

Amendment 1 to RFP 2022-SIS-01

December 21, 2022

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2022-SIS-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 B. Schedule of Events, Table B-1: Schedule of Events, Page 3 - Changed as follows:

Currently Reads as:

Table B-1: Schedule of Events

EVENT	DATE
RFP Issued	11/01/2022
Questions Due by 5:00 PM Central Time (Round 1)	11/29/2022
Posting of Questions and Answers (Round 1)	12/21/2022
Intent to Attend Mandatory Pre-Proposal Vendor Conference Notification Form Due (PL22 in the Procurement Library)	12/22/2022 by 5:00 PM Central Time
(Mandatory) Pre-Proposal Vendor Conference	01/05/2023 at 1:00 PM Central Time
Questions Due by 5:00 PM Central Time (Round 2)	01/30/2023
Posting of Questions and Answers (Round 2)	02/24/2023
Proposals Due by 5:00 PM Central Time	03/17/2023
Evaluation Period	03/20/2023 – 05/18/2023
Intent to Award Issued	05/25/2023
Contract Award – Contract Review Committee*	11/09/2023
Contractor Begins Work / Start Date*	12/01/2023

* *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.

Revised as:

Table B-2: Schedule of Events

EVENT	DATE	Modification
RFP Issued	11/01/2022	No Change
Questions Due by 5:00 PM Central Time (Round 1)	11/29/2022	No Change

Posting of Questions and Answers (Round 1)	12/21/2022	No Change
Intent to Attend Mandatory Pre-Proposal Vendor Conference Notification Form Due (PL22 in the Procurement Library)	12/22/2022 12/29/2022 by 5:00 PM Central Time	Updated
(Mandatory) Pre-Proposal Vendor Conference	01/05/2023 at 1:00 PM Central Time	No Change
Questions Due by 5:00 PM Central Time (Round 2)	01/30/2023	No Change
Posting of Questions and Answers (Round 2)	02/24/2023	No Change
Proposals Due by 5:00 PM Central Time	03/17/2023	No Change
Evaluation Period	03/20/2023 – 05/18/2023	No Change
Intent to Award Issued	05/25/2023	No Change
Contract Award – Contract Review Committee*	11/09/2023	No Change
Contractor Begins Work / Start Date*	12/01/2023	No Change

* *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.

2. Section C. Mandatory Pre-Proposal Conference, Page 4, 2nd Paragraph - Changed as follows:

Currently Reads as:

The mandatory conference will be hosted on-site 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 1 of questions and answers.

Revised as:

The mandatory conference will be hosted on-site 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.

3. Section II. Scope of Work, Sub-Section C. System Integration Services, Item 1. System Integration Platform, a. Architecture, Page 25, 2nd Paragraph – Changed as follows:

Currently Reads as:

The SIP architecture shall include capabilities that aggregate logging across the various MES modules and components. Aggregating logs across the MES supports tracing transactions across multiple systems, as well as auditing, reporting, and other business needs. The SIP must capture logs containing at a minimum:

Revised as:

The SIP architecture shall include capabilities that aggregate ~~logging across the~~ *logs provided by* the various MES modules and components. Aggregating logs across the MES supports tracing transactions across multiple systems, as well as auditing, reporting, and other business needs. *The Agency will not require the SI Contractor or any MES Modules to allow the SIP direct access to vendor-managed core systems for collecting log data.* The SIP must capture logs containing at a minimum:

4. Section II. Scope of Work, Sub-Section C. System Integration Services, Item 1. System Integration Platform, d. Data Governance, Pages 28-29 – Changed as follows:

Currently Reads as:

The data governance strategy envisioned for the MES requires all modules support the DGO and enforce Agency policies regarding the ownership, structure, and criticality of data. The SI Contractor shall create interfaces for individual modules so that they can access the DG platform/tool. The interface must allow the modules to run the data governance rules, respond with results, and provide results to the Agency on an agreed-upon schedule.

Revised as:

The paragraph has been removed in its entirety.

