ensure tools, training assets and knowledge transfer processes managed by the contractor are modified to be compatible with the new Enterprise Learning Solution.</i>
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Revised as: Req 6017 has been added in its’ entirety:

6017	<i>The Contractor shall provide one designated Instructional Designer. The Instructional Designer must have at least three years of experience creating corporate trainings (both instructor-led and learner-led). This individual will be utilized for knowledge material development updates and audits for the term of the Contract.</i>
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21. Section II: Scope of Work, Sub-Section I.13– Enterprise & General Services – Training Management, Table II-52: Training Requirements Changed as follows:

Currently Reads as:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-51: Training Requirements all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Revised As:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in ~~Table II-51~~ *Table II-55*: Training Requirements all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

22. Section II: Scope of Work, Sub-Section I.4– Enterprise & General Services – Security and Compliance, Table II-54: Training Requirements Changed as follows:

Currently Reads as:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-53: Training Requirements all related requirements located in [Appendix E Requirements Response Matrix](#), as well as respond to relevant Proposal Narrative Questions.

Revised As:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in ~~Table II-53~~ *Table II-57: Security and Compliance Requirements* and all related requirements located in [Appendix E Requirements Response Matrix](#) *and the Medicaid Enterprise Security Policy located RFP Section VI.C.2 Access Controlled SharePoint*, as well as respond to relevant Proposal Narrative Questions.

23. Section II: Scope of Work, Sub-Section II.D: EDS Architecture, Subsection 1 -Technical Architecture and Environments. d – Security and Access Changed as follows:

Revised As: The following paragraph has been added in its' entirety:

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:

- 1. Advance Power Users – the Agency estimates 50 users*
- 2. Business Users/Analysts – the Agency estimates 150 users*
- 3. Report Viewers – the Agency estimates 300 users*
- 4. Executive Users – the Agency estimates 75 users*
- 5. Data Analysts – the Agency estimates 5 users*

24. Section II: Scope of Work, Sub-Section II.I.14 Enterprise and General Services, Security and Compliance Requirements, Changed as follows:

Currently reads as:

4647	The Contractor shall maintain a comprehensive Information Security and Privacy Continuous Monitoring (ISCM) program (in line with the Continuous Monitoring requirements specified in the Medicaid Enterprise Security Policy and based on the continuous monitoring process described in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-37, Information Security Continuous Monitoring for Federal Information Systems and Organization) to demonstrate its effectiveness of the security and privacy controls implementation and meet the CMS and State’s quarterly risks reporting requirements.
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Revised as:

4647	The Contractor shall maintain a comprehensive Information Security and Privacy Continuous Monitoring (ISCM) program (in line with the Continuous Monitoring requirements specified in the Medicaid Enterprise Security Policy and based on the continuous monitoring process described in National Institute of Standards and Technology (NIST) Special Publication (SP) <i>800-137</i> , Information Security Continuous Monitoring for Federal Information Systems and Organization) to demonstrate its effectiveness of the security and privacy controls implementation and meet the CMS and State’s quarterly risks reporting requirements.
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25. Updates to the Procurement Library, Changes as follows:

PL

- *PL20_FY2021 MMIS Stats has been revised and replaced*
- *PL25_AMA Enterprise Software List has been revised and replaced.*
- *PL26_AMA Data Lake Totals has been added*
- *PL27_Incident and Service Desk Data for Medicaid Ops has been added*
- *PL28_March 2023 Call Volume Historical Data has been added*

26. Section VI: Submission Requirements, Changed as follows:

Currently reads as:

This RFP is issued under the authority of Section 41-16-72 of the Alabama Code and 45 CFR part 75. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria. No other evaluation criteria, other than as outlined in the RFP, will be used.

In accordance with 45 CFR part 75, the State encourages free and open competition among Vendors. Whenever possible, the State will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the State’s need to procure technically sound, cost-effective services and supplies.

Information contained in the RFP and its exhibits, including amendments and modifications thereto, reflect the most accurate information available to the Agency at the time of RFP preparation. No inaccuracies in such data will constitute a basis for an increase in payments to the Contractor, nor a basis for delay in performance.

