

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
---	-----------------------------

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
---	--

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.
------	--

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.
------	--

Currently Reads as:

4112	The Contractor shall work with the Agency to transition data from the Agency's Patient 1st Database into the EDS.
------	---

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>
------	---

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>
------	---

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
------	---

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>
------	--

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.
------	---

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.
------	---

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
<i>Operations Manager</i>				
<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>
<i>Minimum Required Responsibilities</i>				
<ul style="list-style-type: none"><i>Primary work location will be the Vendor’s operational facility</i><i>Ongoing Operations Management</i>				
<i>Minimum Required Experience (MRE)</i>			<i>Minimum Required Qualifications</i>	
<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.
------	---

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>
------	---

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.
------	--

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>
------	---

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.
------	--

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> .
------	--

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.
------	---

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.
------	---

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.
------	---

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>
------	--

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.
------	--

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.
------	--

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.
------	---

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.
------	--

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>
------	--

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>
------	---

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.
------	---

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.
------	--

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