~~The data governance strategy envisioned for the MES requires all modules support the DGO and enforce Agency policies regarding the ownership, structure, and criticality of data. The SI Contractor shall create interfaces for individual modules so that they can access the DG platform/tool. The interface must allow the modules to run the data governance rules, respond with results, and provide results to the Agency on an agreed-upon schedule.~~

5. Section II. Scope of Work, Sub-Section C. System Integration Services, Item 1. System Integration Platform, e. Health and Performance Monitoring, Page 29, 3rd Paragraph – Changed as follows:

Currently Reads as:

As part of Health and Performance monitoring, the SI Contractor's solution shall include the capability to send automated communications to defined stakeholders in the event of a qualifying incident. The Agency requires the alerting capability to be configurable in terms of audience, incident threshold, frequency, and method.

Revised as:

As part of Health and Performance monitoring, the SI Contractor's solution shall include the capability to send automated communications to defined stakeholders in the event of ~~a qualifying~~ *an* incident. The Agency requires the alerting capability to be configurable in terms of audience, incident threshold, frequency, and method.

6. Section II. Scope of Work, Sub-Section C. System Integration Services, Item 1. System Integration Platform, e. Health and Performance Monitoring, 1. System Health Dashboard, Page 29 – Changed as follows:

Currently Reads as:

The purpose of the System Health Dashboard is to inform Business Operations of current MES conditions to allow Business Operations to utilize this information to quickly respond to issues within the MES. The SI Contractor shall publish a System Health Dashboard that interfaces with the SIP and MES Contractor Systems and presents a near real-time consolidated display of health and performance across the MES. The SI Contractor shall work collaboratively to define data to be reported through the Dashboard and to configure the Dashboard User Interface. The Agency requires the System Health Dashboard access and availability to authorized users through role-based security 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.

Revised as:

The purpose of the System Health Dashboard is to inform Business Operations of current MES conditions to allow Business Operations to utilize this information to quickly respond to issues within the MES. The SI Contractor shall publish a System Health Dashboard that interfaces with the SIP and MES Contractor Systems and presents a near real-time consolidated display of health and performance across the MES. *The SI Contractor is not required to actively monitor health and performance within MES contractor systems. MES contractor systems will be required to share Health and Performance information with the SI Contractor.* The SI Contractor shall work collaboratively to define data to be reported through the Dashboard and to configure the Dashboard User Interface. The Agency requires the System Health Dashboard access and availability to authorized users through role-based security 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.

7. Section II. Scope of Work, Sub-Section D. Centralized Services, 2nd Paragraph, Page 37 – Changed as follows:

Currently Reads as:

For purposes of the Centralized Services, all Medicaid Enterprise Systems except AMMIS will utilize Centralized Services; however, it is expected that AMMIS will utilize the Centralized Change Management System to manage change through the end of their contract. The Agency SI Contractor shall continuously monitor the health and performance of all Centralized Services. The SI Contractor must extract data and provide reports as needed for each of the Centralized Services. The SI Contractor is required to work collaboratively to define Centralized Services data to be reported on the System Health Dashboard.

Revised as:

~~For purposes of the Centralized Services, all~~ *All* Medicaid Enterprise Systems ~~except AMMIS~~ will utilize Centralized Services; ~~however, it is expected that AMMIS will utilize the Centralized Change Management System to manage change through the end of their contract.~~ The Agency SI Contractor shall continuously monitor the health and performance of all Centralized Services. The SI Contractor must extract data and provide reports as needed for each of the Centralized Services. The SI Contractor is required to work collaboratively to define Centralized Services data to be reported on the System Health Dashboard.

8. Section II. Scope of Work, Sub-Section D. Centralized Services, Item 1. Identity Management, Page 39, 1st Paragraph – Changed as follows:

Currently Reads as:

Additionally, the SI Contractor must work collaboratively with the Agency and other Module Contractors to understand both standard and specialized user roles across the MES and define security and authentication rules necessary to protect MES from unauthorized access. The Agency requires all Medicaid Enterprise Systems, except MMIS, 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.

Revised as:

Additionally, the SI Contractor must work collaboratively with the Agency and other Module Contractors to understand both standard and specialized user roles across the MES and define security and authentication rules necessary to protect MES from unauthorized access. The Agency requires all Medicaid Enterprise Systems, ~~except MMIS,~~ 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.

9. Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 1. Program Management, Page 44, Last Paragraph in Sub-Section – Changed as follows:

Currently Reads as:

The Contractor PMO will initiate and facilitate the onboarding activity until the new vendor is productive and fully engaged in the Program. The onboarding begins about two (2) weeks prior to Contract start and is scheduled to end approximately one (1) month after Contract start.