Revised as:

This RFP is issued under the authority of ~~Section 41-16-72~~ *Section 41-4-110 et. seq* of the Alabama Code and 45 CFR part 75. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria. No other evaluation criteria, other than as outlined in the RFP, will be used.

In accordance with 45 CFR part 75, the State encourages free and open competition among Vendors. Whenever possible, the State will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the State's need to procure technically sound, cost-effective services and supplies.

Information contained in the RFP and its exhibits, including amendments and modifications thereto, reflect the most accurate information available to the Agency at the time of RFP preparation. No inaccuracies in such data will constitute a basis for an increase in payments to the Contractor, nor a basis for delay in performance.

27. Section II.D:4 EDS Architecture SLAs and KPIs & Appendix I: Service Level Agreements – Disaster Recovery - Changed as follows:

Currently reads as:

The Contractor shall meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements listed below in the case of disaster recovery. The Contractor shall test and document the disaster recovery process at least bi-annually (twice a year) to ensure compliance with the RTO and RPO.

Revised as:

The Contractor shall meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements listed below in the case of disaster recovery. The Contractor shall test and document the disaster recovery process at least ~~bi~~-annually (~~twice~~ *once* a year) to ensure compliance with the RTO and RPO.

I hereby acknowledge the receipt of Amendment 1 to *RFP 2023-EDS-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization

Amendment 2 to RFP 2023-EDS-01

June 15, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2023-EDS-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. Section VIII.C: General Terms and Conditions – Term of Contract

Currently Reads As:

The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than two (2) years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for two (2) years, with three (3) two-year options for extension. Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period. At the end of the contract period Alabama Medicaid may at its discretion, exercise the extension option and allow the period of performance to be extended at the rate indicated on the RFP Cover Sheet. The Contractor will provide pricing for each year of the contract, including any extensions.

Contractor acknowledges and understands that this contract is not effective until it has received all requisite state government approvals, and Contractor shall not begin performing work under this contract until notified to do so by Medicaid. Contractor is entitled to no compensation for work performed prior to the effective date of this contract.

Revised As:

The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than ~~two (2)~~ *four (4)* years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for ~~two (2)~~ *four (4)* years, with ~~three (3)~~ *two (2)* two-year options for extension. ~~Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period.~~ At the end of the contract period Alabama Medicaid may at its discretion, exercise the extension option and allow the period of performance to be extended at the rate indicated on the RFP Cover Sheet. The Contractor will provide pricing for each year of the contract, including any extensions.

Contractor acknowledges and understands that this contract is not effective until it has received all requisite state government approvals, and Contractor shall not begin performing work under this contract until notified to do so by Medicaid. Contractor is entitled to no compensation for work performed prior to the effective date of this contract.

I hereby acknowledge the receipt of Amendment 2 to *RFP 2023-EDS-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization

Amendment 3 to RFP 2023-EDS-01

July 13, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2023-EDS-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. Appendix C. Pricing (Schedule) – Replaced as follows:

Original Posted File (Name):

The original posted file ~~EDS Appendix_C_Pricing_A-1REV1.xls~~ has been removed in its entirety.

Replaced File (Name):

File ~~EDS Appendix_C_Pricing_A-3REV2.xls~~ has been posted and replaced.

2. Section II: Scope of Work, Sub-Section I.7– Enterprise & General Services – Training Management, Table II-52: Training Requirements Changes as follows:

Currently Reads as:

6016	As the Agency works to implement an Enterprise Learning Solution, the Contractor will be responsible and accountable for working collaboratively with the Agency to ensure tools, training assets and knowledge transfer processes managed by the contractor are modified to be compatible with the new Enterprise Learning Solution.
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Revised as:

6016	As the Agency works to implement an Enterprise Learning Solution, The Contractor will shall be responsible and accountable for working collaboratively with the Agency to ensure tools, training assets and knowledge transfer processes managed by the contractor are modified to be compatible with the new Enterprise Learning Solution.
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3. Section II: Scope of Work, Sub-Section G.4 – Data Analytics & Reporting (DAR)/MARS Requirements, Changed as follows:

Currently Reads as:

4154	The Contractor shall reconcile each dashboard defined by the Agency in the Dashboard Library Document to the equivalent dashboard in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard in the event that an equivalent dashboard is not available or as requested by the Agency.
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Revised as:

4154	The Contractor shall reconcile each dashboard report defined by the Agency in the Dashboard Business Analytics, Quality Analytics, and Application Development Library Document to the equivalent dashboard report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard report in the event that an equivalent dashboard report is not available or as requested by the Agency.
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4. Section II: Scope of Work, Sub-Section G.5 – Data Analytics & Reporting (DAR)/MARS Deliverables, Changed as follows:

Currently Reads as:

EDS_02d	4154	Dashboard Library Reconciliation Report	The Contractor shall reconcile each dashboard defined by the Agency in the Dashboard Library Document to the equivalent dashboard in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard in the event that an equivalent dashboard is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report
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Revised as:

EDS_02d	4154	Dashboard Library Reconciliation Report	The Contractor shall reconcile each dashboard report defined by the Agency in the Dashboard <i>Business Analytics, Quality Analytics, and Application Development</i> Library Document to the equivalent dashboard report in the DAR solution. The outcome of the reconciliation shall be included in the Agency-approved report catalog. The Contractor shall replicate the existing dashboard report in the event that an equivalent dashboard report is not available or as requested by the Agency.	Three (3) months prior to the start of the implementation period	No update needed/One Time Report
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5. Section V. Corporate Background and References – Vendor Participation Restrictions – Changes as follows:

Currently Reads As:

2. Any Contractor, including any and all subcontractors, who has a current contractual engagement with the Agency for PMO Services, Testing Services, or SI Services is precluded from being

awarded any module contract solution (e.g. CPMS, PM, MEVV), either as the prime contractor or a subcontractor.

Revised As:

- 2. Any Contractor, including any and all subcontractors, who has a current contractual engagement with the Agency for PMO Services, Testing Services, or SI Services is precluded from being awarded any module contract solution (e.g., CPMS, PM, MEVV, and CARES), either as the prime contractor or a subcontractor.

6. Section VI.N.1d – Submission Requirements, Proposal Structure – Tab 4 - Transmittal Letter, Changed as follows:

Revised As – Tab 4, Transmittal Letter Numbers 17 & 18 have been added in their entirety:

- 17. Vendors must include a signed E-Verify Memorandum of Understanding.*
- 18. Vendors must include all necessary business licenses, registrations, and professional certifications to be able to do business in Alabama.*

7. Section II. Scope of Work, Sub-Section D. EDS Architecture, Table II-6 – Security and Access Requirements, Changed as follows:

Currently Reads As:

4017	The Contractor shall provide a solution that is fully compliant with The Health Information Technology for Economic and Clinical Health Act (HITECH), as amended and/or reauthorized.
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Revised As:

4017	The Contractor shall provide a solution that is fully compliant with <i>The 21 Century Cures Act as applicable and the</i> Health Information Technology for Economic and Clinical Health Act (HITECH), as amended and/or reauthorized.
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8. Section II. Scope of Work, Sub-Section F. Data Integration and Management Services Narrative Questions, Changed as follows:

Currently Reads As:

Q-32 Describe your approach to acquiring and maintaining all necessary data licensing agreements to implement and operate a federally certified and compliant solution.

Revised As – Question 32 from Amendment 1 has been relabeled as follows:

~~Q-32~~ **53** Describe your approach to acquiring and maintaining all necessary data licensing agreements to implement and operate a federally certified and compliant solution.