Revised as:

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

10. Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 8. Technical and Stakeholder Support Management, a. Service Desk Tool, First Paragraph in Sub-Section, Page 55 – Changed as follows:

Currently Reads as:

The SI Contractor shall acquire and use a Service Desk Tool (SDT). The SI Contractor shall develop and submit a Service Desk Management Plan (SDMP) in accordance with the description listed in RFP Section II.F. – Scope of Work – Project Deliverables by Phase, Sub-Section 11 – Operations and Maintenance, Item c) Service Desk Management Plan on a timeline and update frequency as determined by the Agency. This can be the same tool as the Centralized Service Desk Management Tool (CSDMT), provided the SI Contractor can isolate Service Desk tickets related to the SI Solution and Services.

Revised as:

The SI Contractor shall acquire and use a Service Desk Tool (SDT) *to manage all tickets related to the SI solution and services. This can be the same tool as the Centralized Service Desk Management Tool (CSDMT), provided the SI Contractor can isolate Service Desk tickets related to the SI Solution and Services.* The SI Contractor shall develop and submit a Service Desk Management Plan (SDMP) in accordance with the description listed in RFP Section II.F. – Scope of Work – Project Deliverables by Phase, Sub-Section 11 – Operations and Maintenance, Item c) Service Desk Management Plan on a timeline and update frequency as determined by the Agency. ~~This can be the same tool as the Centralized Service Desk Management Tool (CSDMT),~~

~~provided the SI Contractor can isolate Service Desk tickets related to the SI Solution and Services.~~

11. Section II. Scope of Work, Sub-Section E. Enterprise and General Services, Item 14. Training Management, Page 67, 2nd Paragraph of Sub-Section – Changed as follows:

Currently Reads as:

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 SI Contractor's 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.

Revised as:

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 SI Contractor's 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.

12. Section II. Scope of Work, Sub-Section G. Operational Performance – Service Level Agreements, Item 1.b. SIP Availability Standards – SLA Plan Reporting, Page 103 – Changed as follows:

Modified to Include:

Item 9 has been added in its entirety.

9. Discount Calculations

If for any one month, the System Integration Platform Availability does not meet the SLA standards, the SI Contractor shall discount by 5% (five percent) the invoice presented to the Agency for the SIP/MFT Operations Fee for the same month in which the SLA standards were not met. If the SI Contractor consistently fails to meet the SLA standards, the Agency will request a CAP. If the SI Contractor is still unable to meet SLA standards after the CAP

has been executed, then the Agency may notify the SI Contractor of failure to meet contract requirements, and liquidated damages can be assessed as defined in RFP Section VIII.MM. – General Terms and Conditions – Contract Liquidated Damages.

13. Section II. Scope of Work, Sub-Section G. Operational Performance – Service Level Agreements, Item 2.b. Identity Management and MES Portal Availability Standards - Service Level Agreement Report, Pages 103-104 – Changed as follows:

Currently Reads as:

5. Method of Measurement

- a) Identity Management and MES Portal Availability (A₁): For the Identity Management and MES Portal Centralized services, the SI Contractor shall record the time in minutes that these Centralized Services are running and available to perform all their required service outside of Agency-approved scheduled maintenance time (Uptime). The Uptime calculation is the same for A₁ as for A₅. See RFP Section II.G. – Scope of Work – Operational Performance Service Level Agreements, Item 1v – SIP Availability Standards Method of Measurement.

Revised as:

5. Method of Measurement

- a) Identity Management and MES Portal Availability (A₁): For the Identity Management and MES Portal Centralized services, the SI Contractor shall record the time in minutes that these Centralized Services are running and available to perform all their required service outside of Agency-approved scheduled maintenance time (Uptime). The Uptime calculation is the same for A₁ as for A₅. See RFP Section II.G. – Scope of Work – Operational Performance Service Level Agreements, Item ~~1v~~ **1.b.5. – SIP Availability Standards**-Method of Measurement.

14. Section II. Scope of Work, Sub-Section G. Operational Performance – Service Level Agreements, Item 2.b. Identity Management and MES Portal Availability Standards – SLA Plan Reporting, Page 104 – Changed as follows:

Modified to Include:

Item 9 has been added in its entirety.

9. Discount Calculations

If for any one month, the Identity Management and MES Portal Availability does not meet the SLA standards, the SI Contractor shall discount by 5% (five percent) the invoice presented to the Agency for the Identity Management / MES Portal Operations Fee for the same month in which the SLA standards were not met. If the SI Contractor consistently fails to meet the SLA standards, the Agency will request a CAP. If the SI Contractor is still unable to meet SLA standards after the CAP has been executed, then the Agency may notify the SI Contractor of failure to meet contract requirements, and liquidated damages can be assessed as defined in RFP Section VIII.MM. – General Terms and Conditions – Contract Liquidated Damages.

15. Section V. Corporate Background and References, Item 1, Page 105-106 – Changed as follows:

Currently Reads as:

1. Provide evidence that the Vendor possesses the qualifications required in this RFP. If a subcontractor is warranted, 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.

Revised as:

1. Provide evidence that the Vendor possesses the qualifications required in this RFP. If a subcontractor is ~~warranted~~ *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.

16. Section V. Corporate Background and References, Item 2.j), Page 106 – Changed as follows:

Currently Reads as:

- j) As part of the Tab 9 response, Vendors (and subcontractor) *much* furnish three (3) references (using Appendix G – Corporate Reference Worksheet) for each experience requirement listed below in Section B; for a total of nine (9) references. Vendors/subcontracts 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/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.

Revised as:

- j) As part of the Tab 9 response, Vendors ~~(and subcontractor) much~~ *must* furnish ~~three (3) references (using Appendix G – Corporate Reference Worksheet)~~ *at least one reference* for each experience requirement listed below in Section B, *using one Appendix G – Corporate Reference Worksheet for each experience. A reference may be for an experience of the Vendor, or of the subcontractor(s);* ~~for a total of nine (9) references.~~ *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/~~subcontracts~~ *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.

17. Section V. Corporate Background and References, A. Vendor Procurement Participation Restrictions, Items 1 and 2, Page 107 – Changed as follows:

Currently Reads as:

1. The awarded SI Contractor is 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 will immediately be deemed null and void.
2. Any Contractor 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., EDS, CPMS, PM, MEVV, and/or IE&E).

Revised as:

1. The awarded SI Contractor, *including any and all subcontractors*, ~~is~~ *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.
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., EDS, CPMS, PM, MEVV, and/or IE&E), *either as the prime contractor or a subcontractor*.

18. Section VI. Submission Requirements, Sub-Section N. Proposal Format, Page 111 – Changed as follows:

Currently Reads as:

1. 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.

Revised as:

1. 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 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*

**19. Section VIII. General Terms and Conditions, Sub-Section OO. Limitation of Liability
Proposal Format, Page 111 – Changed as follows:**

Modified to Include:

Sub-Section OO. Limitation of Liability has been added in its entirety.

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 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.

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.

**20. Appendix A. Proposal Compliance Checklist – RFP Checklist, Item 8, Page 132 –
Changed as follows:**

Currently Reads as:

<input type="checkbox"/>	8. The Proposal is a complete and independent document. <ul style="list-style-type: none">• Meets the Proposal Format and Structure defined in the RFP• Prepared on standard 8 ½" x 11" paper, using a font no smaller than 11 points with 1" margins, and must be bound	
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	<ul style="list-style-type: none"> • 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. 	
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Revised as:

<input type="checkbox"/>	8. The Proposal is a complete and independent document. <ul style="list-style-type: none"> • <i>Prepared in accordance with and meets</i> Meets the Proposal Format and Structure defined in <i>RFP Section VI.N. – Submission Requirements – Proposal Format</i> the RFP • 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. 	
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21. Appendix A. Proposal Compliance Checklist – Corporate Reference, Item 24, Pages 133-134 – Changed as follows:

Currently Reads as:

<input type="checkbox"/>	24. The Proposal includes required three (3) client references for contractor and each subcontractor (with all identifying information in specified format and order).	
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Revised as:

<input type="checkbox"/>	24. The Proposal includes required three (3) <i>Corporate Reference Worksheets, one for each required experience, providing</i> client references for contractor and each <i>and/or</i> subcontractor (with all identifying information in specified format and order).	
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22. Appendix C. Pricing, Page 152 – Changed as follows:

Currently Reads as:

This section provides detailed instructions to completing the Appendix C – Pricing (Schedule). **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) Requirements

Vendors must enter in the Pricing, 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 E. A signature on a printed copy of each pricing schedule is required.