9. Section II. Scope of Work, Sub-Section I.6 - Enterprise and General Services – Certification Management, Certification Outcomes, Changed as follows:

Currently Reads As:

DSS/DW1	42 CFR § 431.428	The solution includes analytical and reporting capabilities to support key policy decision making	Verify and validate the CMS annual report provisions from 431.428 (1) through 431.428 (11) are met annually.
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Revised As:

DSS/DW1	42 CFR § 431.428	The solution includes analytical and reporting capabilities to support key policy decision making <i>The system supports various business processes' reporting requirements</i>	Verify and validate the CMS annual report provisions from 431.428 (1) through 431.428 (11) are met annually.
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10. Section II. Scope of Work, Sub-Section I.6 - Enterprise and General Services – Certification Management, Certification Deliverables, Changed as follows:

Currently Reads As:

CRT_01	4554, 4555, 4558, 4561, 4562, 4563, 5284	Operational Readiness Review (ORR) Evidence Documentation and Support	The Contractor shall 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 SUR/MAR/DSS. culminating in Operational Readiness approval from CMS.	Six (6) months prior to the start of implementation	One time submission
CRT_02	4554, 4555, 4558, 4561,	Certification Review (CR) - SUR, MAR, DSS Evidence	The Contractor shall develop and provide necessary evidence and metrics needed	Six (6) months prior to the start of implementation	One time submission

	4562, 4563, 5284	documentation and support	to prepare for the Certification 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 CR for SUR/MAR/DSS culminating in Certification approval from CMS.		
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Revised As:

CRT_01	4554, 4555, 4558, 4561, 4562, 4563, 5284	Operational Readiness Review (ORR) Evidence Documentation and Support	The Contractor shall 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 SUR/MAR/DSS. culminating in Operational Readiness approval from CMS.	Six (6) <i>Three (3)</i> months prior to the start of implementation	One time submission
CRT_02	4554, 4555, 4558,	Certification Review (CR) - SUR, MAR,	The Contractor shall develop and provide necessary evidence	Six (6) <i>Three (3)</i> months prior to the	One time submission

	4561, 4562, 4563, 5284	DSS Evidence documentation and support	and metrics needed to prepare for the Certification 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 CR for SUR/MAR/DSS culminating in Certification approval from CMS.	start implementation of <i>certification</i>	
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11. Section II. Scope of Work, Sub-Section I.6 - Enterprise and General Services – Certification Management, Certification Requirements, Changed as follows:

Revised As: Requirement 6465 has been added in its' entirety:

6465	<i>The Contractor shall complete and submit the Alabama Operational Report Workbook for the module solution to the Agency, for submission to CMS, for the term of the contract.</i>
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Revised As: Requirement 6467 has been added in its' entirety:

6467	<i>The Contractor shall be responsible for developing all ongoing CMS operational reporting and any additional certification support requested by CMS or the Agency for the term of the contract.</i>
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12. Section II. Scope of Work, Sub-Section C.7 – Contract Startup – Deliverable Management, Changed as follows:

Currently Reads As:

The Vendor's proposal response must define a clear scope and requirements specific to a deliverable, including the acceptance criteria for the final deliverables. The Vendor's proposal response must include the following:

- Objective/purpose
- Required scope/definition of the deliverable

- Roles and responsibilities
- Timeframe expectations
- Delivery dependencies
- Quality Management requirement
- Acceptance criteria
- Formatting or other special delivery needs
- Sample Table of Contents

Revised As:

The Vendor’s proposal response must describe a clear, ~~scope and requirements specific to a deliverable,~~ *comprehensive, approach to deliverable management*, including the acceptance criteria for the final deliverables. The Vendor’s ~~proposal response~~ *proposed approach* must include the following:

- Objective/purpose
- Required scope/definition of the deliverable
- Roles and responsibilities
- Timeframe expectations
- Delivery dependencies
- Quality Management requirement
- Acceptance criteria
- Formatting or other special delivery needs
- Sample Table of Contents

13. Section II. Scope of Work, Sub-Section C.8 – Contract Startup – Narrative Questions, Changed as follows:

Revised As: Question 54 has been added in its’ entirety:

Q-54 Describe your approach to Deliverable Management.