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 – DDI Evaluated Price
4. Pricing Schedule C – Operations Evaluated Price
5. Pricing Schedule D – Deliverables Evaluated Price
6. Pricing Schedule E – Change Orders Price

The file SI RFP Appendix C –Pricing.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 vendor's identification in the filename (short or abbreviated name, for example: SI RFP Appendix C – Pricing – Acme EVV.xlsx). This electronic 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.

Revised as:

This section provides detailed instructions to completing the Appendix C – Pricing (Schedule). **Appendix C – Pricing Appendix C – Pricing_A-2REVI (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) Requirements

Vendors must enter in the Pricing, 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 E. A signature on a printed copy of each pricing schedule is required.

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 – DDI Evaluated Price
4. Pricing Schedule C – Operations Evaluated Price
5. Pricing Schedule D – Deliverables Evaluated Price
6. Pricing Schedule E – Change Orders Price

The file SI RFP ~~Appendix C – Pricing.xlsx~~ *Appendix C – Pricing_A-2REV1* 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 vendor’s identification in the filename (short or abbreviated name, for example: SI RFP Appendix C – Pricing – Acme ~~EVV~~*SIS*.xlsx). This electronic 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-responsible.

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

Original Posted File (Name):

The original posted file *Appendix_C_Pricing.xlsx* has been removed in its entirety.

Replaced File (Name):

File [Appendix_C_Pricing_A-2REVI.xlsx](#) has been posted and replaced.

24. Appendix E. Requirements Response Matrix – Replaced as follows:

Original Posted File (Name):

The original posted file [Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix.xlsx](#) has been removed in its entirety.

Replaced File (Name):

File [Appendix_E_AMMP_SI_Services_RFP_Requirements_Response_Matrix_A-2REVI.xlsx](#) has been posted and replaced.

25. Appendix E. Requirements Response Matrix – Requirements Changed as follows:

REQ 4498

Currently Reads as:

4498	II.E.5.	Enterprise and General Services	Change Management	The Contractor shall configure and integrate their Change Management tracking data and processes with the Agency CCMS Tool in support of Agency approved change management processes to track all changes that impact the AMMP and/or MES environment.
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Revised as:

4498	II.E.5.	Enterprise and General Services	Change Management	The Contractor shall configure and integrate their Change Management tracking data and processes with the Agency CCMS Tool in support of Agency approved change management processes to track all changes that impact the AMMP and/or MES environment.
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REQ 4508

Currently Reads as:

4508	II.E.3. and II.E.4.	Enterprise and General Services	Disaster Recovery and Continuity	The Contractor shall provide an up-to-date copy of the DRP/COOP in a secure, centralized online location and at an offsite location approved by the Agency.
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			of Operations	
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Revised as:

4508	II.E.3. and II.E.4.	Enterprise and General Services	Disaster Recovery and Continuity of Operations	The Contractor shall provide an up-to-date <i>hard and electronic copy copies</i> of the DRP/COOP <i>stored</i> in a secure, centralized online location and at an offsite location approved by the Agency.
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REQ 4521

Currently Reads as:

4521	II.E.7.	Enterprise and General Services	Documentation Management	The Contractor shall consult with document owners during routine document maintenance and development.
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Revised as:

4521	II.E.7.	Enterprise and General Services	Documentation Management	The Contractor shall consult with document <i>owners the Agency</i> during routine document maintenance and development.
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REQ 4525

Currently Reads as:

4525	II.E.7.	Enterprise and General Services	Documentation Management	The Contractor shall ensure all documentation is retained and stored as required by all State and Agency document and data retention laws, including any applicable litigation hold.
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Revised as:

4525	II.E.7.	Enterprise and General Services	Documentation Management	The Contractor shall ensure all documentation is retained and stored as required by all <i>Federal</i> , State, and Agency document and data retention laws, including any applicable litigation hold.
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REQ 4552

Currently Reads as:

4552	II.E.6.	Enterprise and General Services	Certification Management	The Contractor shall meet each requirement listed in Part 11 of the State Medicaid Manual and the CMS Certification requirements.
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Revised as:

Requirement 4552 has been removed in its entirety.