14. Section VI.S – Submission Requirements, Submission of Proposals, Changed as follows:

Currently Reads As:

S. Submission of Proposals

Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to RFP Number: 2022-EDS-01. Proposals must be sent to the attention of the Project Director and received at the Agency as specified in the Schedule of Events. It is the responsibility of the Vendor to ensure receipt of the Proposal by the deadline specified in the Schedule of Events.

Revised As:

S. Submission of Proposals

Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to RFP Number: 202~~2~~3-EDS-01. Proposals must be sent to the attention of the Project Director and received at the Agency as specified in the Schedule of Events. It is the

responsibility of the Vendor to ensure receipt of the Proposal by the deadline specified in the Schedule of Events

15. Procurement Library Updates – Changes as follows:

~~PL20_FY2021 MMIS Stats has been removed~~
PL20_FY2022 MMIS Stats has been posted
PL09_MES Technical Reference Architecture has been posted
PL10_AMMP Roadmap has been posted
PL29_Master Project Schedule Template has been posted

16. Appendix E. Requirements Response Matrix – Replaced as follows:

Original Posted File (Name):

The original posted file *Appendix_E_AMMP_EDS_Services_Requirements_Response_Matrix (RRM).xls* has been removed in its entirety.

Replaced File (Name):

File *Appendix_E_AMMP_EDS_Services_RFP_Requirements_Response_Matrix_A-3REV2.xls* has been posted and replaced.

17. Section II.D.5 Scope of Work, EDS Architecture – Narrative Questions, and Section II.I.16 – Scope of Work, Enterprise and General Services - Narrative Questions, changed as follows:

Question 15 has been removed from Section II.D.5 – Enterprise Architecture – Narrative Questions in its' entirety:

~~Q-15 Describe your experience with adherence to NIST and other State and Federal security requirements~~

Question 15 has been added to Section II.I.16 Scope of Work, Enterprise and General Services – Narrative Questions:

Q-15 Describe your experience with adherence to NIST and other State and Federal security requirements.

18. Section VIII. General Terms and Conditions, Subsection NN – Software and Ownership changed as follows:

Currently reads as:

NN. Software and Ownership

In accordance with Federal regulations, if the AMA is using CMS enhanced funding for COTS configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation for royalty-free, non-

exclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product.

The Contractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Products discovered, created, or developed under this contract shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter be and remain the sole property of the State and its assignees, except as specifically set forth in writing and signed by both AMA and Contractor. The Contractor agrees that the State shall have all rights with respect to any Work Product discovered, created, or developed under this contract without regard to the origin of the Work Product.

Additionally, in all instances, the State of Alabama owns any software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Upon payment as stated above, CMS has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and authorize others to use for Federal government purposes, software, modifications to software, and documentation that is designed developed, installed, or enhanced with 90% FFP.

The Contractor shall obtain for Medicaid any necessary licenses for all commercial software not owned by the Contractor that is necessary for the performance of the duties and obligations expressed in this agreement. HHS reserves a royalty free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use, and authorize others to do so, such software, modifications, and documentation.

Revised as:

NN. Software and Ownership

In accordance with Federal regulations, if the AMA is using CMS enhanced funding for COTS configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation for royalty-free, non-exclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product.

The Contractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Products discovered, created, or developed under this contract shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter be and remain the sole property of the State and its assignees, except as specifically set forth in writing and signed by both AMA and Contractor. The Contractor agrees that the State shall have all rights with respect to any Work Product discovered, created, or developed under this contract without regard to the origin of the Work Product. *Work product is defined as any output of a project created by the vendor due, in whole or in part, to its contractual relationship with the AMA. This includes, but is not limited to, tangible items such as deliverables required under the RFP and intangible items such as presentations, applications, databases, data, intellectual property, or any other items, whether tangible or not, which is created by the contractor during the contracting period to carry out the contract.*

Additionally, in all instances, the State of Alabama owns any software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Upon payment as stated above, CMS has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and authorize

others to use for Federal government purposes, software, modifications to software, and documentation that is designed developed, installed, or enhanced with 90% FFP.

The Contractor shall obtain for Medicaid any necessary licenses for all commercial software not owned by the Contractor that is necessary for the performance of the duties and obligations expressed in this agreement. HHS reserves a royalty free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use, and authorize others to do so, such software, modifications, and documentation.

I hereby acknowledge the receipt of Amendment 1 to *RFP 2023-EDS-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization

State of Alabama
Alabama Medicaid Agency
AMMP - Enterprise Data Services
Cost Proposal Schedule A
Total Evaluated Price

Corporation or Other Legal Entity
Name:



			TOTAL EVALUATED PRICE
			\$ -
Contract Year	Contract Yearly Total		Bid Price
	Total Firm and Fixed Price		\$ -
1	Contract Total Contract Year 1		\$ -
2	Contract Total Contract Year 2		\$ -
3	Contract Total Contract Year 3		\$ -
4	Contract Total Contract Year 4		\$ -
5	Contract Total Contract Year 5		\$ -
6	Contract Total Contract Year 6		\$ -
7	Contract Total Contract Year 7		\$ -
8	Contract Total Contract Year 8		\$ -
	Total Contract - Schedule B - Deliverables		\$ -
1	Total Deliverables - Year 1		\$ -
2	Total Deliverables - Year 2		\$ -
3	Total Deliverables - Year 3		\$ -
	EDS_PKG_01	EDS Project Initiation Package Total	\$ -
1	AMA_01	AMA Attestation and Agreement document	\$ -
1	PRJ_03	Kick-offs	\$ -
1	PMP_02	Contract Discovery	\$ -
1	PMP_03	Project Management Plan - Contract Base - Year 1	\$ -
1	PMP_04	Project Initiation and Approach Plan	\$ -
1	PMP_05	Quality Management Plan (QMP)	\$ -
1	PMP_07	Communication Management Plan	\$ -
1	PMP_08	Change Management Plan	\$ -
1	PMP_12	Stakeholder Management Plan	\$ -
1	PMP_13	Resource Management Plan	\$ -
1	PMP_15	Contract Monitoring Plan	\$ -
1	MEA_01	Concept of Operations	\$ -
	EDS Project Initiation Package Updates		\$ -
1	EDS_PKG_01	EDS Project Initiation Package Update - Contract Year 1	\$ -
2	EDS_PKG_01	EDS Project Initiation Package Update - Contract Year 2	\$ -
2	EDS_PKG_01	EDS Project Initiation Package Update - Contract Year 2	\$ -
3	EDS_PKG_01	EDS Project Initiation Package Update - Contract Year 3	\$ -
3	EDS_PKG_01	EDS Project Initiation Package Update - Contract Year 3	\$ -
	EDS_PKG_02	EDS Training Package Total	\$ -
1	PMP_14	Training and Knowledge Plan	\$ -
1	PMP_14a	Training Materials Update	\$ -
1	PMP_14b	Training Curriculum	\$ -

	EDS_PKG_03	EDS Security Package Total	\$	-
1	SEC_01	System Security Plan (SSP)	\$	-
1	SEC_02	Authorization Package	\$	-
1	SEC_03	Authorization Package / Security Audits	\$	-
1	Authority to Operate Security Approval		\$	-
	EDS Security Package Updates		\$	-
2	EDS_PKG_03	EDS Security Package Update - Contract Year 2	\$	-
3	EDS_PKG_03	EDS Security Package Update - Contract Year 3	\$	-
	EDS_PKG_04	EDS DDI Package Total	\$	-
1	REQ_01	Requirements Validation Plan	\$	-
1	REQ_02	GAP Analysis Document	\$	-
1	REQ_03	Detailed Product Design	\$	-
1	DDI_05	Continuity of Operations (COOP)	\$	-
1	DDI_06	Disaster Recovery Plan (DRP)	\$	-
1	CLS_01	Turnover Management Plan	\$	-
1	EDS_09	T-MSIS Process Definition	\$	-
1	EDS_15	Data Transfer and Conversion Plan	\$	-
1	DDI_01	DTAP	\$	-
	EDS DDI Package Updates		\$	-
1	EDS_PKG_04	EDS DDI Package Update - Contract Year 1	\$	-
2	EDS_PKG_04	EDS DDI Package Update - Contract Year 2	\$	-
2	EDS_PKG_04	EDS DDI Package Update - Contract Year 2	\$	-
3	EDS_PKG_04	EDS DDI Package Update - Contract Year 3	\$	-
3	EDS_PKG_04	EDS DDI Package Update - Contract Year 3	\$	-
	EDS_PKG_05	EDS Testing Package Total	\$	-
1	TST_01	Test Evaluation and Management Plan (TEMP)	\$	-
1	TST_02	Detailed Test Plan	\$	-
1	TST_03	Testing Phase Acceptance	\$	-
	EDS Testing Package Updates		\$	-
2	EDS_PKG_05	EDS Testing Package Update - Contract Year 2	\$	-
3	EDS_PKG_05	EDS Testing Package Update - Contract Year 3	\$	-
	EDS_PKG_06	EDS Implementation Package Total	\$	-
2	IMP_01	EDS Implementation Management Plan	\$	-
2	IMP_03	Deployment Plan	\$	-
2	EDS_01	Environmental Monitoring Plan (EMP)	\$	-
2	EDS_01a	Environmental Monitoring Dashboard	\$	-
2	EDS-02a	DSS Report Library Reconciliation Report	\$	-
2	EDS_02b	MAR Report Library Reconciliation Report	\$	-
2	EDS_02c	SUR Report Library Reconciliation Report	\$	-
2	EDS_02d	Dashboard Library Reconciliation Report	\$	-
2	EDS_10b	Systems User Manuals	\$	-
2	EDS_03	Report Catalog	\$	-
2	DDI_05a	Continuity of Operations (COOP) Update	\$	-
3	EDS Training Complete		\$	-
3	Testing Complete		\$	-
3	Alabama Medicaid Acceptance of Solution - System Go-live		\$	-

	EDS_PKG_07	EDS Certification Package Total	\$	-
1	EDS_13	Certification Management Plan	\$	-
3	CRT_01	Operational Readiness Review - (SUR, MAR, DSS)	\$	-
3	CRT_02	Certification Review- (SUR, MAR, DSS)	\$	-
4	Federal Certification		\$	-
	EDS_PKG_08	EDS Operations Package Total	\$	-
2	IMP_04	Post Implementation Summary Report	\$	-
2	OPS_01	System Operation Management Plan	\$	-
2	OPS_02	System Operations Manual	\$	-
2	OPS_03	Service Desk Management Plan	\$	-
2	OPS_04	Service Desk Standard Operating Procedures	\$	-
2	OPS_05	System Health Dashboard	\$	-
2	EDS_04	Program Integrity Control Criteria (PICC)	\$	-
2	EDS_06	Release Listing Document	\$	-
2	EDS_06a	Release Listing Document Update	\$	-
	EDS_PKG_09	EDS Metrics & Reporting Package	\$	-
1	PRJ_01	Project Progress Report	\$	-
1	PRJ_02	Project Status Report	\$	-
1	REQ_04	Requirement Traceability Matrix	\$	-
1	PMP_01	Project Schedule	\$	-
	EDS Metrics & Reporting Updates		\$	-
1	EDS_PKG_09	Annual EDS Metrics & Reporting - Contract Year 1	\$	-
2	EDS_PKG_09	Annual EDS Metrics & Reporting - Contract Year 2	\$	-
3	EDS_PKG_09	Annual EDS Metrics & Reporting - Contract Year 3	\$	-
	Total Contract - Schedule C - EDS Operations Fee		\$	-
4	EDS Operations Fee	Contract Year 4	\$	-
5	EDS Operations Fee	Contract Year 5	\$	-
6	EDS Operations Fee	Contract Year 6	\$	-
7	EDS Operations Fee	Contract Year 7	\$	-
8	EDS Operations Fee	Contract Year 8	\$	-
	Total Contract - Schedule E - Extra Contractual Services		\$	-
1	Total Year 1 - Extra Contractual Services		\$	-
2	Total Year 2 - Extra Contractual Services		\$	-
3	Total Year 3 - Extra Contractual Services		\$	-
4	Total Year 4 - Extra Contractual Services		\$	-
5	Total Year 5 - Extra Contractual Services		\$	-
6	Total Year 6 - Extra Contractual Services		\$	-
7	Total Year 7 - Extra Contractual Services		\$	-
8	Total Year 8 - Extra Contractual Services		\$	-
TOTAL EVALUATED CONTRACT PRICE			\$	-

Signature: _____

Date: _____

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State of Alabama Alabama Medicaid Agency - AMMP Enterprise Data Services RFP Number: 2023-EDS-01 INSERT VENDOR / ORGANIZATION NAME HERE
Instructions to Vendors
1 Vendors must enter on the name of the corporation or other legal entity as ent Transmittal Letter, in the green shaded cell. 2 Download and save a copy of this workbook as "RFP_AMMP_EDS_RRM_VENDC inserting your organization's name in place of VENDOR NAME. 3 Requirements have been pre-loaded and numbered to align with the Agency's r management software, and cross referenced to the applicable RFP Narrative Se 4 Vendors are to make selections of pre-populated answers for columns F - K on t Matrix" Tab within this excel wordbook, in accordance with the instructions bel by the RFP narrative document.
Response Matrix Categorical Legend (Columns F - K):
Column F - Proposal Status
A - Included in the base release of the proposed solution no configuration or custom development necessary
B - Is an integrated third party product (COTS), requires no configuration or custom development to satisfy F
C - Requires configuration of the base solution or integrated third party product (COTS) not to exceed 40 FTE
D - Requires configuration of the base solution or integrated third party product (COTS) that exceeds 40 FTE
E - Requires customization of an integrated third party product (COTS)
F - Requires customization of the base solution.
G - Requires custom development.
N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement)
Column G - Production Status
P1 - This functionality is currently offered, and in use by other customers/clients.
P2 - This functionality is currently offered, but not in use by other customers/clients.
P3 - This functionality is not currently offered, but under development and will be available by the time of sy
P4 - This functionality is not currently offered, but Vendor will deploy sub-contractor to fulfill.
P5 - This functionality is not offered and will not be part of the proposed solution.
N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement)
Column H - Product Type
SaaS - Software as a Service
PaaS - Platform as a Service
COTS - Commercial Off the Shelf
OS - Open Source Solution
CS - Custom Solution
N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement)
Column I - Hosting
T - Third Party Hosting
F - FedRAMP Moderate Cloud Hosted
O - Other
N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement)

State of Alabama Alabama Medicaid Agency - AMMP Enterprise Data Services
RFP Number: 2023-EDS-01
INSERT VENDOR / ORGANIZATION NAME HERE
Instructions to Vendors
Column J - Security Tested
Y - The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The "Y" value can be applied to requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Act (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 reassessment designation.
N - The application has not been security tested based on NIST 800-53 Rev 4.
N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement)
Column K - Deliverables / Documentation / Methodology
D1 - Currently exists will be customized for this engagement.
D2 - Currently exists will require minor configuration for this engagement.
D3 - Does not currently exist will need to be created for this engagement.
N/A - Not applicable to this requirement. (e.g., Any Product/Services/Solution rated in Columns F - J)
<p>5 Vendors are to provide a short, narrative explanation in Column L to further explain the selections made in Columns F - K.</p> <p>6 For EDS (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.</p> <p>7 For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F - J need not apply)</p> <p>8 Print out "Requirement Matrix" Tab (all pages), and must be signed and dated along with the bid submission.</p>

AMMP SIS RFP Requirements Response Matrix (RRM)

- RRM
ed to Hosting and Environment nagement Program (FedRAMP) v 4 at a "moderate" system risk
plain and/or justify
ind returned