4552	II.E.6.	Enterprise and General Services	Certification Management	The Contractor shall meet each requirement listed in Part 11 of the State Medicaid Manual and the CMS Certification requirements.
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REQ 4558

Currently Reads as:

4558	II.E.6.	Enterprise and General Services	Certification Management	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.
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Revised as:

4558	II.E.6.	Enterprise and General Services	Certification Management	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. <i>Requests are limited to data within the purview and scope of the Contractor.</i>
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REQ 4572

Currently Reads as:

4572	II.D.3.	Centralized Services	Centralized Service Desk Management Tool	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).
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Revised as:

4572	II.D.3. II.E.8.	Centralized Services Enterprise and General Services	Centralized Service Desk Management Tool Technical and Stakeholder Support Management	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).
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REQ 4706

Currently Reads as:

4706	II.E.14.	Enterprise and General Services	Training Management	The Contractor shall provide training publications and materials compliant with HIPAA, PII, State, and Federal requirements regarding security and privacy of data, for both virtual and in-person training delivery.
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Revised as:

4706	II.E.14.	Enterprise and General Services	Training Management	The Contractor shall provide training publications and materials compliant with HIPAA, PII, State, State and Federal requirements regarding security and privacy of data, for both virtual and in-person training delivery.
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REQ 4711

Currently Reads as:

4711	II.E.14.	Enterprise and General Services	Training Management	The Contractor shall provide a solution that allows 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	II.E.14.	Enterprise and General Services	Training Management	The Contractor shall provide a solution that allows 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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REQ 4924

Currently Reads as:

4924	II.D.3.	Centralized Services	Centralized Service Desk Management Tool	The Contractor shall provide a Centralized Service Desk Management Tool (CSDMT) that has the capability to send automated, configurable communications to Agency defined stakeholders in the event of a qualifying incident.
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Revised as:

4924	II.D.3.	Centralized Services	Centralized Service Desk Management Tool	The Contractor shall provide a Centralized Service Desk Management Tool (CSDMT) that has the capability to send automated, configurable communications to Agency defined stakeholders in the event of a qualifying incident.
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26. Appendix F. RFP Documentation, Page 164 – Changed as follows:

Currently Reads as:

Procurement Library Contents

Alabama Medicaid Procurement website

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

1. PL01_2022 2023 Holiday Schedule
2. PL02_Medicaid Enterprise Security Policy - Full Set - Moderate v1.0
3. PL03_Data Entity Catalog
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-Program Plans Guides and Templates
9. PL09_Technical Reference Architecture - EA-k-1
10. PL10_Incident and Service Desk Data for Medicaid Operations (Zip File)
11. PL11_AMMP Organizational Responsibilities
12. PL12_Introduction to the Data Governance Framework
13. PL13_TO BE System Integration
14. PL14_PM-9 AMA ISO Medicaid Risk Management Process
15. PL15_2019 AMA MITA Maturity Matrix

16. PL16_AMMP Acronyms and Glossary
17. PL17_AMA Enterprise Software List
18. PL18_AMA Interfaces List
19. PL19_Overview of Eligibility and Enrollment Systems and Ancillary Functions
20. PL20_Vendor Question Template
21. PL21_AMA IST Governance SharePoint Site Access Request Form
22. PL22_AMA Intent to Attend Mandatory SIS RFP Pre-Proposal Vendor Conference Notification Form
23. PL23_SIS RFP Tab 6 – Tab 10 Response Example Structure
24. PL24_AMA-01 AMA Attestation and Agreement Document

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

Revised as:

Procurement Library Contents

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5. PL05_ASMA Data Management Plan Template
6. PL06_Data Governance Vendor Compliance
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23. PL23_SIS RFP Tab 6 – Tab 10 Response Example Structure
24. PL24_AMA-01 AMA Attestation and Agreement Document
25. *PL25_MES NTT DEL OCM-2-a OCM Approach*
26. *PL26_2020 Alabama Annual Medicaid Report*

Access Controlled SharePoint Contents

27. *IT Project Governance – Approved Policies, Procedures, and Artifacts*
28. *Security Governance – Approved Policies, Procedures, and Artifacts*
29. *Data Governance – Approved Policies, Procedures, and Artifacts*

27. Updates to the Procurement Library – Changes as follows:

- PL01_2022 2023 Holiday Schedule updated and replaced
- PL07_MMIS Concept of Operations has been updated and replaced
- PL10_Incident and Service Desk Data for Medicaid Operations (Zip File) has been updated and replaced
- PL22_AMA Intent to Attend Mandatory SIS RFP Pre-Proposal Vendor Conference Notification Form updated and replaced

I hereby acknowledge the receipt of Amendment 1 to *RFP 2022-SIS-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization