



RON DESANTIS
GOVERNOR

MARY C. MAYHEW
SECRETARY

March 5, 2019

Prospective Vendor(s):

Subject: Solicitation Number: AHCA ITN 002-18/19

Title: Florida Health Care Connections (FX)
Integration Services and Integration Platform (IS/IP)

Addendum No. 1

The enclosed information has been provided for consideration in the preparation of your response to the above mentioned solicitation.

All other terms and conditions of the solicitation remain in effect.

To the extent this Addendum gives rise to a protest, failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Sincerely,

Crystal Demott

Crystal Demott, Procurement Director
Bureau of Support Services

Enclosures: Addendum No. 1 (7 Pages)
Attachment B, Revised Scope of Services (106 Pages)
Questions and Answers (20 Pages)



AHCA ITN 002-18/19 ADDENDUM NO. 1

Item #1

Attachment A, Instructions and Special Conditions, **Section A.1**. Instructions, **Sub-Section A.**, Overview, **Item 7**, PUR 1000, General Contract Conditions, is hereby deleted in its entirety and replaced as follows:

7. **PUR 1000**, General Contract Conditions, is incorporated by reference and is available for prospective respondents to download at:

https://www.dms.myflorida.com/content/download/2933/11777/PUR_1000_General_Contract_Conditions.pdf

However, the following provisions of PUR 1000 are inapplicable to the Contract resulting from this ITN:

- **Section 19 - Indemnification**

Item #2

Attachment A, Instructions and Special Conditions, **Section A.1**. Instructions, **Sub-Section A.**, Overview, **Item 6**, Solicitation Timeline, **Table 1**, Solicitation Timeline, is hereby deleted in its entirety and replaced as follows:

TABLE 1		
SOLICITATION TIMELINE		
ACTIVITY	DATE/TIME	LOCATION
Solicitation Issued by Agency	January 8, 2019	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu
Deadline for Receipt of Written Questions	January 23, 2019 2:00 p.m.	solicitation.questions@ahca.myflorida.com
Date for Agency Responses to Written Questions	March 4, 2019	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu
Deadline for Receipt of Responses	April 15, 2019 2:00 p.m.	Crystal Demott Agency for Health Care Administration Mailroom Building 2, 1 st Floor, Suite 1500 2727 Mahan Drive Tallahassee, FL 32308-5403
Public Opening of Responses	April 15, 2019 3:00 p.m.	2727 Mahan Drive, Building 2 Operations Conference Room, 2nd Floor, Room 200 Tallahassee, FL 32308-5403
Anticipated Dates for Negotiations	May 20, 2019 through July 8, 2019	2727 Mahan Drive, Building 2 Operations Conference Room, 2nd Floor, Room 200 Tallahassee, FL 32308-5403

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TABLE 1		
SOLICITATION TIMELINE		
ACTIVITY	DATE/TIME	LOCATION
Anticipated Posting of Notice of Intent to Award	July 22, 2019	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu

Item #3

Attachment A, Instructions and Special Conditions, **Section A.1**. Instructions, **Sub-Section B.**, Response Preparation and Content, **Item 2**. Mandatory Response Content, **Sub-Item d**. Financial Information, **Sub-Item 2)**, Dun and Bradstreet Report is hereby deleted in its entirety and replaced as follows:

- 2) Respondents shall submit a complete Dun & Bradstreet (“D&B”) report or complete D&B report of its parent entity which at a minimum shall include the Business and Executive Summaries, Credit Class Score, Financial Stress Score, and Paydex Score portions of the report. The D&B report cannot be more than twelve (12) months old at the time of response to this solicitation.

Item #4

Attachment A, Instructions and Special Conditions, **Section A.1**. Instructions, **Sub-Section B**. Response Preparation and Content, **Item 2**. Mandatory Response Content, **Sub-Item d**. Financial Information, **Sub-Item 3)** is hereby added as follows:

- 3) Respondents who submit audited financial statements or a D&B report for their parent entity pursuant to 1) or 2) above shall demonstrate the sufficiency of the parent’s commitment to maintain the Respondent’s financial viability through the life of the anticipated Contract to the satisfaction of the Agency during negotiations.

Item #5

Attachment A, Instructions and Special Conditions, **Section A.1**. Instructions, **Sub-Section D**. Response Evaluation, Negotiations and Contract Award, **Item 12**. Contract Execution, **Sub-Item b**. is hereby deleted in its entirety and replaced as follows:

- b. The successful respondent shall perform its contracted duties in accordance with the resulting Contract, this solicitation, including all addenda, the successful respondent’s response to this solicitation, and information provided through negotiations. In the event of conflict among resulting contract documents, any identified inconsistency in the resulting Contract shall be resolved by giving precedence in the following order:
 - 1) Scope of Services (Attachment B);
 - 2) AHCA’s Standard Contract (Exhibit A-8);
 - 3) The Invitation to Negotiate, including all Addenda;
 - 4) General Conditions (PUR 1000);
 - 5) General Instructions to Respondents (PUR 1001); and
 - 6) Respondent’s Proposal.

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Item #6

Attachment A, Instructions and Special Conditions, **Exhibit A-8**, Standard Contract, First Paragraph, (Page 1 of 31) is hereby amended to read as follows:

All respondents should review the contract language contained below. In responding to this solicitation, a respondent has agreed to accept the terms and conditions of the Standard Contract contained in this Exhibit. Note: If the resulting Contract is funded with Federal funds, additional terms and conditions may be included at the time of contract award based on the specific Federal requirements. Notwithstanding the foregoing, AHCA will enter into negotiations regarding the provision of its Standard Contract related to Indemnification and Section 20 of the PUR 1000 form.

Item #7

Attachment A, Instructions and Special Conditions, **Exhibit A-8**, Standard Contract, **Section I.**, The Vendor Hereby Agrees, **Sub-Section H.**, Accounting, **Item 1.**, is hereby deleted in its entirety and replaced as follows:

1. To maintain an accounting system and employ accounting procedures and practices that conform to generally accepted accounting principles and standards or other comprehensive basis of accounting principles as acceptable to the Agency. For costs associated with specific contracts under which the Agency must account to the federal government for actual costs incurred, the costs and charges for that contract will be determined in accordance with generally accepted accounting principles.

Item #8

Attachment A, Instructions and Special Conditions, **Exhibit A-8**, Standard Contract, **Section I.**, The Vendor Hereby Agrees, **Sub-Section FF.**, Scrutinized Companies Lists is hereby deleted in its entirety and replaced as follows:

Pursuant to Section 287.135, F.S. the Vendor certifies that:

1. If this Contract reaches or exceeds **\$1,000,000.00**, it has not been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List and does not have business operations in Cuba or Syria; and
2. For contracts of any amount, it has not been placed on the Scrutinized Companies that Boycott Israel List and is not engaged in a boycott of Israel.

The Vendor agrees that the Agency may immediately terminate this Contract if the Vendor is found to have submitted a false certification or is placed on the lists defined in Sections 215.473 or 215.4725, F.S., or engages in a boycott of Israel, during the term of the Contract.

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Item #9

Attachment B, Scope of Services, is hereby deleted in its entirety and replaced with **Attachment B**, Revised Scope of Services. All references to **Attachment B**, Scope of Services hereinafter refers to **Attachment B**, Revised Scope of Services. This replacement is to correct a clerical issue of page numbering.

Item #10

Attachment B, Scope of Services, **Section B.4**, Services Provided by the IS/IP Vendor, **Sub-Section D.**, Integration Platform Solution, **Item 1.**, Enterprise Service Bus (ESB), **Figure 4:** Enterprise Service Bus Requirements, **IP.1.17**, is amended to now read as follows:

IP.1.17	ESB	The Vendor's solution shall provide secure sharing of data across platform's production database and system components including new modules and external systems. These systems shall include the transaction data, operational data, and data warehouse.
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Item #11

Attachment B, Scope of Services, **Section B.4**, Services Provided by the IS/IP Vendor, **Sub-Section D.**, Integration Platform Solution, **Item 6**, Master Data Management (MDM), **IP.6.28**, is amended to now read as follows:

IP.6.28	Master Data Management	The Vendor's solution at minimum shall support capacity which includes: a. Organizations – expected max of one hundred thousand (100,000) organization records, peak may include up to twenty (20) source systems; and b. Persons – expected max fifty (50) million unique person records, peak may include up to thirty (30) source systems.
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Item #12

Attachment B, Scope of Services, **Section B.4**, Services Provided by the IS/IP Vendor, **Sub-Section D.**, Integration Platform Solution, **Item 7.**, Integration, the third sentence is hereby revised to read as follows:

Additionally, the proposed Vendor solution shall establish a canonical information exchange model, to create, send, receive and process standard transaction types (e.g., X12, FHIR, HL7, and NCPDP D.0) and to support the exchange of data between modules through the Integration Platform.

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Item #13

Attachment B, Scope of Services, **Section B.4**, Services Provided by the IS/IP Vendor, **Sub-Section D.**, Integration Platform Solution, **Item 7**, Integration, **IP.7.23**, is amended to now read as follows:

IP.7.23	Integration	The Vendor shall secure the information in transit between entities as required by Federal, State and send/receive business partner's regulations, policies or best practices.
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Item #14

Attachment B, Scope of Services, **Section B.4**, Services Provided by the IS/IP Vendor, **Sub-Section D.**, Integration Platform Solution, **Item 8**, Testing Requirements, **IP.8.17**, is amended to now read as follows:

IP.8.17	Testing	The Vendor shall provide Performance and UAT test environments that are built to mirror the Production System in configuration for infrastructure, databases, processing, file structures, and reporting.
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Item #15

Attachment B, Scope of Services, **Section B.11.**, Performance Standards, Liquidated Damages and Financial Consequences, **Figure 31**: Performance Standards and Liquidated Damages, **Performance Bond** is hereby deleted in its entirety and replaced as follows:

Performance Standard Requirement	Liquidated Damages to be Imposed
Performance Bond	
A performance bond in the amount of ten percent (10%) of the total annual amount of the Contract shall be furnished to the Agency by the Vendor within thirty (30) calendar days after execution of the Contract and prior to commencement of any work under the Contract.	\$500.00 per calendar day for each calendar day after the due date until an acceptable performance bond is furnished to the Agency.
A performance bond shall be furnished on an annual basis, thirty (30) calendar days prior to the new Contract year and be in the amount of ten percent (10%) of the current annual Contract amount.	\$500.00 per calendar day for each calendar day after the due date until an acceptable performance bond is furnished to the Agency.

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Item #16

Attachment B, Scope of Services, **Section B.11.**, Performance Standards, Liquidated Damages and Financial Consequences, **Figure 31**: Performance Standards and Liquidated Damages, **SOC 2 Type II Audit**, is hereby deleted in its entirety and replaced as follows:

Performance Standard Requirement	Liquidated Damages to be Imposed
SOC 2 Type II Audit	
Failure to annually submit the SOC 2 Type II audit report by January 1st of each Contract year.	\$1,000.00 per calendar day for each calendar day beyond the due date.

Item #17

Attachment B, Scope of Services, **Section B.19.**, Cost Proposal, **Sub-Section B.**, Method of Payment, **Item 1.**, Invoicing and **Item 2.**, Late Invoicing are hereby added as follows:

1. Invoicing

a. Invoice Submission

Invoices and all supporting documents shall be submitted on the Vendor's letterhead to the Agency's designated Contract Manager within fifteen (15) calendar days of completion and Agency approval of deliverable(s).

Invoice(s) shall include, at a minimum:

- 1) Invoice date;
- 2) Invoice number;
- 3) Agency's Contract number;
- 4) Description of the services rendered;
- 5) Date(s) on which services were rendered;
- 6) Payment remittance address; and
- 7) Other supporting documentation as requested by the Agency.

b. Travel Expenses

The Vendor shall not charge the State for any travel expenses related to any portion of this Contract without the Agency's prior written approval. Upon obtaining the Agency's written approval, the Vendor shall be authorized to incur travel expenses payable by the Agency to the extent provided by Section 112.061, F.S.

c. Authorization

- 1) Payments will be authorized only for services that are in accordance with the terms and conditions of this Contract.

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- 2) Appropriate documentation as determined by the Agency shall be submitted to support invoices.
- 3) Invoices shall not be approved for payment by the Agency until reports and deliverables from the Vendor are received as specified in this Contract.

2. Late Invoicing

Unless written approval is obtained from the Agency, and at the discretion of the Agency, correct invoices with documentation received forty-six (46) to sixty (60) calendar days after the Agency's acceptance of the deliverable(s) will be paid at ninety percent (90%) of the amount of the invoice. Correct invoices with documentation received sixty-one (61) to ninety (90) calendar days after the Agency's acceptance of the deliverable(s) will be paid at seventy five percent (75%) of the invoice. Invoices received ninety-one (91) calendar days or more after the Agency's acceptance of the deliverable(s) will **not** be paid. If the Vendor is unable to meet the invoice submission deadlines specified in this Contract, the Vendor shall notify the Agency in writing prior to the deadline explaining the circumstances and requesting an extension to the deadline.

Item #18 – Technical Correction

All references in **AHCA ITN 002-18/19** to **FX Program** are now stated as **FX**.

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ATTACHMENT B

REVISED SCOPE OF SERVICES

For purposes of this solicitation, the successful vendor shall be referred to as Vendor. The Contract or Purchase Order resulting from this solicitation shall be referred to as Contract.

B.1. General Overview

A. Background

The Florida Agency for Health Care Administration, hereinafter referred to as the “Agency”, is preparing for the changing landscape of health care administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise includes services, business processes, data management and processes, and technical processes within the Agency, and interconnections with systems residing outside the Agency necessary for the administration of the Florida Medicaid program.

The current Florida Medicaid Enterprise System (MES) as shown in **Figure 1: Transition to Future State**, includes the Florida Medicaid Management Information System (FMMIS), Decision Support System (DSS), Pharmacy Benefits Manager (PBM), Enrollment Broker (EB), Third Party Liability (TPL), and other systems operated by different vendors. These systems interface primarily through the exchange of data files, using Secure File Transfer Protocol (SFTP). These point-to-point interfaces become more complex and costlier as the number of systems and applications increase.

The CMS released the Medicaid Program Final Rule: Mechanized Claims Processing and Information Retrieval Systems in December 2015. This final rule modifies regulations pertaining to the 42 Code of Federal Regulations (CFR) 433 and 45 CFR 95.6111, effective January 1, 2016. Among other changes, this final rule supports increased use of the MITA Framework. MITA is a CMS initiative fostering an integrated business and information technology (IT) transformation across the Medicaid Enterprise to improve the administration and operation of the Medicaid program. The Agency documents its high-level plans to increase service interoperability and advance the maturity of the MES in accordance with the MITA Framework in the MES Procurement Strategy document, located in the [Procurement Library](#).

The original proposed name of the System Integrator (SI) and Enterprise Service Bus (ESB) scope of work described in the MES Procurement Strategy has been revised to be called the Integration Services and Integration Platform (IS/IP) (hereinafter referred to as the IS/IP Project), which aligns to the Scope of Services approved by CMS in the Advanced Planning Document.

In July 2018, the Agency rebranded the Florida Medicaid Enterprise System (MES) to Florida Health Care Connections (FX). The decision was made to reflect this project as a broader project leveraging the Medicaid infrastructure to improve overall Agency functionality and to build better connections to other data sources and programs. Moving forward, the Agency intends to use the term FX when referencing the Florida MES. This document, its attachments, and its appendices reference the MES name, as these documents were produced prior to the recent name change. In the future, documents will be updated as iterative revisions are made.

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B. Purpose

The future of the Florida Medicaid Enterprise integration is to allow Florida Medicaid to secure services, which can interoperate and communicate without relying on a common platform or technology. Connecting services and infrastructures and developing integration standards are the next steps for advancing the FX level of MITA maturity and system modularity modernization.

The Agency seeks to develop and implement the FX infrastructure with the procurement of an Integration Services and Integration Platform (IS/IP) Vendor (hereinafter referred to as Vendor).

The Agency is procuring the foundational technical platform and integration services which will enable the transformation from the monolithic Medicaid system to the Florida Health Care Connections (FX), creating a modular enterprise health care management solution leveraging the FX capabilities and functions to advance the business operations of all areas of the Agency. The Integration Platform will serve as the centralized communication hub and foundational platform for the FX in which all future FX modules will communicate and integrate. The Integration Services function will orchestrate and coordinate the connection to and communication paths with the FX by integrating into the Integration Platform. The Vendor will serve as the systems integrator to plan, schedule, test, and validate connection to the Integration Platform for all future module vendors.

C. Overview of FX Transformation

The Florida Health Care Connections (FX) Program is a broader project to leverage the Medicaid system to transform the Agency's organization, technology, and processes to use data and programs to improve the Agency's ability to fulfill its core mission, "Better Health Care for All Floridians." The FX represents the evolution of the previously chartered MES Procurement Project.

1. Transforming to Modularity

The Agency is taking a modular approach in transforming FX per CMS's guidance. A modular approach to acquiring Medicaid information technology both increases the opportunity to select progressive technology from different vendors while simultaneously avoiding vendor lock-in and the risks associated with a single solution. The CMS Standards and Conditions must be met for states to qualify for enhanced federal funding.

To support this transformation, the Agency published and released the Florida MES Procurement Strategy in June 2016. The MES Procurement Strategy proposes a phased approach to replace the current functions of the FMMIS based on the CMS Conditions and Standards to ultimately transform Florida's FX to an interoperable and unified Medicaid Enterprise where individual processes, modules, systems, and sub-systems work together to operate the Medicaid program. This approach is intended to provide the most efficient and cost-effective long-term solution for the FX while complying with federal regulations, achieving federal certification, and obtaining enhanced federal funding. Phase 3

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and 4 are anticipated to occur concurrently. The four phases of the Florida MES Procurement Strategy are as follows:

- **Phase 1** is the procurement of a Strategic Enterprise Advisory Services (SEAS) Vendor and an Independent Verification and Validation (IV&V) Vendor. These procurements were completed in the fall of 2017. Information about the SEAS Vendor and IV&V Vendor can be found in **Section B.1.E., Roles and Responsibilities**.
- **Phase 2** of the Florida MES Procurement Strategy lays the technical foundation of the modular transformation through the Agency's procurement of an Integration Services and Integration Platform (IS/IP) and an Enterprise Data Warehouse (EDW). **This Invitation to Negotiate (ITN) is ONLY for the procurement of IS/IP.**
- **Phase 3** of the Florida MES Procurement strategy integrates the existing Medicaid Enterprise through the new integration platform developed by the IS/IP Vendor. The systems currently existing in the MES interface primarily through the exchange of data files, via Secured File Transfer Protocol. These point-to-point interfaces become more complex and costlier as the number of systems and applications increase and are prone to data redundancy, information delays, and data incompatibility issues. To facilitate effective data flow through the FX, the integration platform will act as the communication broker and web services orchestrator to provide data sharing and routing intelligence for the FX.
- **Phase 4** is the acquisition of modules to replace the functions currently performed by the FMMIS.

2. An Iterative Approach to Transformation

As the Agency's transformation project is not a "rip and replace" effort, the Agency is taking an iterative approach to transformation. Through strategic planning, facilitated by the SEAS Vendor and the development of Governance within the Agency, the transformation will continue to evolve over the next several years. Part of this iterative approach included the release of an updated Florida MES Procurement Strategy in November 2016. The update provided clarification of the phases of the Procurement Strategy and updated the date for the release of the SEAS ITN.

Since the release of the revised Florida MES Procurement Strategy (November 2016), the SEAS Vendor has developed the plans needed to support the FX transformation. Included in these plans are the **MES Strategic Plan** and the **MITA Concept of Operations**, found in **Section B.1.D.** below. The SEAS Vendor and the Agency utilized the Florida MES Procurement Strategy as the basis for the development of the strategy to transform the FX over the next several years.

Most recently, August 2018, the Florida MES Procurement Strategy was again updated to reflect current information and planned activities for State Fiscal Year (SFY) 2019-20.

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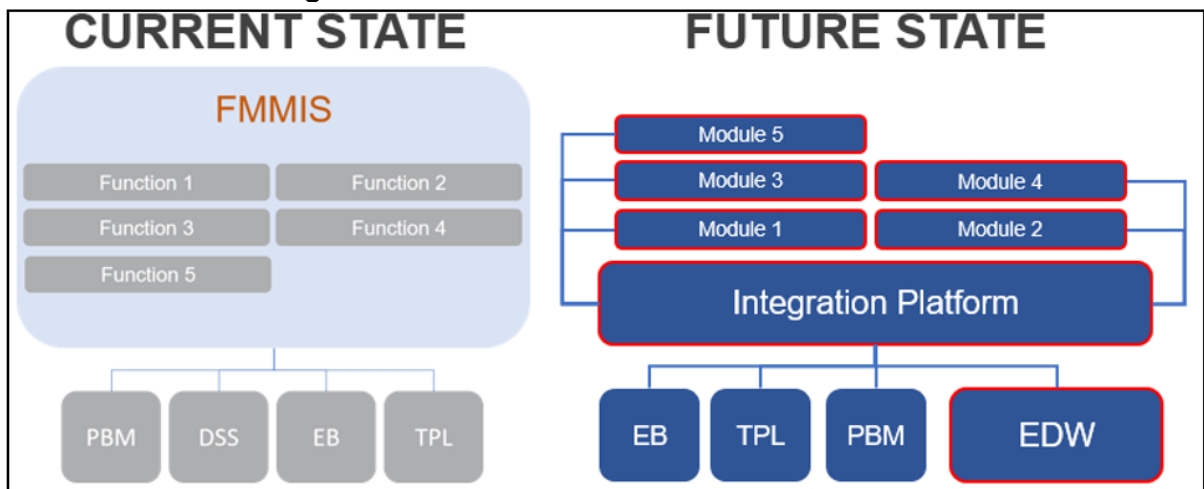
The Agency's iterative approach will continue to evolve, and the current Florida MES Procurement Strategy and other plans will be updated, as needed, to support this approach.

Additional details regarding the Florida MES Procurement Strategy, MES Strategic Plan, all other FX project plans, and information about the FX are located in the [Procurement Library](#) (see **Section B.1.D.**).

The following diagram, **Figure 1: Transition to Future State**, is a high-level representation of the future FX. The modules shown are for representation only, as the Agency has not yet finalized how many modules will be developed in the future. The anticipated modules may include the following functions, as depicted in **Figure 2: Conceptual Level Diagram**:

- Data Analytics;
- Financial Management Services;
- Public Records Request;
- Pharmacy Benefit Management;
- Third Party Liability;
- Claims Management;
- Benefit Management;
- Provider Services;
- Member (Recipient) Services; and
- Case Management.

Figure 1: Transition to Future State



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The following diagram, **Figure 2: Conceptual Level Diagram**, provides an overview of the conceptual level architecture for the new Integration Platform.

Figure 2: Conceptual Level Diagram



D. Procurement Library

The Procurement Library and the corresponding IS/IP Reference Guide are located at <http://ahca.myflorida.com/Procurements/index.shtml>, and provide important information regarding guidelines and standards related to the FX. These documents provide essential information needed for this Contract. These documents may be updated, and new documents may be added throughout the FX to reflect the most current information and management processes as the FX progresses. A list of these documents, the file names, and a short description for each document can be found in **SEAS-NH-ISIP-ReferenceGuide.pdf**, **IS/IP Reference Guide (Figure A: Procurement Library)**.

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Vendors are encouraged to review the FX Project documents located in the [Procurement Library](#) and will be expected to adhere to and follow all standards, including updates and new documents, for the entirety of this Contract.

E. Roles and Responsibilities (Summary)

Vendors have distinctly different roles and responsibilities in the FX and the responsibilities are driven by the overarching role each Vendor plays in supporting the FX.

1. Agency FX Team

The Agency is responsible for the administration of the Florida Medicaid program, licensure and regulation of Florida's health facilities and for providing information to Floridians about the quality of care they receive. Specifically, for this project, the Agency is responsible for contract management and oversight of all the FX Vendors.

2. CMS

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

3. Strategic Enterprise and Advisory Services (SEAS) Vendor

The SEAS Vendor is contractually obligated to serve as the Agency's strategic, technical, and programmatic advisor and facilitate implementation of the MES Program. From a project lifecycle perspective, for a new module, the SEAS Vendor initiates, plans, and develops procurement-level requirements for the multiple MES Program projects, as well as operates the Enterprise Project Management Office.

4. Independent Verification & Validation (IV&V)

The IV&V Vendor is contractually obligated to provide a rigorous independent process which evaluates the correctness and quality of the FX's business products to verify they are being developed in accordance with Agency and CMS requirements and are well-engineered. The IV&V Vendor reports its findings directly to the Agency's IV&V Contract Manager, Florida's Agency for State Technology (AST), and CMS.

5. IS/IP Vendor

The Integration Services and Integration Platform (IS/IP) Vendor uses its technical expertise to enable and confirm interoperability of FX modules. The IS/IP Vendor shall collaborate and cooperate with the Agency, SEAS Vendor, EDW and Module Vendors as well as FX stakeholders. The IS/IP Vendor shall design, develop, implement, and operate the Integration Platform and provide ongoing support and services to assist the Agency and the future FX Module Vendors in connecting and communicating with the Integration Platform. The

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IS/IP Vendor shall support all IV&V activities and requests as directed by the Agency for the duration of this Contract.

6. EDW Vendor

The Enterprise Data Warehouse (EDW) Vendor uses technical expertise to implement and maintain the EDW. The EDW Vendor shall coordinate with the IS/IP Vendor.

7. Module Vendors

Module vendors implement, operate and enhance the systems, applications and business and technology services that support the Enterprise. Per CMS, a module is defined as “a packaged, functional business process or set of processes implemented through software, data, and interoperable interfaces that are enabled through design principles in which functions of a complex system are partitioned into discrete, scalable, reusable components.” Module vendors work with the IS/IP and EDW vendors to use the Integration Platform and Enterprise Data Warehouse capabilities to integrate with other systems and access and manage module data. Module vendors use the Integration Services and Integration Platform (IS/IP) to consume or provide services or data with modules.

F. Agency Procurement Restrictions Related to FX

The Vendor awarded the IS/IP contract is precluded from being awarded any other modules except EDW. The EDW Vendor is open to being awarded all functional modules, if not awarded IS/IP (see **Figure 3: Procurement Restrictions** for details). Module Vendors are open to all functional modules but precluded from being awarded IS/IP. Also, Module Vendors are open to all functional modules but precluded from being awarded EDW, if the EDW Vendor is also the IS/IP Vendor. The Vendor (including any subcontractors or company affiliates to the IS/IP Vendor) is also precluded from entering into a subcontractor relationship for future Florida FX solicitations unless that subcontract is solely for the provision of hardware and/or software.

Any contract award remains subject to the restrictions placed on actual or potential organizational conflicts of interest as described in Chapter 48 Code of Federal Regulation (CFR) and Section 287.057(17), Florida Statutes.

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Figure 3: Procurement Restrictions

TABLE 2									
PROCUREMENT RESTRICTIONS									
Function	SEAS	IV&V	ISIP	EDW	M1	M2	M3	M4	M5
Strategic Enterprise Advisory Service (SEAS)	Open	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
Independent Verification and Validation (IV&V)	Excluded	Open	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
Integration Service and Integration Platform (ISIP)	Excluded	Excluded	Open	Open	Excluded	Excluded	Excluded	Excluded	Excluded
Enterprise Data Warehouse (EDW)	Excluded	Excluded	Open	Open	Open	Open	Open	Open	Open
Module 1 (M1)	Excluded	Excluded	Excluded	Contingent	Open	Open	Open	Open	Open
Module 2 (M2)	Excluded	Excluded	Excluded	Contingent	Open	Open	Open	Open	Open
Module 3 (M3)	Excluded	Excluded	Excluded	Contingent	Open	Open	Open	Open	Open
Module 4 (M4)	Excluded	Excluded	Excluded	Contingent	Open	Open	Open	Open	Open
Module 5 (M5)	Excluded	Excluded	Excluded	Contingent	Open	Open	Open	Open	Open
<p>*Allows for same Vendor to have both IS/IP and EDW. If the EDW Vendor is not the IS/IP Vendor the EDW Vendor may be awarded future modules.</p> <p>Legend</p> <p>Excluded: Awarded Vendor(s) are excluded from bidding on subsequent modules within the overall program.</p> <p>Open: Awarded Vendor(s) are not excluded from bidding on subsequent modules within the overall program.</p> <p>Contingent: EDW Vendor's ability to be awarded future modules is contingent upon the award of the IS/IP contract.</p>									

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B.2. Governance

The FX is highly complex due to the potential volume of decisions, approvals, and issues which may need resolution as well as the challenges integrating multiple vendors and projects, disruptions due to strategic realignment of the project portfolio, and uncertainties associated with legislative and political environments. To effectively manage the complexity arising out of this large FX transformation, a governance structure and plan has been developed. This governance structure and plan is documented in the **MES Governance Plan** and is located in the [Procurement Library](#).

The **MES Governance Plan** separates governance responsibilities into five (5) governance committees: Executive, Strategic, Program, Technology, and Project. The personnel included in Executive Governance are charged with setting the FX Strategy and ensuring continuous alignment of the FX to the Strategy. Strategic Governance is responsible for prioritizing Agency-wide projects to be implemented. Program Governance oversees the FX business and technology standards and approves the Scope of Services for procurements. Technology Governance oversees day-to-day management of IT design, development and implementation throughout the Program. Finally, Project Governance oversees and triages day-to-day governance and management of the FX schedule, budget, risks, and issues. The governance processes detail how decisions will be routed to the governance committees based on the expertise and level of authority needed to make the decision.

The Vendor shall comply with the **MES Governance Plan** and adhere to the Agency's governance framework.

B.3. Services Provided by the Agency and SEAS Vendor

A. Agency Services

The Agency will provide the following services to facilitate the Vendor in meeting the requirements of this Contract:

1. Provide the Vendor access to the appropriate enterprise systems, Agency network, Agency-hosted document repository, provider handbooks, policies, procedures and other documentation, and FX project materials as deemed appropriate by the Agency to provide services under this Contract;
2. Provide historical and current MITA State Self-Assessment (SS-A) documentation;
3. Develop Agency-hosted document repository libraries (the Agency currently uses SharePoint) which shall be used for maintaining FX documentation;
4. Provide user and technical training in the appropriate use of Medicaid Enterprise systems, if needed;
5. Provide clarification and interpretation of the terms and conditions of this Contract, as needed;

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6. Provide clarification and interpretation of Medicaid policies and procedures and provider handbooks, as needed;
7. Identify and facilitate access to Agency participants, stakeholders, business process owners, and any other Agency staff identified in this Contract, including the Agency's Information Security Manager and the Agency's Health Insurance Portability and Accountability Act (HIPAA) Compliance Officer;
8. Assign and dedicate an Agency Contract Manager to coordinate all contract management activities between the Agency and the Vendor;
9. Perform monitoring of this Contract to enforce Vendor compliance with Contract requirements and completion of the Scope of Services;
10. Perform timely review of deliverables, project management documents, and any other relevant documents submitted by the Vendor, by approving, denying or requiring specified revision; and
11. Facilitate access to other FX project stakeholders, including vendors, and the relevant project documents and deliverables.

B. SEAS Vendor Services

The SEAS Vendor provides the following services to facilitate the IS/IP Vendor in meeting the requirements of this Contract:

1. Serves as an advisor and partner to the Agency and provide ongoing strategic, technical, and programmatic advisory services in order to develop the Florida FX;
2. Provides technical expertise to establish and manage strategies and set standards necessary to facilitate the integration and interoperability of business and technical services across the FX;
3. Provides enterprise governance management including the development and management of the Enterprise Systems Governance Plan;
4. Supports the Agency's strategic planning efforts in order to plan for IT transformation to meet the Agency's strategic goals and to bring business changes and IT evolution in alignment with the strategic vision;
5. Performs strategic project portfolio planning by identifying potential FX projects, in accordance with the Agency's strategic objectives identified in the Enterprise Systems Strategic Plan;
6. Facilitates information technology project investment decisions as a function of potential return on investment and develop funding requests to operationalize the Enterprise Systems Strategic Plan;
7. Develops and documents the state and federal budget requests for the FX project(s), with input from FX modular vendors as needed;

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8. Performs project portfolio monitoring and control by developing an integrated monthly project portfolio management report addressing project status for all active FX projects;
9. Provides programmatic advisory services to develop the FX and performs task regarding MITA assessment and planning, project and program management, and other programmatic support;
10. Assesses FX project performance, recommends corrective actions, and reports on the status and results at enterprise governance;
11. Provides selected project management services (at the direction of the Agency) for FX systems integration projects and specified FX Projects through Integration, Test, and Implementation;
12. Provides project management oversight for FX systems integration projects and specified FX projects through Integration, Test, and Implementation phases;
13. Develops policies and procedures for assessing and reporting on the project performance of FX projects, including performance metrics and escalation procedures;
14. Develops and maintains standards for other integrated projects (**FX Project Management Standards** and Project Management Toolkit) for FX projects that include:
 - a. Integrated risk, action item, issue, and decision tracking;
 - b. Integrated project schedule management;
 - c. Integrated change management;
 - d. Integrated organizational change management; and
 - e. Integrated cost management.
15. Initiates FX projects and completes the project initiation documentation at the direction of the Agency and in accordance with approved MES Project Management Standards;
16. Assesses FX vendor compliance with approved MES Project Management Standards throughout the project life cycle of the FX project and provide written documentation on the findings, corrective action recommendations, other recommendations, and results, at the direction of the Agency;
17. Provides programmatic expertise and perform tasks related to documenting business requirements and facilitates user acceptance testing (UAT) as needed or requested by the Agency;
18. Develops and documents a Medicaid Enterprise Certification Management Plan;

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- 19.** Manages the Medicaid Enterprise Certification process for each applicable FX project in accordance with the current CMS Medicaid Enterprise Certification Toolkit;
- 20.** Manages the certification milestone reviews throughout the Medicaid Enterprise Certification Life Cycle (MELC) for each applicable FX project;
- 21.** Provides technical advisory services for the purposes of transforming the FX to a Service-Oriented Architecture design, increasing interoperability of services, standardizing data exchange, and achieving the objectives in the Enterprise Systems Strategic Plan;
- 22.** Develops and documents the Information and Technical Architecture for the FX;
- 23.** Performs periodic tasks, as needed and directed by the Agency, regarding Information Architecture development, Technical Architecture development, Design and Implementation Management, Enterprise Data Security, and other technical advisory services support;
- 24.** Develops and documents the Data Management Strategy;
- 25.** Develops the Information Architecture Documentation and components to establish the data and interoperability standards for the FX as a foundation for transitioning the Agency's existing data management capabilities towards implementing a best practice process for managing data;
- 26.** Develops and documents the Conceptual Data Model component of the Information Architecture for the data and relationships used in the FX business processes;
- 27.** Develops and documents the Logical Data Model for FX business processes, including entities, attributes, properties, relationships, definitions, domains, related standards, and entity relationship diagrams;
- 28.** Develops and documents the Information Capability Matrix component of the Information Architecture for each of the business processes within the FX at the specified MITA maturity level;
- 29.** Develops and documents the Data Standards in order to facilitate the interoperability of systems and effective data sharing across the FX;
- 30.** Coordinates, provides technical expertise, and communicates with other FX vendors regarding Data Standards;
- 31.** Assesses FX vendors' compliance with the Technology Standards, and provide written documentation on the findings, corrective action recommendations, other recommendations, and results;
- 32.** Develops, documents, and implements processes to maintain and update the Data Management Strategy, Information Architecture Documentation, and Data Standards;

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- 33.** Develops and documents a Technical Management Strategy and Technical Architecture;
- 34.** Provides a conceptual view of the FX and guide the development of technical solutions for the FX;
- 35.** Develops, documents, maintains and updates the Technical Architecture for the FX in accordance with the current MITA Framework;
- 36.** Develops and documents the Technology Standards component of the Technical Architecture including the Technical Reference Model (TRM) and a Technology Standards Reference Guide (TSRG);
- 37.** Coordinates, provides technical expertise, and communicates with FX vendors regarding Technical Standards;
- 38.** Develops, documents, and implements processes to maintain and update the Technical Management Strategy, Technical Architecture Documentation, and Technical Standards;
- 39.** Uses Data and Technical Management Strategies, and Information and Technical Architecture Documentation in the development of FX project proposals as a part of strategic project portfolio management, including the identification of opportunities to maximize modularity, reusability, web services, Service Oriented Architecture (SOA), cloud-based technologies, open application programming interfaces (APIs), and commercial off-the-shelf (COTS) technologies in accordance with the Enterprise Systems Strategic Plan;
- 40.** Provides Design and Implementation Management, including standards for FX projects in order to establish a uniform, enterprise approach to FX projects;
- 41.** Develops and documents the Design and Implementation Management Standards based on industry standards for Requirements, Design, and Development (Design) and Integration, Test, and Implementation (Implementation) activities;
- 42.** Details the roles and responsibilities for the SEAS Vendor, the Agency, and FX vendors in design and implementation activities;
- 43.** Identifies the specific Design and Implementation plan standards that apply to each applicable FX project;
- 44.** Provides Design and Implementation oversight and management for FX projects;
- 45.** Provides technical expertise during the Design and Implementation phase of each applicable FX project, including FX integration projects and other FX projects;
- 46.** Develops and documents a process for reporting on the status and results of Design and Implementation Management of FX projects at enterprise governance;

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47. Provides enterprise data security management for systems within the FX in accordance with the approved Enterprise Data Security Plan in order to protect data and information, and facilitate systems availability, confidentiality, data integrity, and mitigate risk;
48. Develops, documents and manages the Enterprise Data Security Plan that establishes system and data security standards and processes for the FX;
49. Develops templates for managing cyber security and HIPAA incident/breach investigation and resolution management and reporting, in coordination with the Agency's Information Security Manager and the Agency's HIPAA Compliance Office;
50. Documents an analysis of systems within the FX and FX vendor security policies and practices; and
51. Develops and maintains a Technical Management Strategy.

B.4. Services Provided by the IS/IP Vendor

This section describes those services to be provided by the IS/IP Vendor. The content in this section will contain references to Deliverables which are to be provided by the Vendor as a result of this Contract. The full listing and details of the Deliverables are located in **Section B.10., Deliverables**.

The Vendor shall include in their solution for the IS/IP engagement, a plan that maximizes reuse opportunities. Reuse can be accomplished through sharing or acquiring:

- An entire set of business services or systems, including shared hosting of a system or shared acquisition and management of a turnkey service;
- A complete business service or a stand-alone system module; and
- Subcomponents such as code segments, rule bases, configurations, customizations, and other parts of a system or module that are designed for reuse.

A. Project Management

The Vendor shall perform Project Management for the duration of this Contract. The Vendor shall employ a sound project management methodology and shall maintain compliance with **MES Project Management Standards** and the accompanying **MES Project Management Toolkit**, which set forth the expectations for all FX Projects. The **MES Project Management Standards** document and **MES Project Management Toolkit** are located in the [Procurement Library](#).

The **MES Project Management Standards** set the expectations for how FX Projects will operate within the FX. The Vendors shall adhere to integrated processes designed to support the effective governance and management of all projects within the FX. Descriptions are provided for each process in the **MES Project Management Standards** document and include:

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- Integrated risk, action item, issue, decision tracking, and lessons learned management;
- Integrated schedule management;
- Integrated change management;
- Integrated organizational change management;
- Integrated cost management; and
- Integrated status reporting.

B. Engagement Management

The Vendor shall provide Engagement Management activities to engage the project stakeholders for the purposes of coordinating implementation activities.

1. Communications

The Vendor shall participate in both face-to-face meetings and conference calls with the Agency and relevant parties for purposes of coordinating projects and implementation activities. The Vendor shall manage interaction and communication with Agency staff, FX Vendors, and subcontractors during the project engagement to support successful implementation of the Scope of Services.

2. Conversion and Migration Plan

If the Vendor's solution includes the conversion of existing Agency data and migration, the Vendor shall include a Conversion and Migration Plan as part of the **WS-8: System Design Specification Document** deliverable. The Enterprise Service Bus (ESB), as part of the Integration Platform, connects systems for the exchange of data and reuse of services. The ESB itself does not store operational data. The Master Data Management (MDM), Master Person Index (MPI), and Master Organization Index (MOI) components store identity linkage data which is populated by ongoing processing. Further information about the Integration Platform is provided in **Section B.4.D.** below.

3. System Documentation and User Documentation

1. Documentation Formatting:

All documentation shall follow Agency standards per **Section B.10.A – Deliverable Management**, be formatted to be human readable/plain English, and the format shall be approved by the Agency.

2. Vendor Operational Functions:

The Vendor shall create and update system documentation for the Integration Platform including narratives and flows for both the Integration Platform and any connections or flows to component areas; user manuals

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(as part of **WS-15: Training Plan**); desk level procedures (as part of **WS-15: Training Plan**); and the technical documentation necessary to describe and communicate the platform and system.

As part of **WS-15: Training Plan**, the Vendor shall include desk level procedures for maintaining documentation for each functional area, screen layouts, report layouts, and other output definitions, including examples and content definitions. Documentation shall include user manuals, business rules, and all other documentation appropriate to the platform, operating systems, and programming languages. User documentation for Security and Master Data Management (MDM) shall also include an up-to-date data element dictionary, interactive metadata tool, conceptual, logical and physical data models.

3. Technical Components:

- a.** The Vendor shall provide easy, navigable access to system documentation at the functional-area level, providing comprehensive, searchable documentation in user-friendly, exportable, and printable format which is approved by the Agency. The documentation shall be understandable by users at various skill levels; provide authorized users with easy, up-to-date system documentation, metadata, policies and procedures, and user documentation related to the data maintained by the Vendor including data, tools, routines, program code, and schemas;
- b.** The Vendor shall include an overview, including system narrative, system flow, and a description of the operating environment, and draft technical documentation;
- c.** As part of **WS-8: System Design Specification Document**, the Vendor shall provide and maintain a current, accessible, searchable, online data dictionary which clearly defines fields, field locations, tables, reports, data relationships, and formulas.
- d.** The Vendor shall develop and maintain **PP-4: System Design Document (Includes Integration Architecture Specifications)** documentation to include Business Architecture, Business Process, Information Architecture, and Technical Architecture to support MITA Maturity goals;
- e.** As part of **WS-16: Operations and Maintenance Manual**, the Vendor shall include operational procedures, a facsimile or reproduction, and a narrative description of each report, with a definition of all report fields, data source, and any calculations contained within the report for components of the Integration Platform;
- f.** The Vendor shall provide a listing of the edits and audits applied to each input item and the corresponding plain English, non-technical description of the error messages; and

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- g.** The Vendor shall update the System Documentation and User Documentation for each system component, in accordance with **Statewide Medicaid Managed Care (SMMC) Style Guide**.

C. System Development Lifecycle

The Agency is adopting a MES Project Life Cycle (MPLC), a system development life cycle based on the CMS eXpedited Life Cycle (XLC) customized to Agency and Florida specific project implementation processes. The XLC is a framework developed by CMS for defining tasks performed at each phase in the software implementation process.

The Vendor shall produce plans, throughout the MPLC, which are noted as deliverables, work products and accompanying artifacts, as documented in **Section B.10., Deliverables**, for each specific FX Project. The Design and Implementation Management templates (attachments in the **MES Design and Implementation Management Standards** document) outline and organize suggested content, provide Vendor guidance and instructions, and include sample information tables for the minimum set of MPLC Design and Implementation plans for a FX Project.

The MPLC templates align closely with the CMS XLC templates allowing FX Project Vendors and the Agency to reduce the development cost and enable reuse of relevant content across states. FX specific customizations from CMS XLC templates help FX Project Vendors produce relevant plans which reflect evaluation of Agency (Medicaid and non-Medicaid), State, CMS, health care industry, and general industry standards.

D. Integration Platform Solution

The Vendor shall design, build, configure, and implement the Integration Platform to be used by the Florida Medicaid Enterprise System. The Vendor shall establish Integration Platform services to enable component integrations based on the standards identified by the **MES Project Management Standards, MES Technical Management Strategy, Technology Standards, Data Standards, and Enterprise Data Security Plan**. This Platform shall enable the seamless integration of multiple modular components including Commercial-off-the-Shelf (COTS) software, Software-as-a-Service (SaaS) solutions, and additional modules.

The Vendor shall perform the configuration, implementation, support, and maintenance of the Enterprise Service Bus (ESB), Master Data Management (MDM), Managed File Transfer (MFT), Business Rules Engine (BRE), and Single Sign-on (SSO) solutions. The Vendor shall coordinate with the Module Vendors with the development of the architecture for integration capabilities to support the Medicaid Enterprise, including the data coming in through the ESB into the Operational Data Store (ODS) and eventually transformed into the Enterprise Data Warehouse (EDW) and other modules.

The Vendor shall describe how it will implement the following when proposing its IS/IP solution:

- Deliver processing accuracy (e.g., Identity Matching, MDM, ESB);
- Support high-speed processing at very large-scale volumes;
- Enable efficient module and external system integration and processing;

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- Simplify configuration, policy, process, maintenance, and testing;
- Support services versioning, reuse, and rapid deployment; and
- Protect and securing FX data and assets.

To support the Agency’s Integration Platform objectives, the Vendor shall plan and implement the solution in three (3) workstreams, A, B, and C. Workstreams are divided into component groups as documented in **Figure 28: IS/IP Project Workstream Deliverables**. The workstreams can be overlapping or sequential; and express the Agency’s prioritization of related components based on the anticipated benefit to the Agency. Optionally, Vendors can propose an alternate workstream(s) structure to better support their proposed IS/IP solution, as long as all components are included. If the Vendor proposes an alternate workstream(s), the Agency will only accept up to three (3) workstreams. If an alternative workstream(s) is proposed, the deliverables shall be developed and delivered for each workstream proposed. Workstream (A) shall contain Enterprise Service Bus, Business Rules Engine, Managed File Transfer and Service Management; Workstream (B) shall contain Master Data Management, Master Person Index and Master Organization Index; Workstream (C) shall contain Security/Single Sign On. The new Integration Services solution shall include the following components:

1. Enterprise Service Bus (ESB)

The Vendor shall provide an Enterprise Services Bus or a technological equivalent to serve as the primary Application Programming Interface (API) gateway to provide real-time access to services and data for both internal and external systems. Additionally, the ESB shall support manageable interactions among the modular components to intelligently route data flowing through enterprise components, adapting and transforming that data as required by various systems. The interaction styles may include synchronous or asynchronous request/response, messaging, publish/subscribe, alerts, security and quality of service. The ESB shall provide a service-oriented architecture (SOA) and standards approach, as detailed in the **Technology Standards**, which promotes data sharing, service routing, and message processing.

The table below (**Figure 4**) summarizes the Enterprise Service Bus Requirements for the Integration Platform Solution components that the Vendor shall deliver to the Agency. The Vendor shall describe how their IS/IP solution meets the following requirements.

Figure 4: Enterprise Service Bus Requirements		
Req ID	Topic	Requirement Description
IP.1.1	ESB	The Vendor shall provide and implement an integration platform which incorporates current industry standard tools or technology where the ongoing support and maintenance skill sets are readily available in the industry. The solution shall support a fully scalable architecture designed to allow incremental increases in every capacity to meet expansion

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Figure 4: Enterprise Service Bus Requirements		
Req ID	Topic	Requirement Description
		in usage demand. The Integration Platform shall promote an enterprise view which supports enabling technologies which align with the Agency's goals and nationally recognized Medicaid business processes and technologies.
IP.1.2	ESB	The Vendor shall configure, implement, support, and maintain an Enterprise Service Bus (ESB) which acts as the communication broker and web services orchestrator for the module components.
IP.1.3	ESB	The Vendor shall deliver an ESB that supports an architecture which clearly defines service end points that add functionality without requiring pervasive or broad changes to the solution.
IP.1.4	ESB	The Vendor shall implement a platform where functional or technical modules or module components are loosely coupled and can be added, changed or removed.
IP.1.5	ESB	The Vendor shall provide technical integration assistance to the Agency and Module Vendors which includes managing, upgrading, and supporting integration architecture, integration standards, interfaces, processes and testing.
IP.1.6	ESB	The Vendor shall deliver the ESB solution which orchestrates a stateless flow of information and request/reply conversations across services and between applications in the SOA.
IP.1.7	ESB	The Vendor shall recommend and leverage enterprise service orchestration via the ESB to make data related processes more efficient in the event-driven environment.
IP.1.8	ESB	The Vendor shall deliver an ESB solution which provides message-oriented middleware, transformation, and routing intelligence for module components. The solution shall be flexible and allow the integration of a variety of industry standard technologies.
IP.1.9	ESB	The Vendor shall deliver an ESB solution which provides data management and secure sharing of data across module components and external systems.
IP.1.10	ESB	The Vendor shall deliver the Integration Platform solution which environment can be sized to process transactions based on the Agency's volumetric data. (Systems, Applications, and Volumetric Data examples are provided in the Procurement Library .) Transaction is the set of operations executed via the ESB.
IP.1.11	ESB	The Vendor shall provide centralized logging for the Agency's enterprise systems and shall create log files which record Integration Platform events.
IP.1.12	ESB	The Vendor shall provide a solution that delivers asynchronous communication, timely alerts and

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Figure 4: Enterprise Service Bus Requirements		
Req ID	Topic	Requirement Description
		notifications to support broad availability of data to users in a timely manner.
IP.1.13	ESB	The Vendor's solution shall receive documents, images, x-rays, voice files and metadata from external systems to be stored in the Agency's Enterprise Content Management (ECM) system.
IP.1.14	ESB	The Vendor shall deliver the ESB solution which receives data via one protocol and translate it to another protocol prior to further routing. The Vendor shall provide a list of technologies and protocols supported by their solution.
IP.1.15	ESB	The Vendor shall deliver the ESB solution that supports at a minimum the following web service, specifications, and adapters: ODBC, JDBC, POP3, SMTP, SSH, Web Service (WSDL, WS-*, SOAP, REST, UDDI, ODATA), XML, JSON-WDP, FTPS, SFTP, HTTP, HTTPS, JMS, MSMQ, COBOL, VSAM.
IP.1.16	ESB	The Vendor shall develop an automated system availability solution which routinely checks to see if each module integration point is operating as expected. The frequency of each module integration point verification shall be defined by the Agency.
IP.1.17	ESB	The Vendor's solution shall provide secure sharing of data across platform's production database and system components including new modules and external systems. These systems shall include the transaction data, operational data, and data warehouse.
IP.1.18	ESB	The Vendor's solution shall provide the capacity to execute business rules from a variety of systems using ESB orchestrations.
IP.1.19	ESB	The Vendor shall provide a publish subscribe service capability which integrates with various modules/components to send messages or transactions originating from one system / record to subscribers using policy-based criteria (e.g., Integrate with Master Person Index (MPI) and Master Organization Index (MOI) to send messages of person or organization data changes).

2. Service Management

The Vendor shall provide Service Registry, Service Repository, and Service Contract Management capabilities. The Vendor shall provide a database of services, their instances and their locations. Service Repository provides various artifacts/assets about the services including functional specs, user and other documentation and various other service artifacts including Performance Standards which define transaction capacity, maximum throughput, and downtime. Service Contract Management functionality shall manage the technical web service contract metadata which defines what a service offers and when, how and where it can be accessed. The Vendor shall design, build, test

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and implement interfaces to access the Service Registry through the Enterprise Service Bus (ESB).

The table below (**Figure 5**) summarizes the Service Management Requirements for the Integration Platform Solution components. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 5: Service Management Requirements		
Req ID	Topic	Requirement Description
IP.2.1	Service Management	The Vendor shall provide service registry, service repository, and service contract management functionality (service contract metadata).
IP.2.2	Service Management	The Vendor's service registry shall be editable by a system administrator.
IP.2.3	Service Management	The Vendor's solution shall provide functionality to search the service registry for information pertaining to the services available at particular endpoints in a machine-readable format; including the location of the service, routing information, failover protocols, and load balancing protocols.

3. Managed File Transfer (MFT)

The Vendor shall provide a Managed File Transfer (MFT) solution that provides for secure internal and external file/data transfers. The core functionalities include the ability to secure files in transit and at rest, as well as reporting and auditing of file activity. The Vendor shall integrate the Enterprise Service Bus (ESB) with an MFT solution to invoke business processes based on file transfer events or invoke business processes based on file contents.

The table below (**Figure 6**) summarizes the Master File Transfer Requirements for the Integration Platform Solution components. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 6: Managed File Transfer Requirements		
Req ID	Topic	Requirement Description
IP.3.1	Managed File Transfer	The Vendor shall provide Managed File Transfer (MFT) solution to process both inbound and outbound files securely at a frequency as defined by the Agency.
IP.3.2	Managed File Transfer	The Vendor shall provide an MFT solution that will integrate with the ESB and scheduling software. Optionally, if requested by the Agency, implement and support scheduling software used for the FX solution. The Agency currently uses windows task manager, Cron, SQL agent and Autosys for scheduling.

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Figure 6: Managed File Transfer Requirements		
Req ID	Topic	Requirement Description
IP.3.3	Managed File Transfer	The Vendor shall provide an MFT solution that will support and monitor the processing of the transaction files and send notification of all transactions which have not been processed successfully.
IP.3.4	Managed File Transfer	The Vendor shall provide an MFT solution that will store the full audit log of file transfer activity in the database and is available to the Agency for review.
IP.3.5	Managed File Transfer	The Vendor shall provide an MFT solution that will integrate with antivirus software to scan incoming and outgoing files.
IP.3.6	Managed File Transfer	The Vendor shall provide an MFT solution that will check file integrity after transmission and automatically resume interrupted transfers.
IP.3.7	Managed File Transfer	The Vendor shall provide an MFT solution that will provide ability to integrate with other systems via the integration platform through the use of APIs.
IP.3.8	Managed File Transfer	The Vendor shall provide an MFT solution that will securely support ad-hoc transfer securely of large files greater than 2 GB.
IP.3.9	Managed File Transfer	The Vendor shall provide an MFT solution that will support multiple, advanced security protocols.
IP.3.10	Managed File Transfer	The Vendor shall develop and implement a framework for all internal and external file transfer interfaces which are required for the solution (e.g., Electronic Data Interchange).

4. Business Rules Engine

The Vendor shall provide a Business Rules Engine (BRE), in association with the Integrated Platform solution software, to provide the needed flexibility, configurability, and capacity to improve transparency and use of standard Agency-wide business rules. It shall provide a vehicle to establish a shared resource for systems requiring an externalized rules repository.

The table below (**Figure 7**) summarizes the Business Rules Engine Requirements for the Integration Platform Solution components. The Vendor shall respond to how its solution will meet the requirements contained in the table.

Figure 7: Business Rules Engine Requirements		
Req ID	Topic	Requirement Description
IP.4.1	Rules Engine	The Vendor shall provide a user configurable Business Rules Engine (BRE) which shall serve as the primary database of Agency Business Rules.

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Figure 7: Business Rules Engine Requirements		
Req ID	Topic	Requirement Description
IP.4.2	Rules Engine	The Vendor shall provide a BRE to support access to project-wide rules across systems, based on the SOA (even though many of the systems and platforms may already have built-in rules engines).
IP.4.3	Rules Engine	The Vendor's solution shall support authorized system users to create system rules for business functions using menu-driven functionality or in natural language in a user-friendly interface, and allow for the updating of rules without coding changes. The Vendor shall include granular check-out and check-in rules and an audit trail of business rules changes.
IP.4.4	Rules Engine	The Vendor shall provide access to the most current business rules during rule authoring and at execution time without recompiling code.
IP.4.5	Rules Engine	The Vendor shall be able to perform rollback to prior versions of rules with no system downtime.
IP.4.6	Rules Engine	The Vendor shall port existing business rules from the legacy system(s) to new the BRE solution.
IP.4.7	Rules Engine	As part of WS-7: Requirements Document , the Vendor shall develop and maintain a Business Rules Traceability Matrix to track business rules and how rules are implemented, and any modifications made to accommodate new requirements.
IP.4.8	Rules Engine	The Vendor shall provide the functionality to streamline large sets of similarly structured rules with decision tables.
IP.4.9	Rules Engine	The Vendor shall provide users with multiple test environments, including "what if" functionality, to test business rule changes prior to implementation.
IP.4.10	Rules Engine	The Vendor shall provide a BRE solution with the flexibility and capacity to support diverse and complex health care programs, including the ability to configure alerts and notification triggers.
IP.4.11	Rules Engine	The Vendor's solution shall provide integration with the Identity Access Management component for multiple elevated user levels for business rules approvals.
IP.4.12	Rules Engine	The Vendor shall provide process documentation for business rules creation/modification/deletion, to include desk level procedures, user documentation and scheduled auto deployment.
IP.4.13	Rules Engine	The Vendor shall provide a Rules Engine Business Dictionary which includes data elements, definition, data size, meaning, description and its usage as part of the WS-8: System Design Specification Document deliverable.
IP.4.14	Rules Engine	The Vendor's solution shall provide a debugging tool to debug the business rules execution.

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Figure 7: Business Rules Engine Requirements		
Req ID	Topic	Requirement Description
IP.4.15	Rules Engine	The Vendor's solution shall allow the rules to be accessed by API or web services.
IP.4.16	Rules Engine	The Vendor's solution shall be able to meet the high transaction volumes for the FX solution, shall be scalable and shall be available twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year.
IP.4.17	Rules Engine	The Vendor's solution shall allow modifications to be made by the Vendor to the valid values without system downtime.
IP.4.18	Rules Engine	The Vendor shall deliver a dashboard view of the BRE to monitor the rules execution and its performance and statistics.
IP.4.19	Rules Engine	The Vendor shall allow the capability to execute business rules from a variety of systems, including web applications, business process management processes, and ESB orchestrations.
IP.4.20	Rules Engine	The Vendor shall produce reports on business rules passed or failed for all transactions. As part of the WS-9: Configuration Management and Release Management Plan , the Vendor shall deliver the Rules Engine report to the Agency on a schedule agreed upon.

5. Security

The Vendor shall provide an Integration Platform/Integration Services solution that provides authentication and authorization component of the Integration Platform which encompasses capabilities for Single Sign-On, Identity and Access Control, Federated Identity Management, and Data Anonymization. These security capabilities are to provide application or module level authentication. The Vendor shall provide role and content-based access control for information exchanged using the Integration Platform. Proposals for a role and content-based access control solution shall include controls at page, action, and field level within applications or modules.

Then Vendor shall describe its solution to secure additional consideration shall be given to external systems, and FX modules which use custom access control strategies within each system or module. The Vendor shall include enabling an encrypted bi-directional interface between the authentication service and the authorization service so user information can flow between the two (2) components. The authorization product shall provide federated integration with organization specific Active Directories of authorization information and comply with Florida Administrative Code Section 74-5, Identity Management. Consent management is a possible future Integration Platform capability and may be authorized under a task order at the Agency's discretion.

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The table below (**Figure 8**) summarizes the Security Requirements for the Integration Platform Solution components. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 8: Security Requirements		
Req ID	Topic	Requirement Description
IP.5.1	Security	The Vendor shall provide PP-5: System Security Plan , which shall maintain compliance with all Florida and Federal enterprise information security policies, standards, security initiatives, and regulations.
IP.5.2	Security	<p>The Vendor shall provide, configure, support, update, and maintain a security solution for the FX which supports:</p> <ul style="list-style-type: none"> a. Single sign-on - The capability to authenticate once and be subsequently and automatically authenticated when accessing various target systems. b. Identity and access control - Enables the right individuals to access the right resources at the right times for the right reasons. c. Federated identity management - Enables identity information to be developed and shared among several entities and across trust domains. d. Data anonymization - Tools and processes to sanitize information and protect privacy.
IP.5.3	Security	The Vendor shall encrypt data processed by the Integration Platform being stored, transmitted or transported either physically or electronically as required by Agency policy, State and Federal regulations, and industry accepted encryption standards.
IP.5.4	Security	The Vendor shall protect all government data from loss or unauthorized disclosure.
IP.5.5	Security	The Vendor shall provide streamline electronic transactions by incorporating electronic and digital signatures, compliant with HIPAA and other State and Federal statutes.
IP.5.6	Security	The Vendor shall provide security audit trail reporting (e.g., security, level, locale, IP address, user ID, before and after changes).
IP.5.7	Security	The Vendor shall provide a back-end database solution for storage of all transaction, access, audit critical access logs, and other essential data which shall need to be retained as per security regulations documented in the Enterprise Data Security Plan of the Procurement Library .

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Figure 8: Security Requirements		
Req ID	Topic	Requirement Description
IP.5.8	Security	The Vendor shall adhere to any applicable Agency system security practices, configurations and procedures.
IP.5.9	Security	The Vendor shall perform security vulnerabilities assessments (scanning) on the integration technical platform and APIs, no less than quarterly and after every release.
IP.5.10	Security	The Vendor shall provide per-user multi-factor authentication.
IP.5.11	Security	The Vendor shall provide easy-to-use and provide a user interface which allows authorized users to edit, create, and implement role-based and group-based security at the data element/field level for authorized users based upon individual characteristics or functional security groups.
IP.5.12	Security	The Vendor shall provide integrated Single Sign-On (SSO) with the portal, and an Enterprise Identity, Credential, Access and Session Management Solution (ICAM Solution), to provide security functionalities like Identity, Credentials, Access, Entitlement and Session Management as per the "Security and Privacy Model", MITA 3.0 guidelines.
IP.5.13	Security	The Vendor shall provide a Secure Token Server (STS), which has a mechanism to generate Security Assertion Markup Language (SAML), OAuth, Web Services-Security (WS-Security), and encrypted tokens based on user categories.
IP.5.14	Security	The Vendor shall provide Identity Proofing integration points (ability to prove a user's true identity as part of the registration process).
IP.5.15	Security	The Vendor shall provide user account/password management/self-service (admins/end-users should be able to create, edit and delete their user accounts including passwords).
IP.5.16	Security	The Vendor shall provide a physical and electronic environment which uses public key infrastructure to verify all transactions and the identity of all users and denies access to unauthorized users. For example: <ul style="list-style-type: none"> a. Require unique sign-on (ID and password); and b. Require authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries.
IP.5.17	Security	The Vendor shall provide tools (e.g., alerts or reports), which identify usage anomalies or users who may have misused the system. These alerts or reports shall be

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Figure 8: Security Requirements		
Req ID	Topic	Requirement Description
		delivered to the Agency within two (2) business days of any occurrence.
IP.5.18	Security	The Vendor shall maintain encrypted passwords in storage and in transmission.
IP.5.19	Security	The Vendor shall provide security features which support increasing the complexity of the authentication and authorization as the sensitivity of the data or functionality increases.
IP.5.20	Security	The Vendor shall provide grant authorization through role-based security (create, delete, modify and view) access to user interfaces, and reports. The role-based access can be limited to a specific module or can be extended to multiple modules. The Vendor shall add acceptance/signature of user agreements regarding federal & state law about data access and use.
IP.5.21	Security	The Vendor shall allow access and role changes to be made in real-time, with appropriate authorizations.
IP.5.22	Security	The Vendor shall provide risk assessments and security audit reports which shall be completed on an annual basis and when additions or changes to functionality impact the security framework, architecture, or when a new vulnerability exists. The reports shall be delivered to the Agency by the 10 th each month performed as part of PP-5: System Security Plan .
IP.5.23	Security	The Vendor shall perform penetration testing within two (2) months prior to implementation. Penetration testing shall also be performed on an annual basis and when a new vulnerability exists and when additions or changes to functionality impact the security framework. As part of PP-5: System Security Plan , Penetration Test Report results shall be provided to the Agency by the 10 th of the month and any major or critical vulnerabilities mitigated.
IP.5.24	Security	The Vendor shall perform auditing of the federated identity management solution (e.g., when account information was changed and who made the account information change) and auditing of system access through ICAM/SSO (e.g., last instance user logged into the system). The Vendor shall report the results to the Agency by the 10 th of the month as part of PP-5: System Security Plan .
IP.5.25	Security	The Vendor shall provide secure access to its off-site facilities; including storage facilities. The Agency will perform and review physical security audits every one hundred eighty (180) days of the Vendor's off-site and on-site facilities at the Agency's discretion. All Vendor facilities related to the FX shall meet all State and Federal guidelines.

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Figure 8: Security Requirements		
Req ID	Topic	Requirement Description
IP.5.26	Security	The Vendor shall maintain policies and procedures for security clearance and staffing controls for allowing access to confidential information and/or to restricted areas within the Vendor's solution as part of PP-5: System Security Plan .
IP.5.27	Security	The Vendor shall maintain adequate technical support/staffing to provide twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year coverage.
IP.5.28	Security	The Vendor shall respond to all risks identified through the periodic security risk assessments with a CMS Information Security Program Plan of Action and Milestones (POA&M) containing clarifying information, a proposed mitigation strategy if necessary, a timeline for implementation, and shall work with the Agency to successfully execute the POA&Ms. The risk assessment report shall be provided to the Agency within ten (10) business days of the event as part of PP-5: System Security Plan .
IP.5.29	Security	The Vendor shall provide, configure, support, maintain and manage a federated identity and access management solution which shall perform user authentication and authorization through single sign-on for all module components.
IP.5.30	Security	The Vendor shall monitor system activity and detect and prevent intrusion, hacking, unusual activity, or system compromise. The Vendor shall immediately report any incidents of such, to the Agency. Only authorized Vendor personnel may override system security alerts and edits. <u>The one (1) hour notification requirement overrides the twenty-four (24) hour notification requirement for security incident reporting found in the Business Associate Agreement (Attachment A, Instructions and Special Conditions, Exhibit A-8, Standard Contract).</u>
IP.5.31	Security	The Vendor shall provide and operate solutions which terminate access immediately and/or generate alerts for conditions which violate security rules, unauthorized attempts to access data and system functions, and system activity based on security parameters.
IP.5.32	Security	The Vendor's solution code shall never run from a system level account with unlimited privileges such as "root" or "administrator".
IP.5.33	Security	The Vendor's solution shall display a security warning banner prior to allowing entry into the system. The solution shall have security warning banners and headers and footers which adhere to Federal, Agency,

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Figure 8: Security Requirements		
Req ID	Topic	Requirement Description
		and other applicable standards that are prominently displayed on introductory screens.
IP.5.34	Security	The Vendor's solution shall meet the minimum password format and management as required by Agency.
IP.5.35	Security	The Vendor's solution shall track disclosures of Protected Health Information (PHI) Personally Identifiable Information (PII); provide authorized users access to and reports on the disclosures. As part of PP-5: System Security Plan , The HIPAA disclosure report shall be provided to the Agency within two (2) business days of any event.
IP.5.36	Security	The Vendor shall review and identify monthly, any unneeded hardware, software, and licenses, present recommendations to the Agency for review and verify that any unneeded hardware, software, and licenses have been decommissioned upon approval from the Agency.
IP.5.37	Security	The Vendor shall enforce session timeouts after fifteen (15) minutes of inactivity.
IP.5.38	Security	The Vendor shall comply with FL Administrative Code Rule 74-2 Information Technology Security

The Vendor shall be responsible to provide the Module Vendors and the Agency with implementation guidance and to test and validate that the integration processing occurs securely and in alignment with MES Security Standards. This includes end-to-end validating information encryption. The Vendor shall also implement an information sharing policy used by the Integration Platform to control information access and reuse across system boundaries. The information sharing policy format and requirements will be developed during Design, Development, and Implementation (DDI) activities.

MES Security Standards are detailed in **Technology Standards** and **Enterprise Data Security Plan** located in the [Procurement Library](#).

6. Master Data Management (MDM)

The Vendor shall provide a Master Data Management (MDM) solution which shall aggregate information from multiple sources identifying overlapping, redundant, and inconsistent data from Medicaid modules and systems. The MDM capability shall be configurable, incorporating business policies including source system, data provider, data collection method, data collection date/time, data quality, data format, data values, and other data characteristics. Using all known information related to a person or an organization helps the organizations and people in the Medicaid Enterprise to make better decisions and improve the experience of people and organizations which interact with the Agency, external organizations, health plans, and providers.

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The Master Person Index (MPI) / Master Organization Index (MOI) shall identify, manage, and share the linkages to connect records from systems for a person or organization. The MPI / MOI helps provide understanding of records and thus all information about a person or organization which allows all systems to intercommunicate, share data, and collaborate when there are business transactions and data updates for a person or organization.

a. Master Person Index (MPI)

The Vendor shall provide a Master Person Index (MPI). The MPI shall accept messages containing identity information for a person, cleanse and standardize the identity information, and link identity records based on probabilistic identity matching rules. The MPI shall provide a service presenting the list of systems which contain data for the same person. Recipient information records are the initial types of people to be included in the MPI and shall be extended to a person, employee, or a case worker. The Vendor shall build interfaces to exchange member data stored in the MPI with various modules to facilitate the business processes of health care programs.

b. Master Organization Index (MOI)

The Vendor shall provide a Master Organization Index (MOI). The MOI shall accept messages containing identity information about organizations, cleanse and standardize the identity information, and link identity records based on probabilistic identity matching rules. The MOI shall provide a service presenting the list of systems which contain data for the same organization. Provider information records are the initial types of organizations to be included in the MOI. The Vendor shall build interfaces to exchange provider data stored in the MOI with various modules to facilitate the business processes of health care programs.

The table below (**Figure 9**) summarizes the Master Data Management Requirements for the Integration Platform Solution components. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 9: Master Data Management Requirements		
Req ID	Topic	Requirement Description
IP.6.1	Master Data Management	<p>The Vendor shall provide, configure, support, update and maintain a solution which supports:</p> <p>a. Master Data Management - A technology-enabled discipline in which business and IT work together to validate the uniformity, accuracy, stewardship, semantic consistency and accountability of the enterprise's official shared master data assets;</p>

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Figure 9: Master Data Management Requirements		
Req ID	Topic	Requirement Description
		<p>b. Master Person Index - A repository and tool which links every person record in systems about the person (e.g., recipients, person, employee or a case worker);</p> <p>c. Master Organization Index - A repository and tool which links every organization's record (e.g., providers, companies, governments, associations, and non-person entities) in the system; and</p> <p>d. MDM Golden Record - A single, well-defined version of all the data entities in an organizational ecosystem.</p>
IP.6.2	Master Data Management	<p>The Vendor's solution shall:</p> <p>a. Provide a 360-degree comprehensive view of a person or organization information;</p> <p>b. Identify and provide the duplicated identity records within each system to the data owners;</p> <p>c. Provide real-time alerting of identity information changes and business events across systems;</p> <p>d. Improve data quality in analytics by eliminating duplicate information.</p>
IP.6.3	Master Data Management	The Vendor's solution shall be used as single source of truth for identity matching.
IP.6.4	Master Data Management	The Vendor's solution shall retain a single identity record for each organization, system, and identity instance combination.
IP.6.5	Master Data Management	The Vendor's solution shall retain a history of identity records for each organization, system, and identity instance combination.
IP.6.6	Master Data Management	The Vendor's solution shall use historic information in identity matching decisions (e.g., maiden name change, prior addresses).
IP.6.7	Master Data Management	The Vendor's solution shall maintain linkages pointing between identity records.
IP.6.8	Master Data Management	The Vendor's solution shall provide date-specific provider enrollment and demographic data.
IP.6.9	Master Data Management	The Vendor's solution shall store preferences for communications by electronic inbox, written correspondence, email, text, and phone.
IP.6.10	Master Data Management	The Vendor's solution shall accept and store address types and effective end dates for each address type.
IP.6.11	Master Data Management	The Vendor's solution shall be able to act as a node within broader network of Master Person / Master Organization Indexes (e.g., other agencies and other state indexes).

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Figure 9: Master Data Management Requirements		
Req ID	Topic	Requirement Description
IP.6.12	Master Data Management	The Vendor's solution shall accept identity matching records in real time, batch, or asynchronous modes.
IP.6.13	Master Data Management	The Vendor's solution shall accept records in full master file mode or as identity record transactional updates.
IP.6.14	Master Data Management	The Vendor's solution shall provide a processing mechanism to resync identity records with master file records.
IP.6.15	Master Data Management	The Vendor's solution shall update linkages / de-linkages between identity records in real-time.
IP.6.16	Master Data Management	The Vendor's solution shall support probabilistic and deterministic identity matching processing.
IP.6.17	Master Data Management	The Vendor's solution shall persist identity record linkage data.
IP.6.18	Master Data Management	The Vendor's solution shall support advanced identity matching data attributes (e.g., biometric, photo).
IP.6.19	Master Data Management	The Vendor's solution shall support manual forced links / de-links.
IP.6.20	Master Data Management	<p>The Vendor's solution shall provide web services supporting:</p> <ul style="list-style-type: none"> a. Input of source system identity records for matching; b. Retrieval of all or selected identity record linkages (returning organizations and systems which have matching identity records); and c. Person / Organization search and selection.
IP.6.21	Master Data Management	The Vendor's solution shall allow systems to subscribe to configurable alerts of identity updates or business event transactions provided to the system.
IP.6.22	Master Data Management	The Vendor's solution shall generate alerts of identity matching data updates by other systems to systems with matching identity records.
IP.6.23	Master Data Management	The Vendor's solution shall receive business event transactions and send alerts to systems with matching identity records.
IP.6.24	Master Data Management	<p>The Vendor's solution shall provide a User Interface portal which includes:</p> <ul style="list-style-type: none"> a. Search functionality allowing person- or organization-based search, allowing users to confirm and select the correct person or organization identity; b. Functionality allowing the selection of sources or information subject areas to present;

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Figure 9: Master Data Management Requirements		
Req ID	Topic	Requirement Description
		<p>c. Pulling information from source systems in real time using web service calls to the ESB which fans out and consolidates information requests from source systems;</p> <p>d. Presenting information in a reusable structure which supports presentation of information from new sources without application changes;</p> <p>e. Supports dynamic display of structured content (XML or JSON) from Agency system sources in user presentable format without application changes; and</p> <p>f. Assisting data stewards to implement forced links/de-links resolve indeterminate identity resolutions.</p>
IP.6.25	Master Data Management	The Vendor's solution shall provide member (recipient, provider, organization) search capability including the ability to search by member identification and member demographic elements necessary for eligibility reconciliation and duplicate identification purposes.
IP.6.26	Master Data Management	The Vendor's solution shall provide, configure, and maintain a Master Person Index which includes standardized unique identifiers for members across the Enterprise System, prevents the creation of duplicate records, and includes interfaces to easily match members from other systems.
IP.6.27	Master Data Management	The system shall provide the ability to crosswalk unique identifiers from multiple sources including National Provider Identifiers (NPI), Medicare Beneficiary Identifiers (MBI), and Health Care Identification Numbers (HCIN).
IP.6.28	Master Data Management	<p>The Vendor's solution at minimum shall support capacity which includes:</p> <p>a. Organizations – expected max of one hundred thousand (100,000) organization records, peak may include up to twenty (20) source systems; and</p> <p>b. Persons – expected max fifty (50) million unique person records, peak may include up to thirty (30) source systems.</p>

7. Integration

The Agency seeks to procure an Integration Platform solution that standardizes enterprise patterns, including service virtualization, aspect-oriented connectivity, traffic management, protocol translation, and routing. The Vendor shall propose a solution that requires minimal customization and that will enhance the ability to

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rapidly deploy applications, integrate legacy applications and share data across multiple enterprise components. Additionally, the proposed Vendor solution shall establish a canonical information exchange model, to create, send, receive and process standard transaction types (e.g., X12, FHIR, HL7, and NCPDP D.0) and to support the exchange of data between modules through the Integration Platform.

The table below (**Figure 10**) summarizes the Integration Requirements for the Integration Platform Solution components. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 10: Integration Requirements		
Req ID	Topic	Requirement Description
IP.7.1	Integration	The Vendor's solution shall maintain a record/audit trail of errors during update processes, accounting for originating source and user.
IP.7.2	Integration	The Vendor's solution shall support connections between systems which enable transformed business process orchestrations across module components to verify efficiency with limited technical changes.
IP.7.3	Integration	The Vendor shall provide effective integration of solutions including Commercial-Off-The-Shelf (COTS) and Software as a Service (SaaS) solutions which may be configured quickly to provide faster delivery of new functionality.
IP.7.4	Integration	The Vendor shall implement SOA framework components, related services utilities and interfaces which support modularity and reuse of functionality within the modules and components.
IP.7.5	Integration	The Vendor shall develop PP-3: High-Level Technical Design (Includes Technical Integration Plan) which provides a detailed approach to aspect-oriented integration and standards.
IP.7.6	Integration	The Vendor shall adhere to integration best practices including understanding the harmonization of cross cutting component aspects.
IP.7.7	Integration	The Vendor shall implement standard policies and practices to verify the security and integrity of the information to be exchanged as detailed in the PP-5: System Security Plan .
IP.7.8	Integration	The Vendor shall document all interfaces in the WS-11: Interface Control Document (ICD) which shall include data layout documentation, data mapping crosswalk, inbound/outbound capability, volume, frequency and information on producer and consumer of the service for all interfaces.
IP.7.9	Integration	The Vendor shall provide and document architecture specifications as part of the PP-4: System Design Document (Includes Integration Architecture Specifications) deliverable which has clearly defined service endpoints. All service endpoints/APIs shall be

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Figure 10: Integration Requirements		
Req ID	Topic	Requirement Description
		exposed to the ESB and able to receive and submit messages through the ESB.
IP.7.10	Integration	The Vendor shall provide a solution which shares common data structures, orchestration rules, and endpoints between module components.
IP.7.11	Integration	The Vendor shall support message delivery integrity (e.g., delivery confirmation for successful messages, retry intervals for undelivered messages, alerts for message delivery failures, and duplicate message prevention).
IP.7.12	Integration	The Vendor shall support functionality to interface with multiple entities outside the Agency's Enterprise systems for exchange of information.
IP.7.13	Integration	The Vendor's solution shall facilitate the exchange of data or files via web-services, queues, or other common message brokering protocols.
IP.7.14	Integration	The Vendor shall send and receive real-time discrete transactions between modules and the integration platform to reduce the need for bulk data transfers.
IP.7.15	Integration	The Vendor shall provide the ability to view raw daily interface files for up to sixty (60) calendar days. Archive raw daily interface files after sixty (60) calendar days and maintain for fifteen (15) months.
IP.7.16	Integration	The Vendor shall verify proprietary interfaces and protocols between modules are not used. The Vendor shall document and notify the Agency if a Module Vendor proposes or uses a proprietary interface and protocol.
IP.7.17	Integration	The Vendor shall be responsible to collect information for submitted transactions, including: submitted timestamp, transaction size, user, IP, and port. The Vendor shall store this information and provide access for problem resolution, reporting Performance Standards, and other business needs.
IP.7.18	Integration	The Vendor shall provide standardized error and exception message logging and reporting with a level of detail which supports debugging down to the individual user.
IP.7.19	Integration	The Vendor shall provide real-time alerting when defined thresholds are met and shall be communicated via agreed methods to the Agency.
IP.7.20	Integration	The Vendor shall not include configurable data or input which is hard-coded. Configurable data or input are not to be included in the source code of the service.
IP.7.21	Integration	The Vendor shall provide components within the Integration Platform are compatible and shall be able to connect to all the known industry standard databases.
IP.7.22	Integration	The Vendor shall meet future MITA or other external architecture requirements.

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Figure 10: Integration Requirements		
Req ID	Topic	Requirement Description
IP.7.23	Integration	The Vendor shall secure the information in transit between entities as required by Federal, State and send/receive business partner's regulations, policies or best practices.
IP.7.24	Integration	The Vendor shall include a dashboard to monitor real-time availability of services which is available for view only access to the Agency.
IP.7.25	Integration	The Vendor shall provision services to utilize the United States Postal Service (USPS) verification, validation and standardization rules for address validation.
IP.7.26	Integration	The Vendor shall provide versioning of services and messages to support similar transactions from different sources.

8. Testing Requirements

The table below (**Figure 11**) summarizes the Testing requirements for the Integration Platform. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 11: Integration Platform Testing Requirements		
Req ID	Topic	Requirement Description
IP.8.1	Testing	The Vendor shall develop and deliver to the Agency WS-12: Test Plan which includes the objectives, scope, testing strategy, testing type, entrance and exit criteria, schedule, testers, and software tools.
IP.8.2	Testing	The Vendor shall conduct and report to the Agency component and product testing, completing testing sequences, and dynamic analysis which verify the execution of the implementation of testing sequences and transition coverage.
IP.8.3	Testing	The Vendor shall work with the Agency and SEAS Vendor to manage the execution of component testing, including setup of shared resources, setup of instrumentation, conducting the tests, and documentation of anomalies.
IP.8.4	Testing	As part of WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report) , the Vendor shall perform testing and present the results to the Agency for each of the following test levels: Unit Test Results, System Test Results, Integration Test Results, Regression Test Results, Performance Test results, Parallel Test Results, Build Verification Test Results.
IP.8.5	Testing	The Vendor, at a minimum, shall provide to the Agency the following environments for testing:

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Figure 11: Integration Platform Testing Requirements		
Req ID	Topic	Requirement Description
		<p>a. Integration Testing: End-to-end testing performed to expose defects in the interfaces and in the interactions between integrated module components or other systems and validate the system's readiness to meet non-functional requirements.</p> <p>b. System testing: The process of demonstrating a program, function, or integrated system components meet its requirements and objectives as stated in WS-7: Requirements Document.</p> <p>c. Regression Testing: Testing of a previously tested function following modifications to verify defects have not been introduced or uncovered from changes made. It is performed each time the software or its environment is changed and involves automated testing scripts.</p> <p>d. Performance Testing: Verifies the performance of a system will meet Performance Standards and also measures the behavior of the system with increasing load (e.g., number of parallel users and/or numbers of transactions to determine what load can be handled by the system).</p> <p>e. User Acceptance Testing: Testing conducted by the Agency to determine whether a system satisfies the defined user acceptance criteria in an isolated environment.</p>
IP.8.6	Testing	The Vendor shall map and trace the test results back to the WS-7: Requirements Document and Requirements Traceability Matrix (RTM), to the use case, test case, test script, and design of the solution.
IP.8.7	Testing	As part of WS-12: Test Plan , the Vendor shall design and document detailed test cases for each sub-phase of testing. The test cases shall include identifications, detailed steps, expected results, and actual results.
IP.8.8	Testing	The Vendor shall conduct performance testing of end-to-end business processes within the Integration Platform during the initial build and after implementation of each new module to conform to the Deliverables and Performance Standards stated in the Attachment B, Exhibit B-1 .
IP.8.9	Testing	The Vendor shall provide testing support to the FX Module Vendors for the integration points between their systems and the Vendor's integration platform components.
IP.8.10	Testing	The Vendor shall plan and execute testing for all inbound and outbound interfaces to verify accurate and secure data transmission.
IP.8.11	Testing	The Vendor shall plan and coordinate with users, Module Vendors, and external agencies in advance to test all inbound and outbound interfaces.

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Figure 11: Integration Platform Testing Requirements		
Req ID	Topic	Requirement Description
IP.8.12	Testing	The Vendor shall establish and maintain User Acceptance Testing (UAT) environments and support UAT testing for the Agency to conduct continuous UAT testing in dedicated environments. As part of WS-12: Test Plan , responsibilities include assisting the Agency to develop UAT test cases, providing test data, refreshing test data on an agreed-upon schedule with complete data and files, executing processes, and migrating releases or code fixes as requested on an agreed-upon schedule.
IP.8.13	Testing	The Vendor shall provide the Agency with access to the test cases, test results, and defect tracking tools which the Vendor developed or used for testing the solution.
IP.8.14	Testing	The Vendor shall provide sufficient time in the approved PP-2: Project Schedule for UAT testing. The Vendor shall extend user acceptance testing if the proposed testing duration is insufficient for the Agency to validate the module, at no additional cost to the Agency.
IP.8.15	Testing	The Vendor shall participate in and support the User Acceptance Testing (UAT) for updates to the Integration Platform solution (e.g., configuration, development, defects, maintenance, enhancement, and mass adjustment activities and requests) or any independent testing of the solution.
IP.8.16	Testing	The Vendor shall provide training to the Agency and other stakeholders on the Integration Platform solution, process, and tools which shall be used to execute UAT and training on the operation of the technical environment to support user validation.
IP.8.17	Testing	The Vendor shall provide Performance and UAT test environments that are built to mirror the Production System in configuration for infrastructure, databases, processing, file structures, and reporting.
IP.8.18	Testing	The Vendor shall submit to the Agency for approval all test results for each test sub-phase to the Agency which includes: number of test scenarios, cases, and scripts executed; pass/fail ratio; number of defects identified and corrected along with their severity ranking.
IP.8.19	Testing	The Vendor shall obtain Agency approval of all test results before testing is considered complete.
IP.8.20	Testing	The Vendor shall track and report all defects during testing and resolve them as agreed.
IP.8.21	Testing	The Vendor shall include automated testing tools which work seamlessly with all components of the FX and are needed to adequately test the solution.
IP.8.22	Testing	The Vendor shall test message-oriented interactions using integration testing tools (e.g., SoapUI).

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Figure 11: Integration Platform Testing Requirements		
Req ID	Topic	Requirement Description
IP.8.23	Testing	The Vendor shall keep all test regions refreshed on a schedule agreed upon with the Agency and whenever enhancements are implemented.
IP.8.24	Testing	As part of WS-12: Test Plan , the Vendor shall provide a process for extracting data from the production environment and importing into non-production environments. Based on the Agency's request, the Vendor shall keep all test regions refreshed on a schedule agreed upon with the Agency and whenever enhancements are implemented.
IP.8.25	Testing	The Vendor shall mask any sensitive data from the production environment for use in non-production environments unless the data owner authorizes the use of data in the non-production environment.
IP.8.26	Testing	The Vendor shall provide the ability to execute performance tests of a simulated user load consistent with the actual load projected or used in production.

9. Implementation and Acceptance

The table below (**Figure 12**) summarizes the Implementation and Acceptance Requirements for the Integration Platform. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 12: Integration Platform Implementation and Acceptance Requirements		
Req ID	Topic	Requirement Description
IP.9.1	Implementation and Acceptance	Optionally, if requested by the Agency, the Vendor shall conform to Agency IT Change Control Tools and processes for implementation and changes to the Integration Platform.
IP.9.2	Implementation and Acceptance	As part of WS-17: Production Readiness Review and Stage Gate Review , the Vendor shall produce and deliver to the Agency Production Readiness Review Checklists which examine the actual solution characteristics and the procedures of the product's operation to confirm all hardware, software, resources, procedures, and user documentation accurately reflect the updated production system.
IP.9.3	Implementation and Acceptance	The Vendor shall conduct an Operational Readiness Walkthrough with the Agency to validate the operational readiness of the Vendor and the solution. The Agency will formally sign off on the Production Readiness Review and Stage Gate Review Checklist prior to proceeding to implementation as part of WS-17: Production Readiness Review and Stage Gate Review .

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Figure 12: Integration Platform Implementation and Acceptance Requirements		
Req ID	Topic	Requirement Description
IP.9.4	Implementation and Acceptance	As part of WS-17: Production Readiness Review and Stage Gate Review , the Vendor shall provide to the Agency Production Readiness test results demonstrating the Integration Platform solution meets all Performance Standards for system performance as defined in the Contract.
IP.9.5	Implementation and Acceptance	As part of WS-18: Post Implementation Report , the Vendor shall provide an implementation process and work with the Agency for deploying each proposed solution into production. This would include submitting an implementation plan to the Agency for approval, facilitating an Implementation Plan walkthrough with all the stakeholders, deploying the solution, and submitting a request for the Agency's acceptance of the system implementation.
IP.9.6	Implementation and Acceptance	The Vendor shall monitor and correct any deficiencies during the initial operation of the Integration Platform to verify there are no immediate or ongoing adverse effects on the Agency's programs according to the performance expectations identified in the Contract.
IP.9.7	Implementation and Acceptance	The Vendor shall demonstrate and report to the Agency the system infrastructure (hardware, software, and interfaces) is operational and meets Federal and Agency architectural, technical, security, and privacy requirements as well as the documented and approved business and functional requirements.

10. Training

The table below (**Figure 13**) summarizes the Training Requirements for the Integration Platform. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 13: Integration Platform Training Requirements		
Req ID	Topic	Requirement Description
IP.10.1	Training	For the users, module vendors and Agency staff, training (as part of WS-15: Training Plan), at a minimum is required for: monitoring interfaces; using the MDM solution and the user interfaces; and using the Single Sign On (SSO) solution and the user interface. The Vendor shall develop and implement a written and customized training plan which includes webinars and face-to-face training.
IP.10.2	Training	The WS-15: Training Plan shall address all training for the required components of this Contract including a schedule for all activities to train team members and provide continuous training as needed for the Contract period.

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Figure 13: Integration Platform Training Requirements		
Req ID	Topic	Requirement Description
IP.10.3	Training	The Agency reserves the right to direct the Vendor to amend or update its WS-15: Training Plan at no additional cost to the Agency.
IP.10.4	Training	The Vendor shall create and maintain training materials for the required components of this Contract.
IP.10.5	Training	All training materials, which include manuals, brochures, handouts, agendas, presentations, and web-based or electronic communications, shall be approved by the Agency prior to use by the Vendor.
IP.10.6	Training	All training materials shall be reviewed and updated by the Vendor on a quarterly basis to reflect current and updated functionality.
IP.10.7	Training	The Agency may obtain, reproduce, and distribute any of the Vendor's training materials.

11. Hosting and Environments

The table below (**Figure 14**) summarizes the Hosting and Environments Requirements for the IS/IP components. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 14: Hosting and Environments Requirements		
Req ID	Topic	Requirement Description
IP.11.1	Hosting and Environments	The Vendor shall provide hosting services which meet the Agency requirements and support optimal performance of the solution. The Vendor's solution shall include the ability to migrate to a cloud environment (if the Vendor proposes an on-premise solution).
IP.11.2	Hosting and Environments	As part of WS-6: Bill of Materials , the Vendor shall provide a Hardware Acquisition and Installation Plan for the technical infrastructure or services to support the solution.
IP.11.3	Hosting and Environments	As part of WS-6: Bill of Materials , the Vendor shall provide a Software Acquisition and Installation Plan for the solution to the Agency.
IP.11.4	Hosting and Environments	The Vendor shall be responsible for procuring, operating and maintaining any hardware, software or services needed to support all components and project tools in use by the Vendor. Any license purchased by the Vendor shall be transferred, if applicable, to the Agency.
IP.11.5	Hosting and Environments	The Vendor shall identify and describe the licenses necessary for the Contract to support the infrastructure which shall provide sufficient bandwidth and redundancy to validate maximum

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Figure 14: Hosting and Environments Requirements		
Req ID	Topic	Requirement Description
		accessibility, reliability/fault tolerance and acceptable performance.
IP.11.6	Hosting and Environments	The Vendor's solution shall provide an architecture designed to support vertical and/or horizontal infrastructure scaling to meet increases in demand.
IP.11.7	Hosting and Environments	The Vendor's hosting solution shall provide the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective with built-in burst capacity to handle burst periods or potential growth.
IP.11.8	Hosting and Environments	The Vendor shall provide the ability to run multiple environments simultaneously to support the testing effort as required by the Agency. This includes providing sufficient environments and configurations (e.g., multiple environments, multiple application layers, hub architecture) necessary to perform all required functions (e.g., testing, training, production operations, modeling, business continuity, disaster recovery).
IP.11.9	Hosting and Environments	The Vendor shall purchase and maintain infrastructure hardware and software updates including upgrades and technology refreshes to maintain functionality of all interfaces.
IP.11.10	Hosting and Environments	The Vendor's solution shall be available and accessible twenty-four (24) hours a day, seven (7) days a week, with the exception of planned downtime due to system upgrades or routine maintenance. All planned downtime and maintenance outages shall be coordinated and approved by the Agency at least five (5) business days in advance.
IP.11.11	Hosting and Environments	The Vendor shall identify the physical location(s) where the Vendor's solution is installed, secured, and operating. The Agency shall have transparent access to this location(s).
IP.11.12	Hosting and Environments	The Vendor shall provide non-disruptive configuration changes.
IP.11.13	Hosting and Environments	The Vendor shall provide configurable service failure, exception and alert logging.
IP.11.14	Hosting and Environments	The Vendor shall provide sufficient bandwidth and redundancy to validate accessibility, reliability/Fault Tolerance and acceptable performance.
IP.11.15	Hosting and Environments	The Vendor shall provide Internet security functionality at minimum to include, unauthorized access, malicious coder, the use of firewalls, intrusion detection/intrusion prevention (IDS/IPS), https, encrypted network/secure socket layer (SSL), and security provisioning protocols, such as secure

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Figure 14: Hosting and Environments Requirements		
Req ID	Topic	Requirement Description
		sockets layer, and Internet protocol security (IPSEC) according to the applicable Federal Information Processing Standards (FIPS) and National Institute of Standards and Technology (NIST) standards.
IP.11.16	Hosting and Environments	The Vendor's Computer Resource Center (CRC) shall be housed in a secure area, protected by a defined security perimeter, with appropriate security barriers and entry controls to control physical access to the CRC; record and supervise access by visitors, and regularly review and update access rights to the CRC.
IP.11.17	Hosting and Environments	The Vendor shall designate one or more persons responsible for the security of each Vendor facility.
IP.11.18	Hosting and Environments	The Vendor shall provide to the Agency a monthly written summary of the identification, investigation, and resolution of all privacy and security incidents, and email notification within one (1) hour of discovery of any security breach. Identification, investigation, and resolution procedures shall be approved by the Agency as part of the Vendor's HIPAA compliance procedures. The one (1) hour notification requirement overrides the twenty-four (24) hour notification requirement for security incident reporting found in the Business Associate Agreement (Attachment A , Instructions and Special Conditions, Exhibit A-8 , Standard Contract).
IP.11.19	Hosting and Environments	The Vendor shall protect the power and telecommunications cabling carrying information or supporting information services from interception or damage. The Vendor shall document what existing power and/or cabling is covered by this standard and communicate to Agency management for appropriate protective action.
IP.11.20	Hosting and Environments	The Vendor shall maintain physical access credentials (e.g., employee badge and security video) for staff which have access to system, data, and processing location(s).
IP.11.21	Hosting and Environments	The Vendor shall retain the user inquiry activity audit log data as directed by the Agency and provide the user activity audit log to authorized agency staff within three (3) business days of receipt of request.
IP.11.22	Hosting and Environments	The Vendor shall provision environments as requested by the Agency and submit WS-13: Environmental Readiness Review which details the scope of work, planned tasks, and completed tasks as part of the configure/build process for the solution including implementation of detailed

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Figure 14: Hosting and Environments Requirements		
Req ID	Topic	Requirement Description
		requirements, detailed design, configuration, development, unit testing, and documentation.
IP.11.23	Hosting and Environments	The Vendor shall use WS-13: Environmental Readiness Review to evaluate and make a Go or No-Go Decision. The Vendor shall develop, preapproved by the Agency, standard measures and results to establish to evaluate environmental readiness.
IP.11.24	Hosting and Environments	The Vendor shall use data hosting environments physically located in the contiguous lower forty-eight (48) states.

12. Operations and Maintenance (O&M)

The table below (**Figure 15**) summarizes the Operation and Maintenance (O&M) Requirements for the Integration Platform. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 15: Integration Platform Operations and Maintenance Requirements		
Req ID	Topic	Requirement Description
IP.12.1	Operations & Maintenance	The Vendor, upon system acceptance from the Agency shall provide ongoing Operations & Maintenance support to the Integration Platform solution throughout the life of this Contract which includes maintenance and enhancement to the solution. Maintenance activities at minimum include correcting defects found based on the requirements, configuration updates, updating the solution to implement policy changes, best practices or initiatives, scheduled maintenance, testing and release management.
IP.12.2	Operations & Maintenance	The Vendor shall follow and perform project management and system development processes throughout the life of this Contract as stated in the PP-1: Project Management Plan deliverable.
IP.12.3	Operations & Maintenance	As part of WS-16: Operations and Maintenance Manual , the Vendor shall provide and report to the Agency system maintenance to include at a minimum: <ul style="list-style-type: none"> • Maintenance activities for Service changes or System Upgrades; • Activities necessary to correct deficiencies; • Activities necessary to meet performance requirements; • Activities necessary to verify audit logs, programs, and documentation are current;

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Figure 15: Integration Platform Operations and Maintenance Requirements		
Req ID	Topic	Requirement Description
		<ul style="list-style-type: none"> • Changes to scripts or system parameters concerning frequency, number, sorting, and generation of transaction reports; • Additions of new configuration settings, SOA modifications, service modifications; • Perform critical patch updates to systems due to Operating System level threat vulnerabilities; • Upgrade and maintain software to the most recent versions; • Track issues reported and issue resolutions during operations; and • New modules or the leveraged Agency systems which integrate with the Integration Platform.
IP.12.4	Operations & Maintenance	The Vendor shall provide helpdesk system and services for the solution and utilize the helpdesk system to record and maintain tickets. At Agency's direction, the Vendor shall use the Agency helpdesk solution to record and maintain tickets.
IP.12.5	Operations & Maintenance	The Vendor shall operate and maintain the technical platform and integrations with the module components according to the Deliverables and Performance Standards in Attachment B, Exhibit B-1 and in compliance with regulations and regulatory requirements.
IP.12.6	Operations & Maintenance	The Vendor shall provide and maintain a notification mechanism to alert and notify the Agency and its stakeholders when the system is unavailable due to scheduled maintenance or unscheduled outages.
IP.12.7	Operations & Maintenance	The Vendor shall minimize system outages by implementing architecture which supports failovers. If needed, the Vendor shall notify the Agency and other stakeholders, in advance of scheduled maintenance or system outages.
IP.12.8	Operations & Maintenance	The Vendor shall monitor the solution for any security breaches and shall follow the process to mitigate the issue as defined in the PP-5 System Security Plan deliverable.
IP.12.9	Operations & Maintenance	As part of WS-16: Operations and Maintenance Manual , the Vendor shall keep an inventory of all the configuration items as per Design Implementation Management Standards, which include product type, licensing info, versions, maintenance information, patch fixes, upgrades, and releases.
IP.12.10	Operations & Maintenance	As part of WS-16: Operations and Maintenance Manual , the Vendor shall develop and maintain the Integration Platform reference materials (e.g., manuals, help screens, design specification, system documentation) repository and notify the Agency on any

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Figure 15: Integration Platform Operations and Maintenance Requirements		
Req ID	Topic	Requirement Description
		updates to the reference materials. All material formats shall be preapproved by the Agency.
IP.12.11	Operations & Maintenance	The Vendor shall cooperate and assist the Agency in responding to all law enforcement, federal, state, and Agency audit and review requests. The Vendor shall provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information within the timeframe provided by the Agency.
IP.12.12	Operations & Maintenance	As part of WS-16: Operations and Maintenance Manual , the Vendor shall develop a System Operational Policy and Procedures Manual with the proposed format for IS/IP Support Services Operational Procedures Manual, which provide guidelines for the operation and use of IS/IP Support Services. At a minimum, the System Operational Procedures Manual shall contain policies, processes and workflows related to the FX solution for compliance with privacy and security.

13. Disaster Recovery and Business Continuity (Contingency Plan)

The Vendor shall develop, maintain, and annually test a Contingency Plan (for Disaster Recovery and Business Continuity) for the Integration Platform in accordance with the **MES Technical Management Strategy**, to minimize downtime and disruption of services. Optionally, if requested by the Agency, the IS/IP Vendor may be the prime, coordinating vendor for FX or Agency Disaster Recovery / Business Continuity (DR/BC) activities. The **MES Technical Management Strategy** is located in the [Procurement Library](#).

The table below (**Figure 16**) summarizes the Integration Platform Disaster Recovery / Business Continuity (DR/BC) Requirements for the Integration Platform. The Vendor shall respond to how it will meet the requirements contained in the table.

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Figure 16: Integration Platform Disaster Recovery / Business Continuity Requirements		
Req ID	Topic	Requirement Description
IP.13.1	Disaster Recovery/ Business Continuity	<p>The Vendor shall provide the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) in association with the Agency's Enterprise Contingency Plan (for Disaster Recovery and Business Continuity) for the integration platform which details:</p> <ul style="list-style-type: none"> • Roles and responsibilities; • Check point/restart capabilities; • Short-term uninterruptible power supply; • Retention and storage of back-up files and software; • Solution for continuous Vendor and Agency communications; • Recovery Time Objective (RTO) and Recovery Point Objective (RPO): Resumption of all critical operations following a disaster. All critical operations shall be clearly defined in the Vendor's State approved Disaster Recovery and Business Continuity Plan; and • Back-up procedures, hot sites, redundancy and support to prevent and accommodate the disruption of systems and communications. These procedures shall specify any alternate location(s) in the event critical functions are impacted.
IP.13.2	Disaster Recovery/ Business Continuity	The Vendor shall support the DR/BC activities which shall provide timely failover and create policies and procedures to implement a recovery as well as business continuation services. This would include policies and procedures for accessing ePHI during emergency operations
IP.13.3	Disaster Recovery/ Business Continuity	The Vendor shall conduct an annual test of the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) and submit the DR/BC Continuity Test Report which includes the objectives, outcome, corrective action plan, and revisions, if any, to the Agency. The Agency may participate in the annual test.
IP.13.4	Disaster Recovery/ Business Continuity	The Vendor shall maintain the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) online in a secure repository, as agreed to by the Agency, and in hard copy.
IP.13.5	Disaster Recovery/ Business Continuity	The Vendor shall update the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) on a schedule defined by the Agency and maintain current system documentation, user documentation, and all program

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Figure 16: Integration Platform Disaster Recovery / Business Continuity Requirements		
Req ID	Topic	Requirement Description
		libraries.
IP.13.6	Disaster Recovery/ Business Continuity	The Vendor shall provide work space for the Agency's DR/BC staff at the Vendor's DR/BC site, as needed, to support successful continuous operations when activating the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) .
IP.13.7	Disaster Recovery/ Business Continuity	As part of WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) , the Vendor shall establish, in cooperation with the Agency, a Business Impact Assessment with a hierarchy of critical services and infrastructure to determine the order of which normal services shall be restored.
IP.13.8	Disaster Recovery/ Business Continuity	The Vendor shall modify the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) , software installation procedures, and operational procedures as needed to reflect the changes implemented with new data sources, system changes, or any enhancements which shall impact the DR/BC capability.
IP.13.9	Disaster Recovery/ Business Continuity	The Vendor shall comply with all Deliverables and Performance Standards in Attachment B, Exhibit B-1 which are relevant to Disaster Recovery and Business Continuity Requirements.
IP.13.10	Disaster Recovery/ Business Continuity	The Vendor shall update the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) with each new implementation of a FX module to include all new interfaces, communication connections and processes.
IP.13.11	Disaster Recovery/ Business Continuity	The Vendor must keep the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) in sync with the new Module Vendor's Disaster Recovery/Business Continuity Plan.
IP.13.12	Disaster Recovery/ Business Continuity	As new Module Vendors are added to the FX, the Vendor shall update, coordinate, and verify complete backup and recovery processes and procedures are in the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) .

14. Performance Standards

The table below (**Figure 17**) summarizes the Integration Platform Performance Standards Requirements as referenced in **Attachment B, Exhibit B-1: Deliverables and Performance Standards**. The Vendor shall respond to how it will meet the requirements contained in the table.

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Figure 17: Integration Platform Performance Standards Requirements		
Req ID	Topic	Requirement Description
IP.14.1	Performance	The Vendor shall complete all Project Planning Deliverables (Figure 27: IS/IP Project Planning Deliverables) within the Agency approved timeline.
IP.14.2	Performance	The Vendor shall install and configure software, hardware, and hosting within the timelines of the Agency approved PP-2: Project Schedule .
IP.14.3	Performance	The Vendor shall implement production systems, modifications, corrections, or enhancements within Agency approved timelines.
IP.14.4	Performance	The Vendor shall verify prior to each implementation date, all critical issues are resolved, and all other issues are managed according to the agreed upon testing exit criteria and operational readiness guidelines.
IP.14.5	Performance	The Vendor shall implement all interfaces and integrations based on FX data and technical standards.
IP.14.6	Performance	The Vendor's solution shall maintain ESB transaction error rate of less than .001%.
IP.14.7	Performance	The Vendor shall process data received from real-time Interfaces and be accessible to the system less than one (1) second at least 99.5% of the time.
IP.14.8	Performance	The Vendor shall be available ninety-nine and one-half percent (99.5%) of the time for every component of the solution, twenty-four (24) hours a day, seven (7) days a week, excluding Agency approved planned downtime.
IP.14.9	Performance	The Vendor shall perform and complete System, Security, and Performance testing according to the WS-12: Test Plan within the timelines of the Agency approved PP-2: Project Schedule .
IP.14.10	Performance	The Vendor shall maintain agreed upon staffing levels sufficient to properly complete and support the services specified in this Contract.
IP.14.11	Performance	The Vendor shall perform or participate in an Agency Disaster Recovery / Business Continuity test annually and provide the results of successful business continuity to the Agency within ten (10) business days of test completion.
IP.14.12	Performance	As part of WS-16: Operations and Maintenance Manual , the Vendor shall provide Production Reports at the agreed upon dates and times ninety-nine percent (99%) of the time.
IP.14.13	Performance	The Vendor shall meet all State and Federal regulations regarding standards for privacy, security, and individually identifiable health information including data breaches and unauthorized access. The Vendor shall deliver, maintain, and operate all the IS/IP systems in full compliance with HIPAA.
IP.14.14	Performance	The Vendor's MDM solution at minimum shall support performance which includes:

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Figure 17: Integration Platform Performance Standards Requirements		
Req ID	Topic	Requirement Description
		<p>a. Identity linkage updates for identity update transactions – within two (2) minutes of submission;</p> <p>b. Retrieve identity linkages – within 0.4 seconds.</p>

15. System Warranty for Integration Platform

The Vendor shall warrant the IS/IP solution meets the CMS certification requirements (as per the IS/IP MMIS Core Certification Checklist), the contract requirements as defined in the solicitation, the design and development documents, and the system documentation for one (1) year from the beginning of the Operation Phase. The Vendor shall agree to remedy any technical design, configuration, or code defects developed under this Contract, for a period of one (1) year from the day the operations begins at no additional cost to the Agency.

The warranty support shall include testing to isolate problems, problem correction for Critical and High issues as defined in **Attachment B, Exhibit B-1: Deliverables and Performance Standards**, integrated testing of any warranty repair to verify it is complete and appropriate, and regression testing to avoid other problems created by the warranty repair.

The Vendor shall coordinate, install, and test repaired systems with the Agency and update all documentation affected by the change which is approved by the Agency. For critical problems which prevent complete operations of the solution, the Vendor shall provide a workaround for the problem which is preapproved by the Agency.

The Vendor shall provide the Agency the full standard warranty available for any COTS software required for the solution and purchased through or provided by the Vendor. The Vendor, if other than the Original Software Licensor, shall be responsible for paying any original software Licensor maintenance costs sufficient to verify the Agency is properly licensed to use the COTS software for the purpose intended by this Contract and the project functionality for which it was purchased.

E. Integration Services Solution

The Vendor shall provide iterative professional Integration Services focused on meeting the Agency's needs for interoperability, enterprise integration, and technical coordination of module/module component implementations for the FX. The Vendor shall implement the integration framework based on the standards identified by the **Technology Standards, MES Data Management Strategy, MES Technical Architecture Documentation, and MES Technical Management Strategy**. The Vendor shall verify the integrity and interoperability of the Medicaid IT architecture and cohesiveness of the various modules incorporated into the Medicaid Enterprise. To support the Agency's objectives, the new Integration Services solution shall include the following components:

1. Systems Interoperability

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The Vendor shall coordinate and oversee architecture planning, interoperability, and testing efforts across the FX modules/module components, including the integration of health care data (e.g., member, provider, and claims data) from modules as well as other enterprise system health care programs. The Vendor shall be the integration coordinator and point of contact as Module Vendors encounter integration issues and conflicts. The Vendor shall identify and resolve integration issues in a timely and technically sound manner supporting multiple Module Vendors.

The table below (**Figure 18**) summarizes the Interoperability Requirements for the Integration Services Solution components. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 18: Interoperability Requirements		
Req ID	Topic	Requirement Description
IS.1.1	Interoperability	The Vendor shall work with the Agency and the SEAS Vendor to define the strategy, goals, and objectives for integration of the FX modules and document it as part of PP-3: High-Level Technical Design (Includes Technical Integration Plan) .
IS.1.2	Interoperability	The Vendor shall support incremental service and application integration as driven by business requirements approved by the Agency.
IS.1.3	Interoperability	The Vendor shall collaborate with the Agency, external entities, and Vendors module to establish, provide assistance to, and support interfaces and connectivity to the Integration Platform with the Medicaid Enterprise System.
IS.1.4	Interoperability	The Vendor shall provide service interoperability coordination and enforce integration standards which consists of orchestrating the execution of an end-to-end business process through the integration platform.
IS.1.5	Interoperability	The Vendor shall work with the Agency to lead the management of interfaces used throughout the Medicaid Enterprise. This includes working proactively with other Module Vendors and state agencies to identify and determine if the existing interfaces can be converted to real-time and additionally validating appropriate, complete, efficient, and secure interfaces are implemented.
IS.1.6	Interoperability	The Vendor shall provide the template and assist the Module Vendors to develop and maintain the WS-11: Interface Control Document (ICD) .
IS.1.7	Interoperability	As part of WS-11: Interface Control Document (ICD) , the Vendor shall provide and maintain data layout documentation, data dictionary, data mapping crosswalk, inbound/outbound capability, and frequency for all interfaces as per MES Data Standards. The Data dictionary shall be developed using industry standard practices identified and cited by the Vendor and approved by the Agency. At a minimum, the data dictionary shall contain for each field: Human readable/"plain English" field name; A field description; Database field name; Database table;

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Figure 18: Interoperability Requirements		
Req ID	Topic	Requirement Description
		Field Type; Field length. Codes associated with the field; and Descriptions of each code. The data dictionary must be published online in a readable, searchable format available for all end users.
IS.1.8	Interoperability	The Vendor shall collaborate with the Agency, SEAS Vendor, and Module Vendors to develop and maintain the technical integration and Application Programming Interfaces (APIs) required to support the Medicaid Enterprise System.
IS.1.9	Interoperability	The Vendor shall work with Module Vendors to resolve any conflicts identified in a timely and a technically sound manner.
IS.1.10	Interoperability	The Vendor shall cooperate with the PMO and the IV&V Vendors to give an accurate and honest reporting of project status.
IS.1.11	Interoperability	The Vendor shall define disaster recovery and business continuity to validate connectivity and interoperability for the interfaces.
IS.1.12	Interoperability	The Vendor shall enforce policies such as Performance Standards, security, service retries, and others the Vendor recommends.
IS.1.13	Interoperability	The Vendor shall support versioning of services and messages and the proper retirement of outdated services.
IS.1.14	Interoperability	The Vendor shall coordinate and arbitrate scheduling implementation and operational issues across Vendors module.
IS.1.15	Interoperability	The Vendor shall coordinate the transmission of files, messages, business events, systems events, or data change events across systems to allow module scheduling processing.
IS.1.16	Interoperability	The Vendor shall provide, if requested by the Agency, a cross module view of job scheduling and operation processing by different systems and different FX Project Vendors.

2. Interface Integration

The Vendor shall provide integration planning and technical services to support FX Module Vendors, the Agency, external state agencies, and stakeholders to integrate with the systems within the FX solution. The activities shall include defining the integrations points, connecting the service provider and service consumer through the Integration Platform; configure, develop, test, and implement integrations using the Integration Platform.

The table below (**Figure 19**) summarizes the Interface Integration Requirements for the Integration Services Solution components. The Vendor shall respond to how it will meet the requirements contained in the table.

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Figure 19: Interface Integration Requirements		
Req ID	Topic	Requirement Description
IS.2.1	Interfaces	The Vendor shall support the connections between FX systems to enable business process communications across module components to support efficiency and requiring limited technical changes as referenced in IS.2.2.
IS.2.2	Interfaces	The Vendor shall enforce implementation of components based on SOA which support reuse of the services and component functionality.
IS.2.3	Interfaces	The Vendor shall include message delivery integrity (e.g., delivery confirmation for successful messages, retry intervals for undelivered messages, alerts for message delivery failures, and duplicate message prevention).
IS.2.4	Interfaces	The Vendor shall support functionality to interface with multiple entities outside the Agency's Enterprise systems for exchange of information.
IS.2.5	Interfaces	The Vendor shall verify proprietary interfaces and protocols between modules are not used. The Vendor shall document and notify the Agency if a Module Vendor proposes or uses a proprietary interface and protocol.
IS.2.6	Interfaces	As part of WS-7: Requirements Document , the Vendor shall schedule, lead, and document Joint Application Design (JAD) sessions for gathering and developing detail requirements and shall submit the schedule and agendas before the session and minutes for review by the Agency.
IS.2.7	Interfaces	The Vendor shall participate in the design sessions for the Integration Platform and modules to enforce interoperability and support reuse of the services, maintain documentation on the minutes, action items, and key decisions.

3. Legacy System Transition Integration

The Vendor shall provide integration planning and technical services to support the transition of legacy services and components to the new FX modules. The Vendor shall work with the Agency, the Module Vendor(s), and the FMMIS Fiscal Agent Contractor to develop a transition plan for the integration of new modules while retiring the corresponding FMMIS functionality. The Vendor shall be responsible for ensuring the FX modules which connect to the Integration Platform work together seamlessly and work securely with external systems. The Vendor shall participate in the module design sessions to substantiate appropriate interoperability standards are met for the modules. The sequence, components, and timeline of legacy transition integration are not known at this stage and will be authorized through task orders.

4. Implementation and Acceptance

The table below (**Figure 20**) summarizes the Integration Services Implementation and Acceptance Requirements for the Integration Services. The Vendor shall respond to how it will meet the requirements contained in the table.

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Figure 20: Integration Services Implementation and Acceptance Requirements		
Req ID	Topic	Requirement Description
IS.3.1	Implementation and Acceptance	Optionally, if requested by the Agency, the Vendor shall support the Change Control Tool and process for the module implementations and for the Agency existing IT systems which integrate with the Integration Platform. This includes providing support for changes through the entire lifecycle from identification of changes through design, testing, and release management.
IS.3.2	Implementation and Acceptance	Optionally, if requested by the Agency, the Vendor shall provide additional resources to support operation of the Agency IT Change Control Tools and processes.
IS.3.3	Implementation and Acceptance	As part of WS-17: Production Readiness Review and Stage Gate Review , the Vendor shall participate in the Operational Readiness test for the Integration Platform solution and provide the results demonstrating the solution meets the requirements and the Performance Standards for performance as defined in the Scope of Services.
IS.3.4	Implementation and Acceptance	As part of WS-17: Production Readiness Review and Stage Gate Review , the Vendor shall participate in the Production Readiness test for each new module or leveraged Agency IT system and provide the results demonstrating the solution meets the requirements and the Performance Standards for performance as defined in the Scope of Services.
IS.3.5	Implementation and Acceptance	As part of WS-18: Post Implementation Report , the Vendor shall provide an implementation process and work with the Agency for deploying each proposed solution to production. This would include assisting Module Vendors or the Agency systems staff in developing and submitting an implementation plan to the Agency for approval, participating in the Implementation Plan walkthrough with all the stakeholders, conducting build verification tests, and submitting the results to the Agency for acceptance of the results.
IS.3.6	Implementation and Acceptance	The Vendor shall test and monitor the implemented solution to verify there are no immediate or ongoing adverse effects on the Agency's programs according to the performance expectations identified in the Vendor's Scope of Services.

5. Testing Requirements

The table below (**Figure 21**) summarizes the Integration Services Testing Requirements. The Vendor shall respond to how it will meet the requirements contained in the table.

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Figure 21: Integration Services Testing Requirements		
Req ID	Topic	Requirement Description
IS.4.1	Testing	The Vendor shall work with the Agency, SEAS, EDW and Module Vendors to manage the execution of integration testing, including coordination to setup of shared resources, setup of instrumentation, conducting the tests, and documentation of anomalies.
IS.4.2	Testing	The Vendor shall update the WS-12: Test Plan for integrating testing which includes the objectives, scope, testing strategy, testing type, entrance and exit criteria, schedule, testers, and software tools.
IS.4.3	Testing	As part of WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report) , the Vendor shall perform testing and present the results to the Agency for each of the following test levels: Integration Test Results, Regression Test Results, User Acceptance Test Results
IS.4.4	Testing	<p>The Vendor, at a minimum, shall participate in the following environments for testing on an iterative basis:</p> <p>a. Integration/Interface Services Testing: End-to-end testing performed to expose defects in the interfaces and in the interactions between integrated module components or other systems and validate the system's readiness to meet non-functional requirements.</p> <p>b. Regression Testing: Testing of a previously tested function following modification to verify defects have not been introduced or uncovered, as a result of the changes made. It is performed each time the software or its environment is changed and typically involves automated testing scripts.</p> <p>c. User Acceptance Testing: Testing conducted by the user or customer to determine whether or not a system satisfies the defined user acceptance criteria in an isolated environment.</p> <p>d. Performance Testing: Verifies the performance of a system will meet Performance Standards and also measures the behavior of the system with increasing load (e.g., number of parallel users and/or numbers of transactions to determine what load can be handled by the system).</p>
IS.4.5	Testing	As part of WS-12: Test Plan , the Vendor shall communicate the progress of the Integration Services Test effort through a progress report to the Agency. This report shall report all test scenarios and test cases and provide the status of the test effort relative to the test schedule. The report shall be delivered weekly to the Agency.
IS.4.6	Testing	As part of WS-12: Test Plan , the Vendor shall track and report weekly on the defects by impact level identified and

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Figure 21: Integration Services Testing Requirements		
Req ID	Topic	Requirement Description
		the progress made toward resolution of the defects during the Integration Services Test effort.
IS.4.7	Testing	As part of WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report) , the Vendor shall document and present the results from the Integration Services Testing to the Agency.
IS.4.8	Testing	The Vendor shall map and trace the test results back to the WS-7: Requirements Document and Requirements Traceability Matrix (RTM), to the use case, test case, test script, and design of the solution.
IS.4.9	Testing	The Vendor shall coordinate with the Module Vendors and conduct performance testing of end-to-end business processes to conform to the Deliverables and Performance Standards stated in Attachment B, Exhibit B-1 .
IS.4.10	Testing	The Vendor shall plan and execute testing for all inbound and outbound interfaces and verify accurate and secure data transmission between the solutions.
IS.4.11	Testing	The Vendor shall plan and coordinate with Module Vendors and external agencies in advance to test all inbound and outbound interfaces
IS.4.12	Testing	The Vendor shall participate in and support UAT which includes assisting the Agency to develop UAT test cases.
IS.4.13	Testing	The Vendor shall facilitate the UAT for all integration updates to the FX solution (e.g., configuration, development, defects, maintenance, enhancement, and mass adjustment activities and requests).
IS.4.14	Testing	The Vendor shall submit all test results for each test sub-phase to the Agency which includes: number of test scenarios, cases, and scripts executed; pass/fail ratio; number of defects identified and corrected along with their severity ranking.
IS.4.15	Testing	The Vendor shall obtain Agency approval of all test results before testing is considered complete.
IS.4.16	Testing	The Vendor shall confirm there are no critical or high defects before releasing code to UAT or production.
IS.4.17	Testing	The Vendor shall test message-oriented interactions using integration testing tools (e.g., SoapUI).

6. Training

The table below (**Figure 22**) summarizes the Integration Services Training Requirements. The Vendor shall respond to how it will meet the requirements contained in the table.

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Figure 22: Integration Services Training Requirements		
Req ID	Topic	Requirement Description
IS.5.1	Training	The Vendor shall provide training for Module Vendors, the Agency Staff and external stakeholders (as part of WS-15: Training Plan), for monitoring interfaces, how to develop and implement integration and testing integration flows. The Vendor shall develop and implement a written and customized Training Plan which includes webinars and face-to-face training.
IS.5.2	Training	The WS-15: Training Plan shall address all training for the required components, modules, and the leveraged Agency systems including a schedule for all activities to train team members, and provide continuous training as needed for the contract period.
IS.5.3	Training	The Agency reserves the right to direct the Vendor to amend or update its WS-15: Training Plan at no additional cost to the Agency.
IS.5.4	Training	The Vendor shall create and maintain training materials for the required components of this Contract.
IS.5.5	Training	All training materials, which include manuals, brochures, handouts, agendas, presentations, and web-based or electronic communications, shall be prior approved by the Agency.
IS.5.6	Training	All training materials shall be reviewed and updated on a quarterly basis to reflect current and updated functionality.
IS.5.7	Training	The Agency may obtain, reproduce, and distribute any of the Vendor's training materials.

7. Operations and Maintenance (O&M)

The table below (**Figure 23**) summarizes the Integration Services Operations and Maintenance Requirements. The Vendor shall respond to all requirements contained in the table.

Figure 23: Integration Services Operations and Maintenance Requirements		
Req ID	Topic	Requirement Description
IS.6.1	Operations & Maintenance	The Vendor, upon system acceptance, shall provide ongoing Operation & Maintenance support for the solution throughout the life of the Contract. Maintenance activities, at a minimum, include working with the Module Vendors, Agency designated program staff and the Agency staff in correcting defects found based on the requirements, configuration updates, updating the solution to implement policy changes, best practices or initiatives, testing, scheduled maintenance, and release management.

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IS.6.2	Operations & Maintenance	The Vendor shall follow project management and system development processes throughout the life of the Contract as stated in the PP-1: Project Management Plan .
IS.6.3	Operations & Maintenance	The Vendor shall provide helpdesk services for the solution and utilize the existing helpdesk system to record and maintain tickets.
IS.6.4	Operations & Maintenance	The Vendor shall work with the Module Vendors, Agency designated program staff and the Agency staff to maintain the Performance Standards as well as obtain and maintain compliance with regulations and regulatory requirements.
IS.6.5	Operations & Maintenance	The Vendor shall notify the Agency and other stakeholders of scheduled maintenance or system outages.
IS.6.6	Operations & Maintenance	The Vendor shall cooperate and assist the Agency in responding to all law enforcement, federal, and Agency audit and review requests. The Vendor shall provide audit support including random sample generation, data extracts, hard-copy documents, and provide any requested data or information.
IS.6.7	Operations & Maintenance	The Vendor shall maintain and update the reference materials (e.g., Manuals, help screens, design specification, system documentation) repository and notify the Agency on any updates to the reference materials.
IS.6.8	Operations & Maintenance	As part of WS-16: Operations and Maintenance Manual , the Vendor shall develop and maintain the Integration reference materials (e.g., manuals, help screens, design specification, system documentation) repository and notify the Agency on any updates to the reference materials. All material formats shall be preapproved by the Agency.

8. Disaster Recovery and Business Continuity (Contingency Plan)

The Vendor shall create, update, maintain and test a Contingency Plan (for Disaster Recovery and Business Continuity) for the Integration Services in accordance with **MES Design Implementation Management Standards**, to minimize downtime and disruption of services. The **MES Design Implementation Management Standards** is located in the [Procurement Library](#).

The table below (**Figure 24**) summarizes the Integration Services Disaster Recovery / Business Continuity Requirements. The Vendor shall respond to how it will meet the requirements contained in the table.

Figure 24: Integration Services Disaster Recovery / Business Continuity Requirements		
Req ID	Topic	Requirement Description
IS.7.1	Disaster Recovery/ Business Continuity	As part of the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) in association with the Agency's Enterprise Contingency Plan (for Disaster Recovery and Business Continuity), the Vendor shall update the plan with the following details on Integration and Interfaces:

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Figure 24: Integration Services Disaster Recovery / Business Continuity Requirements		
Req ID	Topic	Requirement Description
		<ul style="list-style-type: none"> • Roles and responsibilities; • Check point/restart capabilities; • Recovery Time Objective (RTO) and Recovery Point Objective (RPO): Resumption of all critical operations following a disaster. All critical operations shall be clearly defined in the Vendor's State approved Disaster Recovery and Business Continuity Plan; and • Back-up procedures, hot sites, redundancy and support to prevent and accommodate the disruption of systems and communications. These procedures shall specify any alternate location(s) in the event critical functions are impacted.
IS.7.2	Disaster Recovery/ Business Continuity	The Vendor shall support the DR/BC activities which shall provide timely failover and create policies and procedures to implement a recovery as well as business continuation services.
IS.7.3	Disaster Recovery/ Business Continuity	The Vendor shall participate in the annual test of the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) and submit the DR/BC Continuity Test Report which includes the outcome to the Agency.
IS.7.4	Disaster Recovery/ Business Continuity	As part of WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) , the Vendor shall establish, in cooperation with the Agency, a Business Impact Assessment with a hierarchy of critical services and infrastructure to determine the order in which normal services shall be restored.
IS.7.5	Disaster Recovery/ Business Continuity	The Vendor shall comply with all Deliverables and Performance Standards in Attachment B, Exhibit B-1 which are relevant to Disaster Recovery and Business Continuity Requirements.
IS.7.6	Disaster Recovery/ Business Continuity	The Vendor shall update the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) with each new implementation of a FX module to include all new interfaces, communication connections and processes.
IS.7.7	Disaster Recovery/ Business Continuity	The Vendor shall keep the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) in sync with the new Module Vendor's Disaster Recovery/Business Continuity Plan.

9. Performance Standards

The table below (**Figure 25**) summarizes the Integration Services Performance Standards Requirements as referenced in **Attachment B, Exhibit B-1: Deliverables and Performance Standards**. The Vendor shall respond to how it will meet the requirements contained in the table.

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Figure 25: Integration Services Performance Standards Requirements		
Req ID	Topic	Requirement Description
IS.8.1	Performance	The Vendor shall implement all interfaces and integrations based on FX data and technical standards.
IS.8.2	Performance	The Vendor shall verify prior to each implementation date, all Critical issues are resolved, and all other issues are managed according to the agreed upon testing exit criteria and operational readiness guidelines.
IS.8.3	Performance	The Vendor shall perform and complete end-to-end and Security testing according to the WS-12: Test Plan within the timelines of the Agency approved PP-2: Project Schedule .
IS.8.4	Performance	The Vendor shall maintain agreed upon staffing levels sufficient to properly complete and support the services specified in this Contract.
IS.8.5	Performance	The Vendor shall participate in an Agency Disaster Recovery / Business Continuity test annually and provide the results of successful business continuity to the Agency within ten (10) business days of test completion.
IS.8.6	Performance	The Vendor shall meet all State and Federal regulations regarding standards for privacy, security, and individually identifiable health information including data breaches and unauthorized access. The Vendor shall maintain and operate all the IS/IP solution in full compliance with HIPAA.
IS.8.7	Performance	The Vendor shall utilize the performance monitoring and reporting tools provided by the Integration Platform, to support Performance Standards related to the scope of work and performance of the Integration Platform are met.
IS.8.8	Performance	The Vendor shall notify the Agency of any major system outages within one hour of the outage and work to restore the solution and services.
IS.8.9	Performance	The Vendor shall notify the Agency within one hour of identifying any physical or system security breach and work to plan and implement corrective action to mitigate the security incident. <u>The one (1) hour notification requirement overrides the twenty-four (24) hour notification requirement for security incident reporting found in the Business Associate Agreement (Attachment A, Instructions and Special Conditions, Exhibit A-8, Standard Contract).</u>

10. System Warranty for Integration Services

The Vendor shall warrant the integration services meets the CMS certification requirements (as per the **IS/IP MMIS Core Certification Checklist**), the Contract requirements as defined in this solicitation for one (1) year from the beginning of the Operations Phase. The Vendor shall agree to work with the Module Vendors, Agency designated program staff and the Agency staff to remedy any technical design or configuration or code defects developed under this Contract, for a

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period of one (1) year from the day the operations begins at no additional cost to the Agency.

The warranty support shall include testing to isolate problems, integrated testing of any warranty repair to verify it is complete and appropriate, and regression testing to avoid other problems created by the warranty repair.

The Vendor shall update all documentation affected by the change which will be approved by the Agency.

11. IS/IP Turnover

The Vendor shall describe its actions and plan to fulfill the turnover and project closeout requirements described below as part of **PC-20: MES Vendor Turnover Plan**.

Vendor Responsibilities:

1. The Vendor shall cooperate with the Agency, six (6) months prior to Contract completion, in transitioning the Integration Platform and Integration Services' responsibilities of this Contract to the Agency or another Vendor.
2. The Vendor shall design, develop and document an Agency approved **PC-20: MES Vendor Turnover Plan** to transition services to a new Vendor or other designated entity at the end of this Contract..
3. The Vendor shall develop a turnover Project Schedule to include milestones and key deliverables.
4. The Vendor shall perform a documentation inventory analysis and build a migration plan to populate all documentation in an Agency identified and hosted repository for any applicable documentation not stored on an Agency-hosted repository at the time of turnover. The Agency currently uses SharePoint as its documentation repository.
5. The Vendor shall maintain required staffing throughout this Contract.
6. The Vendor shall document skillsets and training needs for transitioning resources.
7. The Vendor shall provide off-boarding and on-boarding of transitioning resources. The Vendor shall perform process shadowing to accelerate knowledge transfer according to the turnover schedule.
8. The Vendor shall provide training for Agency staff or its designated agent detailing the operations of the IS/IP system(s).
9. The Vendor shall complete financial reconciliation of this Contract, including liquidated or financial consequences, if applicable.

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10. The Vendor shall develop and maintain a project schedule for the turnover activities subject to Agency approval.
11. The Vendor shall meet with the Agency's designated representative(s) or the new Vendor, prior to the ending or termination of this Contract as per the Agency approved **PC-20: MES Vendor Turnover Plan**, to develop a HIPAA compliant, written agreement which sets forth how the entities shall cooperate to support a smooth transition. The agreement shall be approved by the Agency prior to execution and shall include at a minimum the following:
 - a. Designated point of contact for each entity;
 - b. A calendar of regularly scheduled meetings;
 - c. A detailed list of data which shall be shared;
 - d. A secure mechanism and timeframe for transmitting records and data from the Vendor's system;
 - e. A mechanism and timeframe for transmitting documents produced under this Contract, as requested by the Agency;
 - f. A clear description of the mutual needs and expectations of both entities; and
 - g. Identification of risks and barriers associated with the transition of services to a new Vendor and solutions for overcoming them.
12. The Vendor shall deliver to the Agency, or its authorized representative, all Contract-related records and data in a format specified by the Agency, within sixty (60) calendar days from the expiration or termination of this Contract. This obligation survives termination of this Contract.
13. The Vendor shall provide six (6) months post turnover support as needed by the Agency at no additional cost to the Agency.

Agency Responsibilities:

The Agency or other Vendors supporting the Agency shall be responsible for the following activities throughout the Turnover Phase:

- a. Notwithstanding **Attachment A**, Instructions and Special Conditions, **Exhibit A-8**, Standard Contract, notify the Vendor of the Agency's intent to transfer or replace the system/services approximately twelve (12) months prior to the end of this Contract;
- b. Provide the Vendor with information needed to create a Work Breakdown Structure and project schedule for the Turnover Phase;
- c. Review and approve **PC-20: MES Vendor Turnover Plan** to facilitate transfer to the Agency or to its designated agent;

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- d. Review and approve a statement of resources, which would be required to take over operations;
- e. Coordinate the transfer of documentation, software, and data files;
- f. Review and approve a Turnover Results Report which documents completion of each step of the **PC-20: MES Vendor Turnover Plan**; and
- g. Obtain post turnover support from the Vendor in the event of software malfunction.

12. Additional Innovation Opportunities

<<<Additional Innovation Opportunities that become part of this Contract will be detailed here.>>>

13. Technology Standards

The Vendor shall adhere to the current and future Agency technology standards as documented in **Technology Standards** which is located in the [Procurement Library](#). The technology standards establish and populate a framework for a common technology vocabulary and communication of relevant and applicable standards for technology components. The Technology Standards Reference Model (TSRM) is the common technology vocabulary which organizes, and groups related technology components' standardizing the names and descriptions of those components. The Technology Standards Reference Guide (TSRG) is a repository of standards relevant to technology components which identifies and prioritizes the relevance of specific technology standards in the enterprise.

The Vendor shall adhere to the tools and processes for Application Lifecycle Management (ALM) provided by the Agency. ALM helps manage and monitor projects by increasing visibility throughout the system development lifecycle. The Vendor shall propose an alternate ALM tool if the Agency's ALM tool does not meet the Vendor's requirements. Optionally, if requested by the Agency, the Vendor shall procure, configure, implement and maintain an ALM tool for the FX enterprise.

B.5. Vendor Qualifications

The Respondent shall have the experience and qualifications to provide services for:

- A. Designing, developing, and implementing information technology solutions including the following: Integration Platform, Integration Services, commercial off-the-shelf (COTS) technologies, cloud platforms, Software-as-a-Service (SaaS), Service Oriented Architecture (SOA), Enterprise Services Bus (ESB), Business Rules Engine (BRE), Single Sign-on (SSO), Master Data Management (MDM), Master Person/Organization Index and open application programming interfaces (APIs);

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- B.** Developing and implementing technology services for large health care systems including project and program management, business requirements elicitation and development, system testing and system implementation; and
- C.** Multiple projects and delivery timelines to effectively work as a single, distributed team to meet Agency and Federal requirements.

B.6. Reporting Requirements

A. General Reporting Requirements

The Vendor shall adhere to reporting requirements included in this Section. The Agency reserves the right to direct the Vendor to amend or update its reports and/or report formats in accordance with the best interests of the Agency and at no cost to the Agency. The Agency will notify the Vendor of such modification, in writing.

All electronic transmission of reports and supporting documentation containing Protected Health Information (PHI) and Personally Identifiable Information (PII) as defined by the Health Insurance Portability and Accountability Act (HIPAA) shall be encrypted to meet the HIPAA privacy standards. Unless otherwise directed by the Agency, all electronic reports shall be formatted utilizing Microsoft Word or Excel, version 2016 or greater. Supporting documentation may be submitted in Adobe PDF format. The Vendor shall upgrade its electronic report format as directed by the Agency.

Administrative report formats shall be finalized and approved by the Agency no later than thirty (30) calendar days after execution of this Contract, unless otherwise agreed to by the Agency.

The Vendor shall develop reports, using formats approved in advance by the Agency, complying with the requirements established by the Agency. When reporting requirements are not established in this Contract, the Agency will provide the Vendor with instructions and submission timetables. The Agency reserves the right to modify reporting formats and submission timetables resulting from changing priorities or management direction. All reports shall be developed and produced at no additional cost to the Agency.

B. Monthly Reporting

- 1.** The Vendor shall submit monthly reports. At a minimum, monthly reports shall include the following:
 - a.** Monthly IS/IP Project Status Report (see **MES Project Management Standards** in the [Procurement Library](#)); and
 - b.** Monthly Vendor Staffing Report.

The Vendor shall submit a monthly Vendor Staffing Report to include its' staff organization chart; roles, responsibilities, and authority for all staff; staff acquisition and release dates; resource calendars; and identification of any staffing level deficiencies and the status of the actions taken to resolve the deficiency/ies.

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2. Monthly reports shall be due on the 5th calendar day of each month following the reporting month. If the 5th calendar day falls on a weekend or holiday, then the report is due on the next business day.

C. Ad Hoc Analysis and Reports

1. The Agency reserves the right to request the Vendor to conduct ad hoc analyses and provide ad hoc reports. In such instances, the Agency will make the request in writing.
2. The Vendor shall provide ad hoc reports on an as needed basis at no additional cost to the Agency. Ad hoc reports may be requested on any aspect of the data collected by the Vendor.
3. Ad hoc reports shall be submitted to the Agency within fourteen (14) calendar days from the time of the request, unless the Agency directs the Vendor to provide the data or information in less than fourteen (14) calendar days. If the 14th calendar day falls on a weekend or holiday, then the report is due on the next business day.

B.7. Vendor Staffing

A. General Staffing Requirements

1. The Vendor shall conduct all aspects of this Contract in a timely, efficient, productive, consistent, courteous, and professional manner as representatives of the Agency. The Vendor shall recruit highly qualified staff to provide all aspects of the services required by this Contract.
2. The Vendor shall maintain copies of qualifications, including current licenses and board certifications if applicable, for staff and sub-contracted personnel in a centralized administrative file accessible to the Agency Contract Manager within twenty-four (24) hours of request.
3. All persons assigned to the performance of this Contract shall be employees of the Vendor (or subcontractor) and shall be fully qualified to perform the services required in this Contract.
4. In the event the Agency determines the Vendor's staff or staffing levels are not sufficient to properly complete the services specified in this Contract, the Agency shall advise the Vendor in writing. The Vendor shall have thirty (30) calendar days to remedy the identified staffing deficiencies. If additional staff is required, they shall be provided by the Vendor at no additional cost to the Agency.
5. The Vendor staff shall meet with Agency staff at least monthly, as agreed to by the Agency and the Vendor, to review reports and all other obligations under this Contract as requested by the Agency. The Vendor shall meet in person or by telephone at the request of the Agency to discuss the status of this Contract, Vendor performance, benefits to the Agency, necessary revisions, reviews, reports, and planning.

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6. The Vendor shall notify the Agency in writing of any key staff resignations, dismissals, or personnel changes within one (1) business day of the occurrence. Should the Contract Manager position become vacant, the Vendor shall notify the Agency immediately and provide information on the replacement within ten (10) business days. If additional staff is required, they shall be provided by the Vendor at no additional cost to the Agency.

7. The Vendor shall have staff available during normal business hours. Normal business hours are defined as 8:00 AM to 6:00 PM, EST, Monday through Friday, excluding State of Florida observed holidays. The Vendor shall also have staff on call and available outside of normal business hours.

B. Key Staff

The Vendor shall employ key staff as identified in **Figure 26: Key Staff Responsibilities and Qualifications**, below.

The Vendor's key staff shall perform work on tasks consistent with staff position roles and responsibilities within the minimum qualifications as shown in **Figure 26**.

Figure 26: Key Staff Responsibilities and Qualifications		
Key Position	Roles And Responsibilities	Minimum Qualifications
Account Manager	<ol style="list-style-type: none"> 1. Act as the main point of contact with the Agency for day-to-day operations; 2. Accountable for Vendor staff including staffing levels, hiring, training, assignments, performance evaluations, and issue resolution; 3. Accountable for the activities of all staff; 4. Work in collaboration with the Agency, SEAS Vendor, and other Vendors to support the communications and activities necessary to meet the objectives of the IS/IP project; 5. Accountable for the quality and timeliness of all deliverables, documentation, and reports as described in this Contract; and 6. Accountable for all staff the Vendor assigns to complete the requirements under this Contract meet the qualifications needed for 	<ol style="list-style-type: none"> 1. Five (5) years' senior leadership management experience; 2. Preference given for an active Project Management Professional (PMP) certification; 3. Full-time employee of the prime Vendor and is not a sub-contracted or independently contracted (1099) employee; 4. Preference given for experience in healthcare IT related projects, preferably specific to CMS requirement driven criteria, Medicaid Management Information System (MMIS), modules, integration platform; and 5. Preference given for experience in directing enterprise state-level projects, either having delivered projects to a state or worked in state government delivering healthcare related projects.

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Figure 26: Key Staff Responsibilities and Qualifications		
Key Position	Roles And Responsibilities	Minimum Qualifications
	the work to which they are assigned.	
Project Manager	<ol style="list-style-type: none"> 1. Works at the project site and is available to meet with members of the Agency and SEAS teams at the request of the Agency; 2. Manages the project in accordance with the Agency-approved MES Project Management Standards located in the Procurement Library; 3. Responsible for Managing activities of all Vendor staff; 4. Work in collaboration with the Agency, SEAS Vendor, and other Vendors to support the communications and activities necessary to meet the objectives of the IS/IP project; and 5. Responsible for the quality and timeliness of all deliverables, documentation, and reports as described in this Contract. 6. Act as a liaison with the Agency and SEAS Vendor as it relates to Integrated Organizational Change Management activities, including the training requirements found in the deliverable WS-15: Training Plan. 7. May act as the Contract Manager handling contract-related activities. 8. Will comply with Florida Administrative Code Rule 74-1 Project Management and Oversight. 	<ol style="list-style-type: none"> 1. Five (5) years' senior project management experience with a demonstrated track record of delivering business value using technology solutions; 2. Active Project Management Professional (PMP) certification; 3. Full-time employee of the prime Vendor and is not a sub-contracted or independently contracted (1099) employee; 4. Preference given for experience in healthcare related projects, preferably specific to CMS requirement driven criteria, Medicaid Management Information System (MMIS), Decision Support System (DSS), eligibility systems, and/or enrollment systems; 5. Five (5) years' experience performing a lead role in a system integration. Preference given for experience in large transformational projects; 6. Five (5) years' experience performing systems development life-cycle on an enterprise-wide deployment and/or maintenance and operations. 7. Preference given for experience in managing enterprise state-level projects, either having delivered projects to a state or worked in state government delivering healthcare related projects; 8. Preference given for Medicaid, MECT and MITA experience; 9. Preference given for experience in both business and systems architectures; and

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Figure 26: Key Staff Responsibilities and Qualifications		
Key Position	Roles And Responsibilities	Minimum Qualifications
		<p>10. Preference given for advanced experience using MS Project including resource- and cost-loading, resource-leveling, and earned value management.</p>
Integration Manager	<ol style="list-style-type: none"> 1. Manage the design, configuration/build, integration, defect management, and implementation of this Contract; 2. Provide technical leadership to the Vendor' team to maintain high quality by developing, establishing and maintaining best practices; 3. Provide guidance and insight to Agency leadership and procure buy-in; 4. Delegate technical responsibilities and monitor progress of projects; 5. Oversee user testing and report results—adjust requirements as needed; 6. Work closely with project manager during all phases of development lifecycle; 7. Review all work produced by the development team; 8. Conduct regular status meetings with all necessary stakeholders; 9. Identify and foster areas for growth and improvement within the Vendor's team; 10. Research and evaluate a variety of alternative software products and make the necessary recommendations to Agency leadership after thorough testing; and 	<ol style="list-style-type: none"> 1. Preference given for a Bachelor's Degree in Computer Science or a related field; 2. Minimum seven (7) years' experience in system design and integration projects, including the technical design and implementation of projects similar in size and scope to this project; 3. Experience must involve directing multi-discipline technical teams producing integration solutions; and 4. Three (3) years' experience in project management.

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Figure 26: Key Staff Responsibilities and Qualifications		
Key Position	Roles And Responsibilities	Minimum Qualifications
	<p>11. Participate and lead the IS/IP team to provide support as needed to the Module Vendors for CMS module certification activities.</p>	
Operational & Maintenance Manager	<ol style="list-style-type: none"> 1. Manage Technical Integration and the Technical Operations and Maintenance team; 2. Manage the design, configuration/build, integration, defect management, implementation, and operations of this Contract; 3. Maintain quality control through establishing and maintaining technical operations standards; 4. Provide guidance and insight to Agency leadership and procure buy-in; 5. Delegate technical responsibilities and monitor progress of projects; 6. Oversee user testing and report results—adjust requirements as needed; 7. Work closely with project manager during all phases of development lifecycle; 8. Review all work produced by the development team; 9. Conduct regular status meetings with all necessary stakeholders; 10. Identify and foster areas for growth and improvement within the Vendor’s team; 11. Research and evaluate a variety of alternative software products and make the necessary recommendations to Agency 	<ol style="list-style-type: none"> 1. Preference given for a Bachelor’s Degree in Computer Science or a related field; 2. Minimum seven (7) years’ experience in operation and maintenance of Integration solutions, including the technical design, system design and implementation of projects similar in size and scope to this project; 3. Experience must involve directing multi-discipline technical teams producing and maintaining integration solutions; and 4. Three (3) years’ experience in project management.

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Figure 26: Key Staff Responsibilities and Qualifications		
Key Position	Roles And Responsibilities	Minimum Qualifications
	<p>leadership after thorough testing; and</p> <p>12. Participate and provide support as needed to the Module Vendors for CMS module certification activities.</p>	
Systems Development Lead	<p>1. Lead and drive Vendor team development efforts towards successful project delivery;</p> <p>2. Provide technical leadership to the Vendor's team to maintain high quality by developing, establishing and maintaining best practices;</p> <p>3. Assist in the collection, review and documentation of user's requirements, development of user stories, estimates and work plans;</p> <p>4. Lead and organize the packaging and support deployment of releases, fixes and builds;</p> <p>5. Research and evaluate a variety of alternative software products and make the necessary recommendations to Agency leadership after thorough testing.</p>	<p>1. Preference given for a Bachelor's Degree in Computer Science or a related field;</p> <p>2. Minimum three (3) years' experience in system design and implementation of projects similar in size and scope to this project;</p> <p>3. Experience with service-oriented application development techniques and theories;</p> <p>4. Experience improving solutions, systems, and processes; and</p> <p>5. Prior experience in technical leadership position with Systems Development emphasis.</p>
Enterprise Architect	<p>1. Recommends and participates in activities related to the design, development, and maintenance of the Enterprise Architecture (EA);</p> <p>2. Establishes system information requirements in the development of enterprise-wide or large-scale information systems;</p> <p>3. Builds long-term and recommends to the Agency for approval, strategic roadmap for Integration of IT systems architecture;</p>	<p>1. Preference given for a Bachelor's Degree in Computer Science or a related field;</p> <p>2. Minimum five (5) years' extensive experience with enterprise architecture which includes designing, integrating, and managing complex Integration solutions;</p> <p>3. Minimum three (3) years' experience engineering system hardware, software, and applications;</p> <p>4. Minimum three (3) years' experience with business process</p>

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Figure 26: Key Staff Responsibilities and Qualifications		
Key Position	Roles And Responsibilities	Minimum Qualifications
	<ol style="list-style-type: none"> 4. Advises and recommends enterprise architecture strategies, processes and methodologies; 5. Recommends and participates in the development of architecture blueprints for related systems; 6. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces; 7. Validates the solution is compatible and in compliance with the standards for architecture, integration and security; 8. Shares best practices, lessons learned, and constantly updates the technical system architecture requirements based on changing technologies, and knowledge related to recent, current and upcoming products and solutions; and 9. Participates in the design and implementation of IT service management standards, tools and methodologies. 	<p>and performance modeling, benchmarking, and financial analysis; and</p> <ol style="list-style-type: none"> 5. Preference given for Medicaid and MITA experience.
Quality Assurance / Testing Manager	<ol style="list-style-type: none"> 1. Manage team of Quality Assurance (QA) & Testing analysts; 2. Applies process improvement, reengineering methodologies and principles to conduct process modernization projects; 3. Key coordinator between multiple project teams to support enterprise-wide integration; 4. Lead the planning, design, implementation and execution of automated functional test 	<ol style="list-style-type: none"> 1. Bachelor's Degree; 2. Minimum of four (4) years' experience in leading process improvement, reengineering methodologies, business analysis and testing activities for a project similar in size and scope to this project; 3. Minimum three (3) years' experience championing quality practices within a team or within the organization;

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Figure 26: Key Staff Responsibilities and Qualifications		
Key Position	Roles And Responsibilities	Minimum Qualifications
	<p>strategies, including guiding and adapting the automation strategy;</p> <p>5. Document and follow through on issues determined for prompt resolution;</p> <p>6. Enhance QA / testing methodology for test and defect management and tools supporting processes;</p> <p>7. Offer continuous improvement by assessing customer issues for root cause and future prevention; and</p> <p>8. Conduct test and demos and inspect to certify product readiness for quality gates.</p>	<p>4. Minimum three (3) years' experience with automated testing frameworks;</p> <p>5. Minimum three (3) years' experience with modern business methods, best practices and performance measurements; and</p> <p>6. Minimum three (3) years' experience testing methodology, lifecycle and all artifacts required to successfully validate the solution.</p>

1. Key staff are subject to Agency approval.
2. The Vendor shall provide a written justification, subject to Agency approval, for any key staff which the Vendor proposes to fulfill more than one (1) key staff position, be less than full-time, and/or be less than one hundred percent (100%) dedicated to this Contract. The Agency's expectation is that these are the key staff recommended for DDI and Operations. The Vendor may propose an alternate staffing plan if key staff roles are not required to be full-time or key staff resources may share roles based on program workstreams.
3. The Vendor shall not replace or reassign key staff without prior Agency written approval.
4. Key staff shall respond to electronic communication from the Agency within one (1) business day, excluding approved absences. Key staff shall provide a written delegation of authority for approved days of absence.
5. Key staff and additional staff identified by the Vendor shall be available to meet with the Agency in person and perform the requirements of this Contract which require an on-site presence as described in **Section B.8**, at the Agency's headquarters location in Tallahassee, Florida, as often as needed.

C. Qualification Documents Required

1. All persons assigned to the performance of this Contract shall be employees of the Vendor (or subcontractor if allowable) and shall be fully qualified to perform the required services.

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2. The Vendor shall submit the following qualification and experience documentation for key staff:
 - a. Resume including educational experience and work experience with detailed descriptions;
 - b. Supervisor contact information including name, phone number and email address for the qualifying work experience;
 - c. Proof of professional certification(s), if applicable; and
 - d. Originally signed attestation, prepared on the Vendor's letterhead, from each of the proposed key staff that he or she currently meets the specified qualification and experience requirements as of the date of Contract execution, for the key staff position which he or she is proposed to fulfill.

3. The Vendor shall submit the following qualification and experience documentation for any replacement staff that join the IS/IP project prior to staff acquisition for Agency's review and approval:
 - a. Resume, including educational experience and work experience with detailed descriptions;
 - b. Supervisor contact information including name, phone number and email address for the qualifying work experience;
 - c. Proof of professional certification(s), if applicable; and
 - d. Originally signed attestation from each of the proposed key staff that he or she currently meets the specified qualification and experience requirements for the key staff position which he or she is proposed to fulfill.

4. Upon notice by the Agency, the Vendor shall remove any staff whose continued presence would be detrimental to the completion of this Contract's services.

D. Staffing Levels

1. In addition to the key staff, the Vendor shall provide staff in sufficient quantities and skill sets, as needed, to enable the Vendor to provide consistent and high-quality deliverables and supporting work products, including during periods in which work on multiple projects is underway. The Vendor shall utilize additional staff to perform work on tasks categorized according to the staff positions in **Attachment B, Exhibit B-2, Staffing Positions**. Additional staff shall include a Contract Manager (if not a dual role with the Project Manager) who is available as needed to support this Contract.

2. The Vendor shall also be prepared to release staff, as needed, when additional staff are no longer needed for the current status of the IS/IP project. The Vendor shall be prepared at all times to recruit qualified staff to implement all aspects of the services required in this Contract within the stated timeframes.

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B.8. Corporate Capability/Service Location

Given the parameters of this Contract and the need for close proximity and coordination with the Agency's personnel, the Vendor shall maintain a facility with a conference room within five (5) miles of the Agency's headquarters location at 2727 Mahan Drive, Tallahassee, Florida 32308, **at no additional cost to the Agency**. Key Vendor staff shall work full-time at the Vendor's facility.

The Vendor may allow operational and systems development staff to work from an alternative site within the continental United States, with prior approval from the Agency.

B.9. System Modifications

A. When the Vendor needs to upgrade or make technical changes to the IS/IP system, the changes shall be scheduled and approved by the Agency in advance to occur after 10:00 PM, EST and before 6:00 AM, EST, unless a different time is approved by the Agency. Agency staff shall be notified by e-mail twelve (12) hours prior to any scheduled maintenance.

B. Any portion of this contract may be amended through mutual agreement in writing. The Agency may request the Vendor's staff to make improvements and modifications directly related to the services sought by this solicitation that are not specifically covered in this ITN. Modifications requiring additional personnel, equipment, office space or services that cannot be performed by existing staff will require a written contract amendment as appropriate. Executed contract amendments will be considered to be an integral part of the contract.

The Contractor must expeditiously estimate and substantiate any price changes to the system that require a contract amendment. Prices for any amendment must be based on actual work effort, cost of materials and cost of subcontractors. Work prices must conform to the amount recorded on the appropriate Pricing Schedule. The CMS Regional Office must approve all amendments to the contract before they are executed by the Agency and the Contractor.

B.10. Deliverables

A. Deliverable Management

The Vendor shall comply with **MES Deliverable Management Standards** and **MES Technology Standards** for all deliverables. **MES Deliverable Management Standards** are defined in **MES Project Management Standards** document. The **MES Project Management Standards** and **Technology Standards** are located in the [Procurement Library](#).

1. In order to verify effective performance of IS/IP Project deliverables and to minimize Agency review and Vendor revision times, the Vendor shall perform deliverable management for each deliverable in accordance with **Section B.10.B.**, for each Deliverable and Due Date, and for deliverables produced under task orders as described in **Section B.19.B.4**.
2. The Vendor shall develop and submit a Deliverable Expectation Document (DED), to include the Vendor's proposed format and content, within thirty (30)

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calendar days of the Agency's approval to commence work on the deliverable. The Vendor shall conduct walk-throughs of the DED with the Agency, unless otherwise directed by the Agency.

3. The Agency will establish Agency deliverable review timeframes and Vendor revision timeframes customized for each deliverable. The Vendor revisions shall use the Microsoft Office track changes and comments features, if available in the approved format, and shall use version control numbering of documents and include an amendment history chart in each document.
4. In addition to specific deliverable requirements, all deliverables are subject to the following approval criteria:
 - a. The deliverable meets the Agency's requirements for timeliness, meaning the deliverable is completed and submitted by the required due date;
 - b. The deliverable meets the Agency's requirement for completeness, meaning the deliverable-required components are present in the deliverable; and
 - c. The deliverable meets the Agency's requirement for accuracy, meaning the deliverable conforms to the Agency-approved DED, as applicable, the deliverable functions as expected, and is fit for use. Any deliverable schedule delays, extensions or deliverable rework will be done **at no additional cost to the Agency**
5. The Vendor shall allow time in the deliverable and work product production to conduct thorough internal quality reviews to verify the deliverable follows the **Statewide Medicaid Managed Care (SMMC) Style Guide** and meets the criteria in Number 4 above.
6. The Vendor shall utilize and maintain the Agency-hosted repository for document management for deliverables and work products. The Agency currently uses SharePoint as its documentation repository.

B. IS/IP Project Specific Deliverables

The Vendor shall provide the final draft deliverables for the IS/IP Project Planning, IS/IP Project Workstreams, and IS/IP Project Closeout as described below and in **Attachment B, Exhibit B-1**, Deliverables and Performance Standards, to the Agency's Contract Manager by the dates indicated. The Agency reserves the right to request modification of the deliverables, as deemed necessary by the Agency, before their approval. Deliverable due dates may be modified, if approved in writing, in advance by the Agency. The Agency reserves the right to modify deliverables as necessary.

1. Deliverables **PP-1** and **PP-2** displayed in **Figure 27: IS/IP Project Planning Deliverables**, below, are due no later than sixty (60) calendar days following execution of this Contract; deliverables **PP-3**, **PP-4**, and **PP-5** are due no later than ninety (90) calendar days following execution of this Contract.

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Figure 27: IS/IP Project Planning Deliverables		
#	Deliverable	Reference
PP-1	Project Management Plan (Includes MES Vendor Resource Management Plan)	Section B.10.C.1 and MES Project Management Standards (Procurement Library); Project Management Toolkit (Procurement Library)
PP-2	Project Schedule	Section B.10.C.2 and MES Project Management Standards (Procurement Library)
PP-3	High-Level Technical Design (Includes Technical Integration Plan)	Section B.10.C.3.
PP-4	System Design Document (Includes Integration Architecture Specifications)	Section B.10.C.4.
PP-5	System Security Plan	Section B.10.C.5.

2. The Agency deliverables in **Figure 28: IS/IP Project Workstream Deliverables**, below, shall be developed and delivered for each workstream according to the Agency approved IS/IP **PP-2: Project Schedule**. If an alternative workstream(s) is proposed, the deliverables shall be developed and delivered for each workstream proposed.

- Workstream (A) shall contain Enterprise Service Bus, Business Rules Engine, Managed File Transfer and Service Management;
- Workstream (B) shall contain Master Data Management, Master Person Index and Master Organization Index;
- Workstream (C) shall contain Security/Single Sign On.

The Respondent may also submit alternative workstreams for **Figure 28: IS/IP Project Workstream Deliverables**.

Figure 28: IS/IP Project Workstream Deliverables		
Hardware and Software		
#	Deliverable	Reference
WS-6 (A,B,C)	Bill of Materials	Section B.10.C.6.
Requirements		
#	Deliverable	Reference
WS-7 (A,B,C)	Requirements Document	Section B.10.C.7.
Design		
#	Deliverable	Reference
WS-8 (A,B,C)	System Design Specification Document	Section B.10.C.8.
WS-9 (A,B,C)	Configuration Management and Release Management Plan	Section B.10.C.9.
WS-10 (A,B,C)	Contingency Plan (for Disaster Recovery and Business Continuity)	Section B.10.C.10.

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Figure 28: IS/IP Project Workstream Deliverables		
WS-11 (A,B,C)	Interface Control Document (ICD)	Section B.10.C.11.
WS-12 (A,B,C)	Test Plan	Section B.10.C.12.
Configure/Build		
#	Deliverable	Reference
WS-13 (A,B,C)	Environmental Readiness Review (Includes Construction Completion Approval and Report)	Section B.10.C.13.
Testing		
#	Deliverable	Reference
WS-14 (A,B,C)	Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)	Section B.10.C.14.
Training		
#	Deliverable	Reference
WS-15 (A,B,C)	Training Plan	Section B.10.C.15.
WS-16 (A,B,C)	Operations and Maintenance Manual	Section B.10.C.16.
Implementation		
#	Deliverable	Reference
WS-17 (A,B,C)	Production Readiness Review and Stage Gate Review	Section B.10.C.17.
WS-18 (A,B,C)	Post Implementation Report	Section B.10.C.18.
WS-19 (A,B,C)	Warranty Completion Report	Section B.10.C.19.

3. The MES Vendor Turnover Plan in **Figure 29: IS/IP Project Closeout Deliverable**, below, shall be developed and delivered according to the Agency approved IS/IP **PP-2: Project Schedule**.

Figure 29: IS/IP Project Closeout Deliverable		
IS/IP Project Closeout		
#	Deliverable	Reference
PC-20	MES Vendor Turnover Plan	Section B.10.C.20.

C. IS/IP Project Specific Deliverable Descriptions

Deliverables are specific outputs the Vendor shall create as part of this Contract. A work product is a report, diagram, or collection of documents used by the Vendor which may or may not become a deliverable. The Vendor shall use work products to help create project deliverables. Additionally, an approved deliverable has payment directly connected to it on its associated invoice; a work product does not. Components for work products shall be determined during the Design and Development phase.

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- 1. PP-1: Project Management Plan (Includes MES Vendor Resource Management Plan)**
 - a.** The Vendor shall develop and submit a Project Management Plan (**Deliverable PP-1: Project Management Plan**) which contains a comprehensive and practical description of the Vendor's plan for project management and control mechanisms, including staff organizational structure, progress reporting, major decision making, signoff procedures, and internal control procedures. The Project Management Plan shall be in compliance with and include all the sub-plans as defined in the MES Project Management Standards.
 - b.** The Vendor shall develop an MES Vendor Resource Management Plan (**Deliverable PP-1: Project Management Plan**) in accordance with the MES Project Management Standards, as per **Section B.10.B. IS/IP Project-Specific Deliverables**. In addition, the MES Vendor Resource Management Plan shall include the following:
 - 1)** Staff organizational chart which identifies staff by name, position title, and staff position;
 - 2)** Roles, responsibilities, and authority for staff;
 - 3)** Staff acquisition and release dates;
 - 4)** Resource calendars;
 - 5)** Staff physical location, working hours, and percentage of work time allocated to this Contract;
 - 6)** Staff acquisition plan;
 - 7)** Plan for identification, tracking and resolution of staffing level deficiencies, and reporting staffing level deficiencies to the Agency;
 - 8)** Description of the automated tool used by the Vendor for tracking and reporting staff allocation and hours across task orders;
 - 9)** Training requirements; and
 - 10)** Regulations, standards, and policy compliance requirements.
 - c.** The Vendor shall submit a revised MES Vendor Resource Management Plan for Agency review and approval within ten (10) business days of revised policies and procedures contained within

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the plan. If additional staff is required, they shall be provided by the Vendor at no additional cost to the Agency.

2. PP-2: Project Schedule

The Vendor shall develop and submit a Project Schedule (**Deliverable PP-2: Project Schedule**) which indicates a thorough understanding of this Contract and shall identify realistic person hours of effort and responsibilities for the deliverable and each work activity. The Vendor shall describe how they will coordinate and establish the timing of cross-project "touchpoints," project-to-project timing dependencies, and project-level milestones. The Vendor shall provide an initial Project Schedule during startup/planning phase and provide weekly updates to the Agency, which shall, at a minimum, consist of a group of reference points related to start dates, finish dates, durations, work, and cost estimates which are initially estimated, and continually refined and updated as the project progresses.

3. PP-3: High-Level Technical Design (Includes Technical Integration Plan)

The Vendor shall develop and submit a High-Level Technical Design (**Deliverable PP-3: High-Level Technical Design (Includes Technical Integration Plan)**), which includes an approach to integration related to this Contract. The Plan shall include the Vendor's design of framework which shall serve as a single point of reference for integration management of modules, systems, and data.

4. PP-4: System Design Document (Includes Integration Architecture Specifications)

a. The Vendor shall develop and submit a System Design which includes detailed integration and technical explanation of all aspects of this Contract including detailed architectural diagrams, data flows, component specifications, COTS products and hosting environment details.

b. This deliverable includes:

- 1) Enterprise Architecture;
- 2) Business Architecture;
- 3) Business Process;
- 4) Information Architecture;
- 5) Technical Architecture;
- 6) Network Architecture; and
- 7) Interface Architecture.

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5. PP-5: System Security Plan

- a.** The Vendor shall develop and submit a System Security Plan (SSP) (**Deliverable PP-5: System Security Plan**), which shall document the current level of security controls within the project which protects the Confidentiality, Integrity, and Availability (CIA) of the system and its information. This SSP is based upon the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) to assess CIA and NIST Special Publication (SP) 800-53 Rev 4. The SSP shall be a living document which shall be updated no less than annually, and when new vulnerabilities are identified and mitigated, and when additional functionality, components or COTS products are implemented.
- b.** This deliverable includes:
 - 1)** Risk Assessment Report;
 - 2)** Security Audit Report;
 - 3)** Penetration Test Report;
 - 4)** Federated Identity Management Solution Report;
 - 5)** Security Clearance/Staffing Controls Policies and Procedures; and
 - 6)** HIPAA Disclosure Report.

6. WS-6: Bill of Materials

- a.** The Vendor shall document and submit the activities performed to Purchase, Install and Initialize Hardware and Software Configuration (**WS-6: Bill of Materials**) for the IS/IP project.
- b.** The Vendor shall develop the Bill of Materials (BOM) which lists the hardware and software components needed to be purchased for the IS/IP project. The BOM shall contain information including the name of the product, the type of the product, quantity, purchase amount, licensing and support, and product Vendor name and contact.
- c.** This deliverable includes:
 - 1)** Hardware Acquisition and Installation Plan; and
 - 2)** Software Acquisition and Installation Plan.

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- 7. WS-7: Requirements Document**
 - a. The Vendor shall develop and submit to the Agency a Requirements Document which further elaborates the requirements from this Contract and the detailed requirements solicited during Joint Application Development (JAD) sessions with the FX stakeholders. The Vendor shall provide a Requirements Traceability Matrix (RTM) which shall be developed and used in the IS/IP project to validate the project's scope, requirements, and deliverables remain as originally procured when compared to the baseline.
 - b. This deliverable includes:
 - 1) Requirements Traceability Matrix (RTM);
 - 2) Business Rules Traceability Matrix; and
 - 3) JAD Session Documentation.

- 8. WS-8: System Design Specification Document**
 - a. The Vendor shall develop and submit a System Design Specification Document (**Deliverable WS-8: System Design Specification Document**) which provides a written description of the solution including detailed information on function and architecture which shall provide guidance to system developers. The deliverable shall include software design, security design, and infrastructure design.
 - b. This deliverable includes:
 - 1) Online Data Dictionary; and
 - 2) Rules Engine Business Dictionary.

- 9. WS-9: Configuration Management and Release Management Plan**
 - a. The Vendor shall develop and submit a Configuration Management and Release Management Plan (**Deliverable WS-9: Configuration Management and Release Management Plan**) which details the tracking, planning, managing, scheduling, and controlling the implementation of the solution through different stages and environments.
 - b. This deliverable includes the Rules Engine Report.

- 10. WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)**

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- a. The Vendor shall develop and submit a Contingency Plan (**Deliverable WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)**) to document the Vendor's approach to cover situations which could interrupt the ability of the Agency to access and/or use the solution for business purposes. The Agency will review, provide comments and edits to the Vendor's Contingency Plan during the Initiation Phase.

The Plan shall comply and integrate with the Agency's Enterprise Disaster Recovery and Business Continuity Plan and shall address recovery of business functions, units, processes, human resources, and technology infrastructure; backup strategy and recovery process; communication protocols and process for restoring operations in a timely manner.

The Plan will be updated and tested at least annually and the test results and corrective actions will be reported to the Agency. The Agency, at its discretion, reserves the right to direct the Vendor to amend or update its Contingency Plan during the term of this Contract in accordance with the best interests of the Agency and at no additional cost to the Agency.

- b. This deliverable includes:
 - 1) Disaster Recovery and Business Continuity Test Report;
 - 2) Business Impact Assessment; and
 - 3) Annual Test Results and Corrections.

11. WS-11: Interface Control Document (ICD)

- a. The Vendor shall develop and submit an Interface Control Document (ICD) (**Deliverable WS-11: Interface Control Document (ICD)**) which describes how the Vendor shall incorporate the design, development, and maintenance of enterprise interfaces. Each Application Program Interface (API) and component which shall interface with the IS/IP platform shall be documented using the Agency's ICD template. This effort shall be performed in collaboration with other stakeholders in the FX project.

- b. This deliverable includes:
 - 1) Data Layout Documentation;
 - 2) Data Dictionary; and
 - 3) Data Mapping Crosswalk.

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12. **WS-12: Test Plan**

- a. The Vendor shall develop and submit a Test Plan (**Deliverable WS-12: Test Plan**) which describes how the Vendor shall perform testing of the solution and detail the work products which shall be submitted to the Agency as part of the testing phase. The plan shall detail the support the Vendor shall provide to the Agency and Module Vendors in integrating with the enterprise solution. This includes operating a test bed against which teams can test and resolve integration issues. The plan shall include roles and responsibilities throughout the Testing Phase and a process for submitting, monitoring, and resolving defects found during testing and enhancements, assigning severities/priorities in accordance with Agency standards, process for applying fixes, regression testing of any fixes, and assurance of parity between technical environments. The plan shall include use of the tools for identifying, prioritizing, tracking, fixing, and re-testing System Defects or Enhancements, structured promotion of functionality to subsequent testing levels, summary of testing tools used throughout the Testing Phase including the approach to defining test cases which are representative of actual cases, and testing of recovery processes and/or component outages/failures.
- b. This deliverable includes:
 - 1) UAT Test Data;
 - 2) Extract Data Process;
 - 3) Integration Services Test Progress Report;
 - 4) Integration Services Test Defects Weekly Report;
 - 5) Integration Services Test Results;
 - 6) Detailed test cases for each sub-phase of testing: Unit Test, System Test, Integration Test, Regression Test, Performance Test, Parallel Test, Build Verification Test; and
 - 7) Test Region refreshment schedule to keep all stakeholder test regions in sync to allow for ongoing and accurate testing.

13. **WS-13: Environmental Readiness Review (Includes Construction Completion Approval and Report)**

The Vendor shall develop and submit an Environmental Readiness Review (**Deliverable WS-13: Environmental Readiness Review (Includes Construction Completion Approval and Report)**) which details the scope of work, planned tasks, and completed tasks as part of

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the configure/build process for the solution including implementation of detailed requirements, detailed design, configuration, development, unit testing, and documentation.

14. WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)

a. The Vendor shall develop and submit an Implementation Readiness Review which includes a Test Completion Report for each of the testing phases including System, Security, and Performance Testing (**Deliverable WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)**). The Test results shall be traced to the use case/user story and design documentation being tested as well as tracked and reported according to the RTM.

b. This deliverable includes:

- 1) Unit Test Results;
- 2) System Test Results;
- 3) Integration Test Results;
- 4) Regression Test Results;
- 5) Performance Test Results;
- 6) Parallel Test Results;
- 7) Build Verification Test Results; and
- 8) User Acceptance Test Results.

15. WS-15: Training Plan

a. The Vendor shall develop and submit a Training Plan which details the Vendor's approach to provide training to the stakeholder for the solution. The Vendor shall provide training material during the training phase for technical architecture and standards used across the project, so project team members are able to rapidly understand and quickly become productive within the enterprise environment. This includes understanding how to monitor the system and use any relevant dashboards and the ability to understand how to leverage technical and functional documentation and/or reports. After completion of training, the Vendor shall submit a User Training Completion document to the Agency.

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- b. This deliverable includes:
 - 1) Training Materials;
 - 2) Training Schedule;
 - 3) User Training Completion;
 - 4) User Manual;
 - 5) Desk Level Procedures; and
 - 6) Organization Change Management.

The Vendor shall coordinate with the Agency's Organizational Change Management team about appropriate tools, templates, and standards to use for all Organizational Change Management work products and artifacts. At the request of the Agency, the Vendor shall provide Organizational Change Management (OCM) project-specific artifacts including a Change Plan, Communications Approach, Communications Plan, Training Approach and Plan, Training Materials, and Training Delivery.

16. WS-16: Operations and Maintenance Manual

- a. The Vendor shall develop and submit an Operation and Maintenance Manual (**Deliverable WS-16: Operations and Maintenance Manual**) which details how the Vendor shall plan, operate and maintain the solution in compliance with negotiated Performance Standards. The manual shall include the plan and details for Architecture/hosting operations, monitoring daily operations performance, performing routine maintenance, maintaining user and system documentation, approach to system changes, enhancements, data corrections and other new requirements, reporting status against relevant Performance Standards and schedule of major and minor releases. Frequency of O&M reports will be approved by the Agency.
- b. This deliverable includes:
 - 1) Operational Procedures;
 - 2) Operational Policies;
 - 3) O&M System Maintenance Reports;
 - 4) O&M Configuration Inventory;
 - 5) O&M Reference Materials;
 - 6) System Operational Policy and Procedures Manual;

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- 7) IS/IP Support Services Operational Procedures Manual;
- 8) Operational Policy and Procedure Manual(s); and
- 9) Production Reports.

17. WS-17: Production Readiness Review and Stage Gate Review

- a. The Vendor shall develop and submit a Production Readiness Review and Stage Gate Review checklist which shall examine the actual solution characteristics and the procedures of the product's operation to verify all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system as per **IS.3.1**.
- b. This deliverable includes:
 - 1) Operational Readiness Test Results; and
 - 2) Operational Readiness Walkthrough.

18. WS-18: Post Implementation Report

- a. The Vendor shall develop and submit a Post Implementation Report which details planning and roadmaps for managing all System releases. This includes managing dependencies across releases along with handling technology stacks, databases, and infrastructure to match the roll out needs. For every IS/IP implementation, the Vendor shall submit a Post Implementation Report which details assessment of the Implementation, lessons learned, workstream closeout (if applicable) and monitoring information on the performance of the system/application during normal operations against original user requirements and any newly implemented requirements or changes.
- b. This deliverable includes:
 - 1) Implementation Plan;
 - 2) Post Implementation Report;
 - 3) Lessons Learned;
 - 4) Workstream Closeout; and
 - 5) Monitoring information on the performance of the system/application during normal operations against original user requirements and any newly implemented requirements or changes.

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19. WS-19: Warranty Completion Report

The Vendor shall define their approach to the warranty period in their response. The warranty period, warranty entrance criteria, and warranty exit criteria shall be defined during the contract negotiations and covers the agreed upon requirements defined in this Contract. The Vendor shall be responsible for correcting defects which prevent the solution from operating according to Agency specifications. At the end of the warranty period, the Vendor shall submit a Warranty Completion Report (**Deliverable WS-19: Warranty Completion Report**) which shall detail all tasks completed during the warranty period and shall give a status of any remaining tasks which were not able to be completed during the warranty period.

20. PC-20: MES Vendor Turnover Plan

- a. Not less than six (6) months prior to the end of this Contract, the Vendor shall create, develop and submit a MES Vendor Turnover Plan (**Deliverable PC-20: MES Vendor Turnover Plan**) which shall include, at a minimum: proposed approach to turnover of the Integration Platform/Integration Services solution, tasks and subtasks for turnover, schedule for turnover, entrance and exit criteria, readiness walkthrough process, documentation update procedures during turnover, and description of Vendor coordination activities which shall occur during the Turnover Phase. This Plan shall be implemented to support continued functionality of System and services as deemed appropriate by the Agency.
- b. This deliverable includes:
 - 1) System Documentation;
 - 2) User Documentation;
 - 3) Turnover Agreement;
 - 4) Turnover Work Breakdown Structure (WBS);
 - 5) Turnover Statement of Resources; and
 - 6) Turnover Results Report.

D. Deliverable Crosswalk

The Deliverable Crosswalk provides a cross reference of all of the deliverables and related language where deliverables are referenced. The crosswalk is meant to assist the Vendor in understanding where the deliverables are discussed. The Deliverable Crosswalk can be found in the [Procurement Library](#), **SEAS-NH-ISIP-ReferenceGuide.pdf, IS/IP Reference Guide (Figure B: Deliverable Crosswalk)**.

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B.11. Performance Standards, Liquidated Damages and Financial Consequences

A. Compliance

1. The Vendor shall comply with all requirements and performance standards set forth in the Contract.
2. The Agency's Contract Manager will monitor the Vendor's performance in accordance with the monitoring requirements of the Contract. Failure by the Vendor to meet the established minimum performance standards may result in the Agency, in its sole discretion, finding the Vendor to be out of compliance, and all remedies provided in the Contract and under law, shall become available to the Agency.
3. The Agency reserves the right to impose liquidated damages upon the Vendor for failure to comply with the performance standard requirements set forth in Figure 31, Performance Standards and Liquidated Damages, below.

Figure 31: PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES	
Performance Standard Requirement	Liquidated Damages to be Imposed
Performance Bond	
A performance bond in the amount of ten percent (10%) of the total annual amount of the Contract shall be furnished to the Agency by the Vendor within thirty (30) calendar days after execution of the Contract and prior to commencement of any work under the Contract.	\$500.00 per calendar day for each calendar day after the due date until an acceptable performance bond is furnished to the Agency.
A performance bond shall be furnished on an annual basis, thirty (30) calendar days prior to the new Contract year and be in the amount of ten percent (10%) of the current annual Contract amount.	\$500.00 per calendar day for each calendar day after the due date until an acceptable performance bond is furnished to the Agency.
HIPAA	
The Vendor shall comply with provisions of HIPAA/HITECH.	\$500.00 to \$5,000.00 , per incident, per occurrence, depending upon the severity. In addition, Federal penalties may apply in accordance with the HIPAA Act of 1996.
The Vendor shall not inappropriately release PHI.	\$500.00 to \$5,000.00 , per incident, per occurrence, depending upon the severity.
Records	
The Vendor shall comply with public records laws, in accordance with Section 119.0701, F.S.	\$5,000.00 for each incident in which the Vendor does not comply with a public records request.

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Figure 31: PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES	
Performance Standard Requirement	Liquidated Damages to be Imposed
Background Screening	
Failure to complete initial and renewal background screenings within required timeframes.	\$250.00 per occurrence.
Failure to submit policies and procedures within thirty (30) calendar days of Contract execution.	\$250.00 per calendar day beyond the due date.
Security Rating Score	
Failure to annually maintain a top tier security rating score from a vendor information security rating service.	\$5,000.00 per occurrence. An additional \$2,500.00 if the Vendor does not improve to a top tier security rating score within six (6) months after its initial failure to annually obtain a top tier security rating score.
Failure to annually obtain a security rating score from a vendor information security rating service.	\$5,000.00 per occurrence. \$250.00 per calendar day, until the Vendor obtains the security rating score.
SOC 2 Type II Audit	
Failure to annually submit the SOC 2 Type II audit report by January 1st of each Contract year.	\$1,000.00 per calendar day for each calendar day beyond the due date.

B. Performance Standards

The Agency has listed project specific performance measure service levels for this Contract as outlined in **Figure 17: Integration Platform Performance Standards Requirements**, **Figure 25: Integration Services Performance Standards Requirements**, and documented in **Attachment B, Exhibit B-1: Deliverables and Performance Standards**. The Vendor shall meet the performance measures listed in **Figure 17: Integration Platform Performance Standards Requirements** and **Figure 25: Integration Services Performance Standards Requirements**. The Vendor is responsible for any and all Subcontractors Performance Standards, Financial Consequences and Liquidated Damages as a result of any service level agreements from this Contract.

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C. Liquidated Damages

1. The Agency may impose liquidated damages when the Vendor has failed to meet the performance standard deliverable requirements as described in this Contract.
2. In the event the Agency identifies a violation of this Contract, or other non-compliance with this Contract, the Agency shall notify the Vendor of the occurrence in writing. The Agency shall provide the Vendor with a timeframe for corrections to be made. The Agency may impose liquidated damages even if corrections are made within the requested timeframe.

D. Financial Consequences

The Agency will impose Financial Consequences as per Section 215.971 and Section 287.058, Florida Statutes when the Vendor has failed to meet the performance standard measures as described in **Attachment B, Exhibit B-1: Deliverables and Performance Standards**. The Agency will monitor the Vendor's performance using a Performance Reporting System to oversee the quality of the Vendor's performance, document performance levels in critical areas of the system, facilitate the management of the IS/IP contract, and enhance the investment made by the Agency and federal government in the administration of the FX.

During the **WS-14: Implementation Readiness Review Phase**, the Agency will review and align with the Vendor the levels of quality which are acceptable for each Performance Standard measure. The Agency and Vendor shall develop means to measure those quality levels on a monthly basis, using the Performance Reporting System. Optionally, if requested by the Agency, the IS/IP Vendor shall work in partnership with the EDW Vendor and each module vendor to support enterprise performance standards and metrics.

1. The Vendor shall provide an automated method or system/operations tools used to provide the monthly reports (Performance Reporting System). This will support quality measurements and performance monitoring dashboards for metrics in **Section B.4.D.14** and **Section B.4.E.9**, agreed upon by the Agency and the Vendor at no additional cost to the Agency. The automated reports shall be flexible and adaptable to changes in the quality measurements as agreed upon by the Agency and Vendor during the operations.
2. Throughout the course of this Contract, the Vendor shall measure performance using the Performance Reporting System. Agency contract management staff will actively participate with the Vendor in the performance reporting process and will approve the results recorded. Quality measurements will be reviewed by the Agency and the Vendor on a quarterly basis to assess any measurements which should be changed, added or deleted for future reporting periods. At the end of each reporting period, the Performance Reporting System results shall be posted on the public Web portal.
3. Each performance measure shall have its own scoring mechanism established through negotiation with the Vendor and the Agency and shall consist of scoring elements totaling one hundred (100) points. For each of the performance

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measures, the number of points scored shall determine a quality score, as follows:

100 points = Meets or Exceeds Contract Requirement
75 points = Minor deficiencies (may earn-back Financial Consequences)
50 points = Significant deficiencies
0 points = Does Not Meet Contract Requirement

The Financial Consequences for performance measure areas are:

100 points = No Financial Consequence
75 points = **\$1,000.00** Financial Consequences and may earn-back in the following two (2) months with a score of 100 points for both months
50 points = **\$5,000.00** Financial Consequences
0 points = **\$10,000.00** Financial Consequences

E. Sanctions

1. In the event the Agency identifies a violation of or other non-compliance with the Contract (to include the failure to meet performance standards), the Agency may sanction the Vendor pursuant to Section 409.912(6), F.S. The Agency may impose sanctions in addition to any financial consequences or liquidated damages imposed pursuant to the Contract.
2. For purposes of this Sub-Section, violations involving individual, unrelated acts shall not be considered arising out of the same action.
3. If the Agency imposes monetary sanctions, the Vendor must pay the monetary sanctions to the Agency within thirty (30) calendar days from receipt of the notice of sanction, regardless of any dispute in the monetary amount or interpretation of policy which led to the notice. If the Vendor fails to pay, the Agency, at its discretion, reserves the right to recover the money by any legal means, including but not limited to the withholding of any payments due to the Vendor. If the Deputy Secretary determines that the Agency should reduce or eliminate the amount imposed, the Agency will return the appropriate amount to the Vendor within sixty (60) calendar days from the date of a final decision rendered.

F. Disputes

1. To dispute financial consequences, liquidated damages, sanctions and/or contract interpretations, the Vendor must request that the Agency's Deputy Secretary for or designee, hear and decide the dispute.
2. The Vendor must submit a written dispute directly to the Deputy Secretary or designee by U.S. mail and/or commercial courier service (hand delivery will not be accepted). This submission must be received by the Agency within twenty-one (21) calendar days after the issuance of financial consequences, liquidated damages, sanctions and/or contract interpretations and shall include all arguments, materials, data, and information necessary to resolve the dispute (including all evidence, documentation and exhibits). The Vendor submitting such written requests for appeal or dispute as allowed under the Contract by U.S. mail and/or commercial courier service, shall submit such appeal or dispute to the following mailing address:

Deputy Secretary for Medicaid
Agency for Health Care Administration
Medicaid Appeals/Disputes, Mail Stop 70

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2727 Mahan Drive
Tallahassee, FL 32308

Regardless of whether delivered by U.S. mail or commercial courier service, appeals or disputes not delivered to the address above will be denied.

3. The Vendor waives any dispute not raised within twenty-one (21) calendar days of issuance of financial consequences, liquidated damages, sanctions and/or contract interpretations. It also waives any arguments it fails to raise in writing within twenty-one (21) calendar days of receiving the financial consequences, liquidated damages, sanctions and/or contract interpretations, and waives the right to use any materials, data, and/or information not contained in or accompanying the Vendor's submission submitted within the twenty-one (21) calendar days following its receipt of the financial consequences, liquidated damages, sanctions and/or contract interpretations in any subsequent legal, equitable, or administrative proceeding (to include Circuit Court, Federal court and any possible administrative venue).
4. The Deputy Secretary or his/her designee will decide the dispute under the reasonableness standard, reduce the decision to writing and serve a copy to the Vendor. This written decision will be final.
5. The exclusive venue of any legal or equitable action that arises out of or relating to the Contract, including an appeal of the final decision of the Deputy Secretary or his/her designee, will be Circuit Court in Leon County, Florida. In any such action, the Vendor agrees to waive its right to a jury trial, and that the Circuit Court can only review the final decision for reasonableness, and Florida law shall apply. In the event the Agency issues any action under Florida Statutes or Florida Administrative Code apart from the Contract, the Agency will notice the Vendor of the appropriate administrative remedy.

B.12. Federal Certification

The Vendor is responsible for providing and maintaining a technical solution which supports all applicable requirements (as per the **IS/IP MMIS Core Certification Checklist**, located in the [Procurement Library](#)), including the most current version of the Medicaid Enterprise Certification Life Cycle (MECL), for federal certification and qualifying for the maximum Federal Financial Participation (FFP) from Day 1 of the Operations Phase. During the certification process, the Vendor shall make any changes required by the federal government for certification by the deadline identified by the federal government and/or the Agency and without additional charge to the Agency.

Figure 32: Federal Certification Requirements, below, summarizes certification requirements for the IS/IP Vendor in support of other FX Module projects and in the role of a FX Module Vendor for the Integration Platform and services. The FX Module Vendors are responsible for the certification of the module/components within their scope of work. The IS/IP Vendor shall be responsible for providing and maintaining a technical solution which meets all applicable checklist items in the most current version of the Medicaid Enterprise Certification Toolkit (MECT) providing evidence and artifacts to document checklist compliance and support the review and validation of those items by the Agency, SEAS Vendor, IV&V Vendor, and CMS.

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Figure 32: Federal Certification Requirements	
Area	Description
Certification	The Vendor shall participate and provide support as needed to the Module Vendors for module certification activities including participating in planning activities, meetings, and other activities as required by CMS.
Certification	The Vendor shall assist the Agency in preparing and providing certification artifacts, evidence and presentation materials.
Certification	The Vendor, based on the certification findings, shall provide all the required remediation activities on a schedule to be approved by CMS and the Agency.
Certification	The Vendor shall update the documentation as necessary to support the certification process and to reflect changes which have been made to the solution during the certification process.
Certification	The Vendor shall support the IV&V quarterly certification report to CMS by providing the IV&V Vendor access to documents and artifacts necessary for tracking certification.
Certification	The Vendor shall complete the State section of the applicable MECT checklists for the integration services and integration platform.
Certification	The Vendor shall produce certification artifacts, evidence and presentation materials for the integration services and integration platform.
Certification	The Vendor shall provide applicable documentation of requirements as included in the certification process for each applicable FX project.
Certification	The Vendor shall support the MECL process for all components which are certified, as described in the current version of the MECT.

B.13. Compliance

The Vendor is expected to be familiar with the Agency's Information Technology (IT) environment. All services and products provided in this Contract shall comply with all applicable Agency's IT policies and standards including compliance requirements summarized in the **Figure 33: Compliance Requirements**, below.

Figure 33: Compliance Requirements	
Area	Description
Compliance	The Vendor's solution shall have full integration of the MITA framework with business, architecture, and data required to support the Agency's health care programs.
Compliance	The Vendor shall comply with all sections of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act and support user interface standards to account for the various forms of color blindness.
Compliance	The Vendor shall adhere to recognized best practices during the execution of this Contract including the latest version of the National Institute of Standards and Technology (NIST) Special

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Figure 33: Compliance Requirements	
Area	Description
	Publication (SP) 800 series.
Compliance	The Vendor shall be knowledgeable of and support the Agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions-MITA Condition or the latest MITA version which requires states to align to and advance in MITA maturity for business, architecture, and data.
Compliance	The Vendor's data management strategy and operational policies (WS-16: Operations and Maintenance Manual) shall meet HIPAA, Health Information Technology for Economic and Clinical Health (HITECH), American Recovery and Reinvestment Act of 2009 (ARRA), and other requirements stated in this Contract as well as the documents provided in the Procurement Library .
Compliance	The Vendor's solution shall be compatible with multiple standard browsers in accordance to the Agency's IT Standards stated in MES Project Management Standards .
Compliance	The Vendor shall verify all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements.
Compliance	The Vendor shall comply with all sections under 42 CFR 433.112(b).
Compliance	The Vendor shall comply with Florida Administrative Code Rules; Chapter 74-1 Information Technology Security, Chapter 74-1 Project Management and Oversight and Chapter 74-5 Identity Management.

B.14. Enhanced Funding Requirement – CMS Conditions and Standards

A. Federal Citations

The Vendor shall comply with 42 CFR 433.112 (b)(5) and (6) and 45 CFR 95.617(a) and (b), including the CMS Conditions and Standards as well as any amendments from CMS. Florida will have all ownership rights in software or modifications thereof and associated documentation designed, developed, or installed with Federal financial participation; and The U.S. Department of Health and Human Services (DHHS) will have a royalty free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use and authorize others to use, for Federal Government purposes, software, modifications to software, and documentation that is designed, developed, installed or enhanced with Federal financial participation.

To maximize Federal Financial Participation (FFP), the IS/IP Project and its Statement of Objectives is aligned with the CMS Conditions and Standards for Enhanced Funding in accordance with 42 CFR 433.112.

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For additional information see: 42 CFR 433.112 - FFP for design, development, installation or enhancement of mechanized processing and information retrieval systems.

B. State Ownership

The Agency shall have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Vendor as a result of this Contract.

Title to the complete system will be transferred to the Agency, including portions (e.g., documentation) as they are created during all phases of this Contract, including any and all performance-enhancing software and operational plans whether developed or obtained by the Contract or before it. This obligation to transfer all ownership rights and/or license on the part of the Vendor is not subject to limitation in any respect whether by characterization of any part of the system as proprietary or by failure to claim for the cost thereof.

The Vendor will not develop or install any proprietary software for operation of the FX without prior written approval from the Agency. Installation of any commercial packages must also be prior approved in writing by the Agency. The Agency may allow the development and installation of proprietary software if considered in the best interest of the Agency and if the Vendor is willing to provide the Agency the rights and/or license to operate and maintain the software in question, after the termination of this Contract. No proprietary software/systems may be implemented, using Agency data, without prior written approval from the Agency.

B.15. Prohibition of Marketing

The Vendor shall not market Vendor business interests to providers and/or recipients.

B.16. Funding Source

This Contract is funded with State and Federal (Title XIX and Title XXI) funds. The amounts and percentages are derived from the State's cost allocation plan, subject to CMS approval.

B.17. Most Favored Customer

The Vendor agrees that if during the term thereof, the Vendor enters into any agreement with any other governmental customer, or any non-affiliated commercial customer by which it agrees to provide equivalent service at lower prices, or additional services at comparable prices, this Contract will, at State option, be amended to accord equivalent advantage to the State.

B.18. Expert Witness

The Vendor shall provide expert witness services, at the level of manager or above, as needed during the term of this Contract for consultation, testifying, depositions, or other needs as requested by the State for investigations, trials, or other related matters as deemed necessary by the State. The Vendor's designation of expert witnesses is subject to prior approval by the State. The State will not provide any additional reimbursement to the Vendor for provision of such services. Travel expenses for such witnesses shall be reimbursed to the extent provided by Section 112.061, Florida Statutes.

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B.19. Cost Proposal

A. Overview of Cost Proposal

Respondents shall be able to propose fixed price task orders during the term of this Contract. The task order approach is outlined below.

B. Method of Payment

This Contract is a fixed price contract. Initial deliverables described in **Section B.10.B**, will be paid at a fixed price. Task orders described below in **Attachment A**, Instructions and Special Conditions, **Exhibit A-5**, Cost Proposal, **3.**, **Fixed Price Task Orders**, will be paid on a fixed price by deliverable basis. Operations and Maintenance costs will be paid on a fixed price monthly basis.

1. Invoicing

a. Invoice Submission

Invoices and all supporting documents shall be submitted on the Vendor's letterhead to the Agency's designated Contract Manager within fifteen (15) calendar days of completion and Agency approval of deliverable(s).

Invoice(s) shall include, at a minimum:

- 1) Invoice date;
- 2) Invoice number;
- 3) Agency's Contract number;
- 4) Description of the services rendered;
- 5) Date(s) on which services were rendered;
- 6) Payment remittance address; and
- 7) Other supporting documentation as requested by the Agency.

b. Travel Expenses

The Vendor shall not charge the State for any travel expenses related to any portion of this Contract without the Agency's prior written approval. Upon obtaining the Agency's written approval, the Vendor shall be authorized to incur travel expenses payable by the Agency to the extent provided by Section 112.061, F.S.

c. Authorization

- 1) Payments will be authorized only for services that are in accordance with the terms and conditions of this Contract.
- 2) Appropriate documentation as determined by the Agency shall be submitted to support invoices.

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- 3) Invoices shall not be approved for payment by the Agency until reports and deliverables from the Vendor are received as specified in this Contract.

2. Late Invoicing

Unless written approval is obtained from the Agency, and at the discretion of the Agency, correct invoices with documentation received forty-six (46) to sixty (60) calendar days after the Agency's acceptance of the deliverable(s) will be paid at ninety percent (90%) of the amount of the invoice. Correct invoices with documentation received sixty-one (61) to ninety (90) calendar days after the Agency's acceptance of the deliverable(s) will be paid at seventy five percent (75%) of the invoice. Invoices received ninety-one (91) calendar days or more after the Agency's acceptance of the deliverable(s) will **not** be paid. If the Vendor is unable to meet the invoice submission deadlines specified in this Contract, the Vendor shall notify the Agency in writing prior to the deadline explaining the circumstances and requesting an extension to the deadline.

B.20. External Stakeholders

The Agency is coordinating with other external entities and organizations which will use the Integration Services and Integration Platform. The roles of the external entities are listed in **Figure 34: Anticipated Roles - External Stakeholders**, below. This is not an all-inclusive list and will be defined further during Operations.

Figure 34: Anticipated Roles - External Stakeholders	
Organization	Role
APD	The Agency for Persons with Disabilities (APD) determines eligibility for administrators and for home and community-based services for persons with developmental and intellectual disabilities.
AST	Agency for State Technology (AST) provides oversight of IT projects in the State of Florida with total project costs of \$10 million or more. Various AST Florida Administrative Code IT Rules require compliance for auditing purposes, etc..
CMS	The Centers for Medicare and Medicaid Services (CMS), is part of the Department of Health and Human Services (HHS) and is supporting innovative approaches to improving quality, accessibility, and affordability, while finding the best ways to use innovative technology to support patient-centered care.
DCF	The Florida Department of Children and Families (DCF) determines Medicaid eligibility for low-income children and families, aged persons, persons with disabilities, and persons seeking institutional care. DCF is the state authority for substance abuse and mental health services, and administers the child welfare program.
DFS	Florida Department of Financial Services (DFS) - Division of Public Assistance Fraud (PAF) partners with the Department of Children and Families, the Agency for Health Care Administration, the Department of Health, and the Department of Education's Office of Early Learning to investigate fraud in programs administered by those departments.

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Figure 34: Anticipated Roles - External Stakeholders	
Organization	Role
DJJ	Department of Juvenile Justice (DJJ) matches youth who reside in a DJJ commitment program against the Agency Medicaid beneficiaries to verify such youth are not eligible for Medicaid services for the duration of his or her stay in the DJJ residential program.
DOE	The Department of Education (DOE) determines a student's eligibility status for participation in the National School Lunch Program based on household Medicaid eligibility.
DOEA	The Department of Elder Affairs (DOEA) determines medical eligibility for the Medicaid Institutional Care Program (ICP) and most Medicaid waivers which provide community-based services and administers the wait list for the long-term care program.
DOH	The Department of Health (DOH) determines eligibility for the Family Planning Medicaid waiver program and the Children's Medical Services program for children with special health care needs and operates the children's Medicaid services health plan.
FHKC	Florida Healthy Kids Corporation (FHKC) determines eligibility for the Children's Health Insurance Program (CHIP).
HHS/OIG	US Department of Health & Human Services / Office of Inspector General's (HSS/OIG) mission is to protect the integrity of Department of Health & Human Services (HHS) programs as well as the health and welfare of program beneficiaries.
OAG-MFCU	The Attorney General's (OAG) Medicaid Fraud Control Unit (MFCU) investigates and prosecutes fraud involving providers which intentionally defraud the state's Medicaid program through fraudulent billing practices.
OPPAGA	The Office of Program Policy Analysis and Government Accountability (OPPAGA) is an office of the Legislature. OPPAGA provides data, evaluative research, and objective analyses to assist legislative budget and policy deliberations. OPPAGA conducts research as directed by state law, the presiding officers, or the Joint Legislative Auditing Committee.
NHIN	The Nationwide Health Information Network (NHIN) is broadly defined as the set of standards, specifications and policies which enable the secure exchange of health information over the Internet. This program provides a foundation for the exchange of health information across diverse entities, within communities and across the country, helping to achieve the goals of the HITECH Act.

B.21. Definitions and Acronyms

Figure 35: Definitions and Acronyms	
Term	Definition
Affiliates	A corporation that is related to another corporation by shareholdings or other means of control; a subsidiary, parent, or sibling corporation.
Agency for Health Care Administration (Agency)	The Agency for Health Care Administration is the single State agency responsible for the Medicaid program and children's

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Figure 35: Definitions and Acronyms	
Term	Definition
	health insurance program in Florida. For the purposes of this Contract, Agency refers to the Agency or its designee.
Agency for Persons with Disabilities (APD)	The Florida State agency responsible for support to individuals with developmental disabilities as defined in Chapter 393, Florida Statutes.
ARRA	American Recovery and Reinvestment Act of 2009.
Centers for Medicare and Medicaid Services (CMS)	The organizational unit of the U.S. Department of Health and Human Services responsible for administration of the Title XIX and Title XXI Programs under the Social Security Act.
Certification	The written acknowledgment by CMS that the operational FMMIS meets all legal and operational requirements necessary for Federal Financial Participation, FFP.
Children's Health Insurance Program (CHIP)	Children's Health Insurance Program authorized under (Title XXI of the Social Security Act); CHIP provides low-cost health coverage to children in families which earn too much money to qualify for Medicaid. Florida's CHIP is administered by the Florida Healthy Kids Corporation (FHKC).
Contract Manager	The Agency individual responsible for safeguarding state and federal funds, deriving maximum return from those funds, and monitoring Vendor compliance with applicable laws and contract terms.
COTS	Commercially Available Off-The-Shelf software.
Covered Service	Mandatory medical services required by CMS and optional medical services approved by the State for which enrolled providers will be reimbursed for services provided to eligible Medicaid recipients.
Data Governance	Aligns the organization with the business strategy and enables prioritization and approval of initiatives and a plan for the introduction of processes which will continuously monitor and improve data quality.
Department of Children and Families (DCF)	The Florida State Department which determines Medicaid eligibility in many categories and operates the Medicaid Eligibility Determination System to record Medicaid eligibility and eligibility for other State assistance programs. DCF is also responsible for overseeing programs involving behavioral health, childcare, domestic violence, economic self-sufficiency, refugee services, homelessness, and programs which identify and protect abused and neglected children and adults.
Department of Elder Affairs (DOEA)	The primary Florida State Department responsible for administering human services programs to benefit Florida's elders and developing policy recommendations for long term care in addition to overseeing the implementation of Federally-funded and State-funded programs and services for the State's elderly population.
Department of Health (DOH)	The Florida State Department which its mission is: To protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts. DOH's administration functions include contract administrative

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Figure 35: Definitions and Acronyms	
Term	Definition
	monitoring, audit guidance, budget, forms, resources and issuing provider licenses.
Direct Access or Medicaid Recipient or Provider Identifiable Data	Having, or expected to have, duties which involve access to personally identifiable information, protected health information, or financial information by any means including network shared drives, email, telephone, mail, computer systems, and electronic or printed reports.
Disaster Recovery and Business Continuity Plan	A contingency plan to support continued business processing and recovery through adequate alternative facilities, equipment, backup files, documentation and procedures in the event there is data corruption, or the primary processing site is lost to the Vendor.
EDB (Enrollment Database)	The Enrollment Database is the Centers for Medicare and Medicaid Service's database of record for Medicare Beneficiary enrollment information. It is the authoritative source for Medicare beneficiary information, entitlement, and other pertinent data.
Electronic Data Interchange (EDI)	EDI is the transfer of data from one source to another by standardized message formatting without the need for human intervention.
Electronic Health Record (EHR)	A record of diagnoses, treatments, and laboratory results stored in an electronic record for retrieval and use by authorized treatment professionals. (See also EMR, Electronic Medical Record)
Electronic Medical Record (EMR)	A record of diagnoses, treatments, and laboratory results stored in an electronic record for retrieval and use by authorized treatment professionals. (See also EHR, Electronic Health Record)
Electronic Remittance Advice (ERA)	ERA is an electronic version of a payment explanation which provides details about providers' claims payments with any required explanations.
Eligibility Verification	Refers to the process of validating whether an individual is determined to be eligible for health care coverage through the Medicaid program and/or a provider is qualified to provide services to the Medicaid population.
Enterprise Content Management (ECM)	The technologies used to capture, store, preserve and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.
Explanation of Medical Benefits (OMB)	The result of Medicare claims processing reported to a provider. Recipient EMOBs are produced by the Medicaid Agency and reported to the recipient.
Florida Healthy Kids Corporation (FHKC)	Administers the Florida Healthy Kids program for children 5 - 18. Determines Children's Health Insurance Program (CHIP) eligibility for non-Medicaid parts of the program. Collects monthly premium and manages the Florida KidCare customer service call center.

ATTACHMENT B REVISED SCOPE OF SERVICES

Figure 35: Definitions and Acronyms	
Term	Definition
Florida Medicaid Management Information System (FMMIS)	The Florida Medicaid Management Information System is the state's Medicaid claims processing and information system.
Functional and Non-Functional Requirements	Functional: a requirement that defines specific behaviors or functions. Non-functional: a requirement that specifies criteria that can be used to judge the operation of a system, rather than specific behaviors.
Healthcare Common Procedure Coding System (HCPCS)	A coding system designed by CMS which describes the physician and non-physician patient services covered by Medicaid and Medicare Programs and used primarily to report reimbursable services provided to patients.
Health Information Exchange	The secure, electronic exchange of health information among authorized stakeholders in the health care community – such as care providers, patients, and public health agencies – to drive timely, efficient, high quality, preventive, and patient-centered care.
HIPAA (The Health Insurance Portability and Accountability Act of 1996)	A federal law which includes requirements to protect patient privacy, to protect security of electronic medical records, to prescribe methods and formats for exchange of electronic medical information, and to uniformly identify providers.
HITECH	Health Information Technology for Economic and Clinical Health - enacted as part of the American Recovery and Reinvestment Act of 2009, was signed into law on February 17, 2009, to promote the adoption and meaningful use of health information technology.
Independent Verification and Validation (IV&V)	The Agency contracted separately with a Vendor to provide IV&V services for the FX. The IV&V Vendor shall operate independently of project teams and shall report its findings directly to the Project's Sponsor and CMS. The selected Vendor shall support all IV&V activities and requests as directed by the Agency for the duration of this Contract.
Integration Services and Integration Platform (IS/IP) Project	Integration Services focuses on establishing and maintaining interoperability through the use of the integration platform which enables secure real-time, or close to real-time, data exchange and integration of data and services across system boundaries. Integration Platform is a Commercial Off the Shelf (COTS) system software and customized application architecture to perform connectivity, security, communication, and processing to translate protocols, platforms, and data formats allowing data sharing and reuse of processing services. The integration platform performs integration functions centrally which would be difficult or impossible to implement within distributed systems.
KidCare	Florida KidCare is the State of Florida's high quality, low-cost health insurance for children. The program includes Florida's programs authorized under Title XIX and XXI of the Social Security Act. Through its four partners, the program covers children from birth through age 18.

ATTACHMENT B REVISED SCOPE OF SERVICES

Figure 35: Definitions and Acronyms	
Term	Definition
Managed Care	Systems of care designed to improve recipients' access to health care and continuity of care, while controlling the overall costs of care.
Medicaid	The Federal medical assistance program authorized in Title XIX of the Social Security Act.
Medicaid Information Technology Architecture (MITA)	An initiative by the Federal CMS intended to foster integrated business and IT transformation across the Medicaid Enterprise to improve the administration of the Medicaid program. It promotes modernization of MMIS operated by the States by promoting greater interoperability with other systems, use of COTS software, reusable programs and systems, and system analysis which allows business needs to drive system development.
Medicaid Management Information System (MMIS)	The Medicaid Management Information System, a state's Medicaid claims processing and information system. It is a CMS approved system which supports the operation of the Medicaid Program. The MMIS includes the following types of sub-systems or files: eligibility, Medicaid provider, claims processing, pricing, Surveillance and Utilization Review Subsystem (SURS), Medicaid Accounts Receivables System (MARS), and encounter processing.
FX	A broader project leveraging the Medicaid infrastructure to improve overall Agency functionality and build better connections to other data sources and programs through modular design. CMS defines a "Module" as packaged, functional business process or set of processes implemented through software, data, and interoperable interfaces which are enabled through design principles in which functions of a complex system are partitioned into discrete, scalable, reusable components.
National Provider Identifier (NPI)	An identification number assigned through the National Plan and Provider Enumerator System of the Federal Department of Health & Human Services. NPIs can be obtained online at: https://nppes.cms.hhs.gov .
Performance Standards	The criteria by which Vendor performance is measured.
Protected Health Information (PHI)	For purposes of this Attachment, protected health information shall have the same meaning and effect as defined in 45 CFR 160 and 164, limited to the information created, received, maintained or transmitted by the Managed Care Plan from, or on behalf of, the Agency.
Provider	An entity which renders services or receives reimbursement for services rendered on behalf of Florida Medicaid. This includes medical or dental practitioners, medical facilities, pharmacies, and durable medical equipment suppliers, entities qualified under Federal waivers, and health plans such as Managed Care Organizations (MCOs) or Provider Service Networks (PSNs). A person, organization, or institution which provides health care related services and is enrolled in the Florida Medicaid program.

**ATTACHMENT B
REVISED SCOPE OF SERVICES**

Figure 35: Definitions and Acronyms	
Term	Definition
Statewide Medicaid Managed Care Program (SMMC)	A program authorized by the Florida Legislature creating Part IV of Chapter 409, Florida Statutes, to establish the Florida Medicaid program as a statewide, integrated managed care program for all covered services, including long term care services. This program is referred to as Statewide Medicaid Managed Care (SMMC) and includes three (3) programs: one for managed medical assistance (MMA), long-term care (LTC), and dental.
SEAS Vendor	Strategic Enterprise Advisory Services Vendor performs strategic advisory, technical advisory and project management services for the Agency; prepares requirements for procurements and the Implementation Advanced Planning Document; supports the Agency team during the solicitation, and through Design, Development, and Implementation (DDI) activities.
Subcontractor	Any entity contracting with the Vendor to perform services or to fulfill any of the requirements requested in this Contract or any entity which is a subsidiary of the Vendor performing the services or fulfilling the requirements requested in this Contract.
Vendor	The successful respondent with which the Agency has executed a contract.

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**AHCA ITN 002-18/19
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NUMBER	VENDOR NAME	PAGE NUMBER	QUESTION	ANSWER
	<i>ABC Vendor</i>		<i>Example Question</i>	
1	Novel Engineering, Inc		Is this a single vendor award? Are their subcontractor opportunities?	See Attachment B, Scope of Services, Section B.1., General Overview, Sub-section B., Purpose.
2	Deloitte	Exhibit A-4, page 2 of 21	In Exhibit A-4, page 2 of 21, Category 1: Table of Contents, SRC #1, the protected document does not allow for respondents to provide a response and include a table of contents. Can the Agency please provide an updated Exhibit A-4 allowing for a response to be inserted?	This can be provided as an attachment.
3	Deloitte	Exhibit A-4, page 1 of 21	<p>The required Exhibit A-4 template does not allow inclusion of tables, graphics, fonts within the response field, and only allows respondents to provide a total of none (9) attachments which have specific items. Would the Agency consider allowing either of the following:</p> <p>a) Provide respondents with an unprotected Exhibit A-4 document that would allow for graphics (such as technical architecture diagrams), screenshots, tables, or any other additional items that would benefit the Evaluators to further understand a proposed solution? We believe it would be harder to evaluate a solution without seeing the architecture diagram or other graphics of a proposed solution.</p> <p>b) Provide respondents with an option to add additional Attachments to provide additional details, tables, graphics (such as technical architecture diagrams), screenshots to benefit the Evaluators to further understand a proposed solution? In this option, respondents would name and label attachments to refer to respective SRCs by the SRC identifier number. We believe to allow the ability for respondents to provide a limited number of additional Attachments, would benefit the Evaluators to further understand a proposed solution.</p>	See Attachment A, Instructions and Special Conditions, Section A.1, Instructions, Sub-section B., Response Preparation and Content, Item 2., Mandatory Response Content, Sub-item e., Exhibit A-4, Submission Requirements and Evaluation Criteria (Technical Response).
4	Deloitte	SEAS documents in Procurement Library	The SEAS*. * documents provided in the Procurement folder (i.e., SEAS-NH-Design-and-Implementation-Mgmt-Standards-100), specify links to templates to be used for deliverables. Are these templates standardized and required to be used by all modules for deliverables? If so, can they be downloaded for analysis?	The templates are standardized and are required to be used by all modules. The templates will be provided after contract award.
5	GDIT		What is the expected number of unique monthly users (both internal and external) that will be using the Integration Services and Integration Platform?	This information will be provided after contract award.
6	GDIT		Exhibit 3-2 in the SEAS NH-Con-Ops - 100 document depicts a 2 year implementation period. For the pricing associated with fixed price deliverables should the vendors assume a 2 year implementation followed by the operations 8 which includes 3 year base operations and additional 3 year renewal operations?	Dates listed in Procurement Library documents are estimates only.

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7	GDIT		<p>For the System Training: Please confirm the stakeholder groups.</p> <p>a. Providers b. Agencies c. Health Plans d. State Staff e. Recipients</p> <p>Are there additional stakeholder groups that need to be trained? What is the total number of users to be trained by audience? How is the stakeholder audience dispersed across the state?</p>	See: IP.10.1; IP.10.2; IS.5.1; IS.5.2; and B.4.E.11.8.
8	GDIT		Internal Users is listed as 6,615. How is this broken down by user and role that would require training?	This information will be provided after contract award.
9	GDIT		External Users is listed as 143,745. How is this broken down by user and role that would require training?	This information will be provided after contract award.
10	GDIT		For the Certification Training: Do we need to provide validated assessment to use for "pass" of the students? Do we need to provide reports and gather the data from this?	There are no training items in this solicitation which require the vendor to certify students.
11	GDIT		For the purposes of training, are the majority of the State Staff all in one place or distributed throughout the State? If distributed please provide the number of State staff by office and role.	This information will be provided after contract award.
12	GDIT		Will the state provide classrooms for training? If so, how many and where are they located and how many trainees can be accommodated at one time?	This information will be provided after contract award.
13	GDIT		Does the State have an LMS to host the training materials and online courses? If so what is the LMS platform?	No.
14	GDIT		Is training on the vendor modules, as listed in Figure 2. Conceptual Level Diagram, part of the training scope?	Not for the IS/IP Vendor.
15	GDIT	119	What metrics are required to "Support high-speed processing at very large-scale volumes"?	Please see the metrics that are detailed in Section B.4.D.14 for performance standards requirements.
16	GDIT	22	IP.1.15 - ESB Requirements (p.12), states "the ESB solution that supports at a minimum the following web service, specifications, and adapters:". Please explain how COBOL is a web service, specification, or adapter. Is it the intent of the Agency to enable COBOL programs to be accessed/launched from the ESB?	The Agency interfaces with partner agencies that operate mainframe systems and, if requested by the Agency, the ESB should support the listed web service, specifications, and adapters.
17	GDIT	136	Is "(e.g., X12, FIRE, HL7, and NCPDP D.0)" intended to be "FHIR" rather than "FIRE"?	See Addendum No. 1
18	GDIT	122	IP.1.14 refers to protocol translations. What protocols will be required for translation?	The respondent shall propose a solution that supports protocol translation between current and future internal and external applications.
19	GDIT	137	Requirement IP.7.15 specifies an ability to review "raw interface files". What is a "raw interface file"?	Files that are received through interfaces and stored without making any updates.

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20	GDIT		9 Will AHCA please confirm whether the current incumbent of the FLMMIS contract is able to bid on the IS/IP ITN if they also will bid on modules.	See Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section A., Overview, Item 13., Program Overview.
21	GDIT		9 Can the current incumbent of the FLMMIS contract be a subcontractor for another prime vendor on the IS/IP ITN?	See Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section A., Overview, Item 13., Program Overview.
22	GDIT		9 Can the current incumbent contractor of the FLMMIS bid on the IS/IP ITN since the current system can be treated like a new module?	See Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section A., Overview, Item 13., Program Overview.
23	Accenture		As is common to the ITN process in Florida, please reconfirm that the Agency will allow Bidders to propose modifications to the terms and conditions of the Standard Contract during negotiations in accord with the ITN process.	See Addendum No. 1
24	GCOM Software LLC	15-16	The ITN states we can not submit more than three, three-inch binders. However, the ITN indicates we need to submit two versions of the response: One original and one duplicate. Please clarify that two response binders are required and not three.	One printed response copy cannot be larger than three, three-inch binders.
25	GCOM Software LLC		Is agency expecting message aggregation service to combine multiple responses to a single request?	This is dependent upon the vendor's proposed solution.
26	GCOM Software LLC		We would like to request 10 days extension to submit questions; or alternately will the vendors be given the option to ask clarification questions once the answers to this set of questions are published.	Please see Attachment A, Instructions and Special Conditions, Section A.1, Instructions, Sub-section A.6., Solicitation Timeline, Table 1, Solicitation Timeline.
27	GCOM Software LLC	12	Proposal Guarantee Amount: Can ACHA accept vendor guarantee. Almost all vendors bidding on this will have a strong balance sheet and company guarantee will provide similar safety to the State of Florida. Guarantee money represents blocked money and is an unnecessary cost for the vendors.	See Attachment A, Instructions and Special Conditions, Section A.1, Instructions, Sub-section B.2.c., Original Proposal Guarantee.
28	IBM		Procurement Library, MES Volumetric Information: Can the State provide how many system to system batch transfers are there and what are the sizes and characteristics of those transfers?	This information will be provided after contract award.
29	IBM		Procurement Library, MES Volumetric Information: Can the State clarify the 2 sets of metrics provided in the MES Volumetric Information document in the Procurement Library labeled as FMMIS and AHCA IT and the connection between the 2 categorizations?	FMMIS: Florida Medicaid Management Information System. Operated by Fiscal Agent Contractor. AHCA IT: These are systems that are managed by the Agency's IT.
30	IBM		Is there a standard for SSO? Is AD implemented or it's a combination of LDAP & AD?	No. The Agency currently operates multiple Identity Stores including Active Directory.
31	IBM		Is there a list of approved hosting vendors already negotiated with the state that any hosted solution for the integration platform should utilize?	No.

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32	IBM	A hosted integration platform will need to integrate with the agency's legacy systems as well as potentially other modules hosted on the cloud. Are there specific state or agency requirements associated with securing the connections between a cloud hosted integrated platform and the agency's legacy systems and future modules that bidders should be aware of?	No.
33	IBM	Does the agency expect tooling for managing various aspects of the SDLC such as configuration management, requirements management, asset management, build and deployment management, test case management, ADA compliance, code quality analytics, static and dynamic code scanning tools for both code quality and security vulnerabilities, GRC tools, and other such concerns to be included in the bid or does the agency have such tooling in place that vendors would be expected to utilize. If the agency contemplates this would be a hybrid of legacy standard tools with supplemental tools provided by the bidder can the agency share a listing of the tools / categories of tools it has already standardized on and those it might expect vendors to bring to the engagement.	This information will be provided after contract award.

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NUMBER	VENDOR NAME	EXHIBIT REFERENCE (IF APPLICABLE)	SECTION IDENTIFIER	SUB-SECTION REFERENCE	ITEM REFERENCE	PAGE NUMBER	QUESTION	ANSWER
	<i>ABC Company</i>	<i>Exhibit A-4</i>			<i>12</i>	<i>20</i>	<i>Example Question</i>	
1	Novel Engineering, Inc	Exhibit A-8	I.	A.	1	31	Where is Attachment I, Scope of Services? Is Attachment B the correct Scope of Services? The other attachments II, III, IV are accurately noted in Exhibit A-8 Pg. 26-31	Attachment B, Scope of Services, of the solicitation will be renamed as Attachment I, Scope of Services, for the resulting Contract.
2	Deloitte		A.1		13	7	The procurement restrictions provided in Table 2 state that the SEAS vendor is precluded from bidding on FX IV&V, ISIP, EDW, and all modules. Will the agency please confirm that this restriction also applies to any subcontractors of the SEAS vendors as was originally stated to be the case in Attachment A, section A.1.B.8.d.1) b) (page 16 of 65) of Solicitation Number AHCA ITN 001-16/17 Strategic Enterprise Advisory Services (SEAS)?	See Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section A., Overview, Item 13., Program Overview.
3	DXC Technology		A.1	C.	1	13	In order to reduce the number of printed pages, would the Agency consider allowing respondents to submit audited financial statements with the electronic copy of the response only?	Please see Attachment A, Section A.1., Instructions, Sub-section C., Response Submission Requirements, Item 1., Hardcopy and Electronic Submission Requirements.
4	DXC Technology		A.1	C.	1	14	Please confirm that the Cost Proposal does not need to be in a separate sealed envelope from the Technical Response	Please see Attachment A, Section A.1., Instructions, Sub-section B., Response Preparation and Content, Item 2.f., Exhibit A-5 Cost Proposal, and Exhibit A-5 Cost Proposal.
5	DXC Technology		A.1	C.	1	15	A.1.C1.c.item 3) states each component of the electronic proposal should be saved as PDF files, separately in individual file folders. Item 4 requires bidders to also include Exhibit A-5, Exhibit A-5-a, and A-6 in the Agency-provided Excel files. Should these Excel files be saved in the corresponding file folders mentioned in item 3 so that the folders for A-5, A-5-a, and A-6 would contain both PDF and Excel files of those components?	Yes.
6	DXC Technology		A.1	D.	5	23	Has, or will, the Agency allocate a scoring weight to the Cost proposal?	Please see Attachment A, Section A.1., Instructions, Sub-section D.3., Non-Scored Requirements.
7	DXC Technology		A.1	D.	7	25	Does the Agency anticipate an Orals presentation?	No.
8	DXC Technology		A.2	A.	4	28	Will the Agency please define what is considered "a top tier" security rating score?	Top tier' is defined by the individual vendor performing the rating service. For example, BitSight Technologies top tier range of scores may differ in range than Security Scorecard's.
9	DXC Technology		A.2	A.	4	28	Our experience with the vendor information security rating services named is that they rely solely on public source information, which is an unreliable and often outdated source of security maturity. Would the Agency consider other sources, such as an ISO27001 certification?	Please see Attachment A, Section A.2, Special Terms and Conditions, Sub-section A., Information Technology, Item 4., for acceptable and comparable companies.
10	DXC Technology		A.2	A.	6	29	Under Development Requirements (A.2, A.6.e.), a "personal presentation" by the successful respondent's coders is listed as a requirement. To support an efficient work pattern for the development team, is a sampling approach acceptable to assure alignment with standards?	All code will be submitted for reviews.
11	DXC Technology	Exhibit A-4					Exhibit A-4 instructions say attachments are acceptable for any SRC, however, within the SRCs some say attachments are limited to only those listed. Please clarify if the respondent may attach items in addition to the attachments listed	Respondents shall follow the instructions contained in each SRC.
12	DXC Technology	Exhibit A-4			1	2	SRC# 1 requires respondents to include a Table of Contents with its response. There is no response field in Exhibit A-4 for a table of contents. Is it permissible to include the table of contents as a separate document?	It is permissible to include the table of contents as a separate document.

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NUMBER	VENDOR NAME	EXHIBIT REFERENCE (IF APPLICABLE)	SECTION IDENTIFIER	SUB-SECTION REFERENCE	ITEM REFERENCE	PAGE NUMBER	QUESTION	ANSWER
13	DXC Technology	Exhibit A-4			3	5	Is the Agency taking into Account the company size and number of contracts for the bidding entity, in its scoring of Sanctions?	No.
14	DXC Technology	Exhibit A-4			3	5	To facilitate the organization of the information requested, may respondents include the required sanction information as a table or tables within an attachment'	Respondents shall follow the instructions contained in each SRC.
15	DXC Technology	Exhibit A-4			6	9	Please clarify whether respondents, in response to SRC# 6, should include a proposed draft project management plan or merely describe its proposed approach. If respondents must submit a draft project plan, may they submit it as an attachment in addition to the Draft Project Schedule?	SRC# 6 requires the approach of the respondent to development of the project management plan. The SRC requires a draft project schedule.
16	DXC Technology	Exhibit A-4			9	12	SRC# 9A, item 2 states: "The Vendor shall provide a proposed Requirements Traceability Matrix (RTM) summary which shall be developed and used in the IS/IP project...". Please clarify whether this is a requirement of the "Vendor" (defined in the RFP as 'the respondent awarded a contract resulting from this solicitation') or of 'the respondent' for inclusion in the proposal	To be included in the proposal
17	DXC Technology	Exhibit A-4			9	14	For item SRC#9B-Scope and Requirements Integration Platform Solution, #10, will the Agency please specify which "users" the successful respondent will be required to train via webinars and face-to-face training, as well as the frequencies? Any others aside from Vendor staff, module vendors, and Agency staff?	FX associated vendors, module vendors and Agency staff. Frequency of training will be determined after contract award.
18	DXC Technology	Exhibit A-4			9	15	Exhibit A-4 SRC# 9B Evaluation Criteria #5 says "Provides a work plan which is thorough, achievable and aligns with the requested project scope". Please clarify whether the "work plan" referenced refers to the "project management approach" required in response to SRC #6 or if a work plan is required specifically in response to SRC# 9B.	The "work plan" refers to the project management approach of PP-1: Project Management Plan and PP-2: Project Schedule.
19	DXC Technology	Exhibit A-4			10	18	Exhibit A-4 Category 9 states that Workstream deliverable WS-10 Contingency Plan is evaluated in SRC#10. Please clarify whether respondent should describe its proposed approach to completing the contingency plan in response to SRC# 9A as indicated on page 12 of Exhibit A-4, or in response to SRC# 10. If in response to SRC# 10, in consideration of the instructions provided on Exhibit A-4 page 1, may respondents include a cross reference to SRC# 10 in its response to SRC# 9 in order to facilitate response organization and review'	WS-10 should be described under SRC# 10; do not include cross references.
20	GDIT	Exhibit A-4	A.2	A.	4	28	the need for vendor security rating score. Does it mean should the vendor should have the assessed rating score prior to the contract award and submit as part of the RFP submission or should it be post ISIP contract award. The SRC# 4 evaluation criteria need to be changed if the vendor rating score needs to be submitted post contract award.	The security rating score should be submitted as part of the response to SRC#4.
21	GDIT	Exhibit A-5	A.1	B.		2	Exhibit A-5, Page 2 of 3 under section J, identifies the cost proposal table for fixed price deliverables, Year 1 through 3 O&M fixed monthly price and renewal years fixed price for year 1 through 3. We assume that the vendor doesn't need to include the cost associated with the individual MES module(s) integration. If we need to include the price for future module integration, please provide the timeline and other costs scoping factors/assumptions so that all vendors could price in a unified form for fairness. Some of the scope/sizing factors for MES module integration may include, no of modules that need to be considered for integration, high-level integration timeline for each module integration along with number of interfaces assumption.	Cost associated with future MES module integration will be paid on a fixed price deliverable basis using Task Orders, as described in B.19.A, B.19.B, and Exhibit A-5-a.
22	GDIT	Exhibit A-4	A.1	B.	10	18	Noting the requirement on page 1 of 21 for Exhibit A-4 stating we cannot cross reference between SRC's, please confirm that the Agency expects the vendor response to SRC #10 will cover Disaster Recovery and Business Continuity Requirements provided within Attachment B Scope of Services, Section B.4.D.13 (page 38 of 105) and Section B.4.E.8 (page 50 of 105)	Correct.

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NUMBER	VENDOR NAME	EXHIBIT REFERENCE (IF APPLICABLE)	SECTION IDENTIFIER	SUB-SECTION REFERENCE	ITEM REFERENCE	PAGE NUMBER	QUESTION	ANSWER
23	GDIT	Exhibit A-4	A.1	B.	11	19	Noting the requirement on page 1 of 21 for Exhibit a-4 stating we cannot cross reference between SRC's, please confirm that the Agency expects the vendor response to SRC #11 will cover Performance Standards Requirements provided within Attachment B Scope of Services, Section B.D.14 (page 40 of 105) and Section B.4.E.9 (page 51 of 105).	No. The reference is correct as stated in SRC# 11.
24	GDIT	Exhibit A-4	A.1	B.	12	20	Noting the requirement on page 1 of 21 for Exhibit A-4 stating we cannot cross reference between SRC's, please confirm that the Agency expects the vendor response to SRC #12 will cover IS/IP Turnover requirements provided within Attachment B Scope of Services, Section B.4.E.11 (page 53 of 105)	Correct.
25	GDIT	Exhibit A-4	A.1	B.	13	21	Noting the requirement on page 1 of 21 for Exhibit A-4 stating we cannot cross reference between SRC volumes, please confirm that the Agency expects the vendor response to SRC #13 will cover Additional Innovation Opportunities requested within Attachment B Scope of Services, Section B.4.E.12 (page 55 of 105)	Yes.
26	GDIT	Exhibit A-5		J.		2	TABLE B – Year One Operations and Maintenance, commencement date is mentioned as August 2019 which is same as the contract start date mentioned on Attachment A page 8, numbered item 15.a. Please clarify what is intended start date and duration for Table A, B, C, D, E, F, G, H.	Dates listed in Exhibit A-5 Tables A thru H are estimates only.
27	GDIT	Exhibit A-8	I.	F.	7	4	The Vendor shall provide a financial and compliance audit to the Agency as specified in Attachment [Number, Name] and to ensure that all related party transactions are disclosed to the Agency Contract Manager. Additional audit requirements are specified in Attachment I, Scope of Services, Section [Number, Name] .	See Addendum No. 1
28	GDIT	Exhibit A-8	I.	Y.		18	The Vendor must submit the final invoice for payment to the Agency no more than [NUMBER] calendar days after this Contract ends or is terminated	This information will be provided in the resulting contract.
29	Accenture	Exhibit A-4				2	Would the Agency provide a field for Respondents to address SRC#1 - Table of Contents?	It is permissible to include the table of contents as a separate document.
30	Accenture	Exhibit A-4					The text styles in Exhibit A-4's form fields are locked and will not allow respondents to use bold text or bullets to make responses easier to read. Would the Agency update the form so respondents can use bold text and bullet styles when answering multi-part SRCs that are not allowed to be answered in attachments?	Attachments are only acceptable where indicated in the solicitation
31	Accenture	Exhibit A-5-a					In order to receive consistent responses, will the Agency please confirm that all respondents must include the costs in their bill of materials for licenses/hosting/hardware for their proposed platform and cannot at this time rely upon existing State owned licenses or assets already in place?	For the purposes of this solicitation assume the need for new licenses.
32	Accenture	Exhibit A-5-a					On the Monthly O&M pricing sheet, currently only resources and roles are listed. Can the Agency please clarify where should the pricing for the Bill of Materials during O&M be included?	For the purposes of this solicitation assume all Bill of Materials items will be in place prior to O&M.
33	IBM		A.1	B.	2	10	Given the nature of the invitation to Negotiate procurement process, will AHCA accept proposed modifications to any of its terms and conditions for consideration and negotiation?	See Addendum No. 1
34	IBM	Exhibit A-3			1	1	Given the nature of the invitation to negotiate procurement process, will AHCA accept proposed modifications to any of its terms and conditions for consideration and negotiation?	See Addendum No. 1
35	IBM	Exhibit A-8				1	Given the nature of the invitation to Negotiate procurement process, will AHCA accept proposed modifications to any of its terms and conditions for consideration and negotiation?	See Addendum No. 1
36	IBM	Exhibit A-8		F.	6	4	Please define "related party transactions" as used in this provision	A "related party transaction" is a transaction between parties that are legally related in some manner.
37	SAS		A.1	A.	13	6	Will IS/IP subcontractors be precluded from being awarded (as prime contractor) any other modules except EDW?	See Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section A., Overview, Item 13., Program Overview.

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NUMBER	VENDOR NAME	EXHIBIT REFERENCE (IF APPLICABLE)	SECTION IDENTIFIER	SUB-SECTION REFERENCE	ITEM REFERENCE	PAGE NUMBER	QUESTION	ANSWER
38	SAS		A.1	A.	13	6	Will IS/IP subcontractors be precluded from participating as subcontractors on any other modules except EDW?	See Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section A., Overview, Item 13., Program Overview.
39	SAS	Exhibit A-4			6	14	For the MDM solution that aggregates data from multiple sources, can AHCA provide the approximate number of sources, tables, column types (e.g., name, address, phone number) that would need to be resolved. If those numbers are not available, can AHCA provide the approximate size (in GB, TB, or other unit) of the data that will need to have MDM processes applied? What percentage of growth is expected per year in the data volume that needs to have MDM applied	Requirement IP.6.28 details the requirement for the MDM solution.
40	SAS		A.1	A.	8	4	Does the PUR 1000 take precedence over the Standard Contract (Exhibit A-8)?	See Addendum No. 1
41	SAS		A.1	D.	12	27	Is the "final Contract document" described under item 12.a., the same document as the Standard Contract (Exhibit A-8)?	The "final contract document" is referring to the resulting contract. See Attachment A, Instructions and Special Conditions, Section A.1, Instructions, Sub-Section D, Response Evaluation, Negotiations and Contract Award, Item 12, Contract Execution, Sub-Item b. and Addendum 1.

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	<i>ABC Company</i>		<i>B.7</i>	<i>B</i>		<i>58</i>	<i>Example Question</i>	
1	Novel Engineering, Inc		B.7	B		58	Is the vendor limited to the Key Staff listed in the RFP? (7 people)	In addition to the key staff, the Vendor shall provide staff in sufficient quantities and skill sets, as needed, to enable the Vendor to provide consistent and high-quality deliverables and supporting work products
2	Novel Engineering, Inc	Exhibit B-2				1	Is the vendor limited to hiring only the Staffing Positions listed in pages 1-35?	In addition to the key staff, the Vendor shall provide staff in sufficient quantities and skill sets, as needed, to enable the Vendor to provide consistent and high-quality deliverables and supporting work products
3	Novel Engineering, Inc		B.1	C	2	8	Phase 2 (this RFP) goal is to create the ESB IS/IP platform. Phase 3 scope is when the subsystem interface modules are integrated into the IS/IP. Correct? Interfacing the 10 modules is not in scope for Phase 2, correct?	Correct. Phase 3 scope is to integrate the IS/IP platform with the existing modules. The phases referred to are the phases in the Agency's Procurement Strategy and not the phases of the IS/IP project.
4	Deloitte		B.4	D	6	22	Are all providers within the current FMMIS anticipated to be handled as organizations and stored in the Master Organization Index (MOI) as documented in requirement IP.6.1, or would any individual providers (e.g., a physician) be present under a separate entity type to be stored in the Master Person Index (MPI) or elsewhere?	Identity matching for person will be contained in MPI and identity matching for a non-person will be contained in MOI
5	Deloitte		B.4	D	6	24	Can the Agency please clarify the definition of 'master file records' that are received and resynced with identity records as documented in requirements IP.6.13 and IP.6.14?	Master File records are the records in the source systems that contain the identifying attributes.
6	Deloitte		B.4	D	6	25	Can the Agency please clarify the definition of 'records per organization' for the expected maximum capacity of Organizations and Persons documented in IP.6.28? Is this requirement stating that up to 100,000 organization golden records could be stored across up to 20 source systems, and that up to 50 million person golden records could be stored across up to 30 source systems?	See Addendum No. 1
7	Deloitte		B.4	D	5	16	Security requirement IP.5.2 - Is the Agency expecting our solution to utilize an existing identity and access management system for all end user vendor access and Agency employee access or is the MES expected to manage this access with an IAM solution? If yes, which products are installed and in use by the Agency?	There are multiple ICAM solutions used in the Agency. The proposed identity and access management solution is to be used for all users accessing FX systems. The product information will be provided during contract negotiations.
8	DXC Technology		B.1	E	5	9	The ITN states that the IS/IP Vendor is to provide support to future FX modules and use technical expertise to enable and confirm interoperability of module. What is the IS/IP Vendor's accountability if the FX module or existing fiscal agent services responses do not support performance requirements once integrated with IS/IP?	IS/IP will not be responsible to meet performance requirements for the FX modules. The FX modules will be responsible to maintain system performance requirements for the solution that they develop.
9	DXC Technology		B.3	B	15	3	Will the SEAS vendor indicate support of documenting business requirements? Please define the level of support to the vendor in terms of resources and documentation tools.	This information will be provided after contract award.

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10	DXC Technology		B.4	A		6	In Attachment B, page 6 of 105: 1. Please provide a definition for "project" as addressed in MES Project Management Toolkit. Seeking to clarify the difference between system changes that may be viewed as minor vs those that may be viewed as significant in scope – and whether the full scope of project management activities is required for all system changes or only those activities that reach a certain level (e.g., # of hours, impact, etc.).	The PMBOK Definition: A project is a temporary endeavor undertaken to create a unique product, service, or result.
11	DXC Technology		B.4	D		10	Attachment B, Section B.4 Subsection D includes Figures 4 through 17, which contain Integration Platform requirements. Each table is preceded by text that contains the following, or similar, instructions: "The Vendor shall respond to how it will meet the requirements contained in the table." Please confirm our assumption that in these instances, the respondent, in its proposal, is required to respond to how it will meet the requirements in the table, as opposed to "the Vendor" (defined in the RFP as 'the respondent awarded a contract resulting from this solicitation').	Correct, the Vendor as stated in this solicitation shall respond to all of the stated requirements.
12	DXC Technology		B.4	D		9	In this section the ITN states: "The Vendor shall describe how it will implement the following when proposing its IS/IP solution". Please confirm our assumption that in this instance, this is a requirement of the respondent for inclusion in the proposal, as opposed to a requirement of "the Vendor" (defined in the RFP as 'the respondent awarded a contract resulting from this solicitation').	Correct, the Vendor as stated in this solicitation shall respond to all of the stated requirements.
13	DXC Technology		B.4	D		9	The ITN states that the ESB will send data to an ODS for storage and transformation. Is the IS/IP Vendor responsible for the ODS referenced in Attachment B, B.4.D. If yes, how will the requirements be communicated?	No.
14	DXC Technology		B.4	D	1	11	In reference to requirement IP.1.12: The term "timely" is used twice in the requirement. Can the Agency please describe what is considered "timely"?	Alerts generated within a time frame agreed upon with the Agency.
15	DXC Technology		B.4	D	1	12	In reference to requirement IP.1.15: In order to understand the need for adapters to COBOL and VSAM, 1. Please clarify if there is an expectation that the ESB will be able to read a VSAM file? 2. Also, what type of communication is expected with COBOL?	The Agency interfaces with partner agencies that operate mainframe systems and if requested by the Agency the ESB should support the listed web service, specifications, and adapters.
16	DXC Technology		B.4	D	1	12	In IP.1.17, the ITN states: "The Vendor's solution shall provide data management and secure sharing of data across platform's production database and system components including new modules and external systems. These systems shall include the transaction data, operational data, and data warehouse." What IS/IP Vendor responsibilities are implied by "data management"?	See Addendum No. 1
17	DXC Technology		B.4	D	1	12	1. For item IP.1.18, Is there an expectation that business rules for various external systems are to be executed natively in the ESB? 2. Item IP.4.6 seems to indicate that external business rules are to be imported into the business rules engine, not executed natively. 2a. How many rules are going to be migrated or executed? 2b. How many business processes contain business rules that would utilize the business rules engine?	1. This is dependent on the vendor's proposed solution. 2. This is dependent on the vendor's proposed solution. 2a. HealthCare Management involves large number of rules. The expectation is that Vendor propose a solution to meet the needs of the Agency. 2b. The expectation is that Vendor propose a solution to meet the needs of the Agency.

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18	DXC Technology		B.4	D	1	12	In reference to requirement IP.1.13, will the vendor have to communicate with external trading partners or is this already addressed within the FLA ecosystem?	The vendor will provision the ESB to communicate with the external partners.
19	DXC Technology		B.4	D	3	13	Requirement IP.3.2 Managed File Transfer has a condition regarding Agency option to request support and implement software for the FX solution. Will the Agency clarify if any service stated optional is to be included in the Vendor bid or will Agency discuss inclusion of all Optional services at time of negotiations?	This information will be provided after contract award.
20	DXC Technology		B.4	D	4	15	In reference to requirement IP.4.6, How many business rules currently exist?	HealthCare Management involves large number of rules. The expectation is that Vendor propose a solution to meet the needs of the Agency.
21	DXC Technology		B.4	D	5	17	In reference to requirement IP.5.2: 1. Please provide the number of users, groups to be managed by IAM/RBAC, SSO/Federated Identity Management, MFA respectively, if different from the user count provided in the procurement library. 2. Does the Agency use social media for identity/authentication? If so, what providers? (Facebook, Google, Yahoo, or others) 3. What are the applications and directories that need to be integrated with IAM solution? 4. Is user mail box provisioning required as part of IAM?	1. Numbers are indicated in the Procurement Library. 2. No. 3. This information will be provided after contract award. 4. No.
22	DXC Technology		B.4	D	5	17	In reference to requirement IP.5.2, item a: 1. What are the applications which require SSO/Federated Identity Management integration? 2. Do any applications require code-level changes in order to be integrated with SSO?	1. All the applications in FX. 2. The application owners will be responsible to update applications to use the SSO service.
23	DXC Technology		B.4	D	5	17	In reference to requirement IP.5.2, item b: Is it limited to Privileged users accessing business critical applications or the entire users? If limited to Privileged users, please provide the number of users.	All the users using FX systems. Number of users indicated in the Procurement Library.
24	DXC Technology		B.4	D	5	17	In reference to requirement IP.5.2 Security: Will FX module Vendors be required to meet security requirements and integration as specified by the IS/IP vendor?	Yes.
25	DXC Technology		B.4	D	5	17	In reference to Requirement IP.5.3, will the "Agency policy" be supplied to the awarded vendor?	Yes.
26	DXC Technology		B.4	D	5	18	In reference to requirement IP.5.10: 1. Which are the applications to be integrated with MFA? 2. What are the additional layers of authentication that are needed for MFA(OTP, Push notification, certificates, etc.)	1. This information will be provided after contract award. 2. This is dependent on the vendor's proposed solution.
27	DXC Technology		B.4	D	5	18	In reference to requirement IP.5.17: The term System in this statement refers to which entity? (servers, endpoints, Database)	Systems can include applications, servers, endpoints, databases.
28	DXC Technology		B.4	D	5	19	Will the Agency's review of the physical security audits every 180 days occur remotely or in-person at the Vendor's off-site and on-site facilities?	This is at the discretion of the Agency.
29	DXC Technology		B.4	D	5	19	For item IP.5.23, is the penetration requirement for in-house testing or third party?	The vendor is responsible for the penetration testing. The vendor may employ a third party to conduct the penetration testing.
30	DXC Technology		B.4	D	5	19	In reference to Requirement IP.5.23: 1. Is there any third party Penetration testing required or can it be performed internally? 2. Is penetration testing to be performed only on public facing servers or also internal servers?	1. The vendor is responsible for the penetration testing. The vendor may employ a third party to conduct the penetration testing. 2. Both public facing and internal.

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31	DXC Technology		B.4	D	7	27	In reference to requirement IP.7.15 Integration, Vendor is to archive files for 15 months. Please define the requirements for retrieval or use of archived data.	The requirement states that vendor should provide the ability to view raw daily interface files. The vendor's response should include the solution on how the vendor meets the requirement. The requirement also includes archiving files after 60 days and maintaining them for 15 months.
32	DXC Technology		B.4	D	7	28	In reference to IP.7.23, what interfaces are being developed?	See Addendum No. 1
33	DXC Technology		B.4	D	8	29	In reference to requirement IP.8.8, is the end-to-end testing only within the integration environment? Or is the expectation to perform service provider and consumer testing as well? If yes, how will the Vendor get access to all the service providers and consumers.	The end-to-end testing will include service provider and consumer. The IS/IP vendor (Integration Services) will be responsible to coordinate the access to service provider and consumer.
34	DXC Technology		B.4	D	8	29	In IP.8.5 Testing, please define role of IS/IP Vendor in supporting defects found in an FX Module or other system that are not immediately under IS/IP control.	IS/IP will be responsible to log, track and retest if a defect is found in an FX module or other system.
35	DXC Technology		B.4	D	8	30	In reference to requirement IP.8.17, please confirm that UAT has to be the same size as production with the number of server instances.	See Addendum No. 1
36	DXC Technology		B.4	D	11	35	In reference to the Hosting and Environment Requirements, is the Agency requiring security cameras that capture all staff and their workstations if the staff has any access to the system, data, and/or processing location(s)? If so, how long should the camera feed be accessible?	Not at this time.
37	DXC Technology		B.4	D	11	37	In reference to IP.12.3 Operations and Maintenance, will the IS/IP Vendor be responsible for all release management tracking and reporting, including legacy system and new FX modules?	IS/IP will be responsible for the release management tracking and reporting of the IS/IP solution, unless requested by the Agency to provide release management tracking and reporting for other FX systems.
38	DXC Technology		B.4	D	11	37	In reference to IP.12.9 Operations and Maintenance, is the IS/IP Vendor responsible for configuration management of the entire solution or only under the IS/IP solution components.	IS/IP will be responsible for the release management tracking and reporting of the IS/IP solution, unless requested by the Agency to provide release management tracking and reporting for other FX systems.
39	DXC Technology		B.4	D	13	38	The ITN states: "Optionally, if requested by the Agency, the IS/IP Vendor may be the prime, coordinating vendor for FX or Agency Disaster Recovery / Business Continuity (DR/BC) activities. The MES Technical Management Strategy is located in the Procurement Library." Please clarify if any service stated optional is to be included in the Vendor bid or will Agency discuss inclusion of all Optional services at time of negotiations?	This information will be provided after contract award.
40	DXC Technology		B.4	E		43	Attachment B, Section B.4 Subsection E includes Figures 18 through 25, which contain Integration Services requirements. Each table is preceded by text that contains the following, or similar, instructions: "The Vendor shall respond to how it will meet the requirements contained in the table." Please confirm our assumption that in these instances, the respondent, in its proposal, is required to respond to how it will meet the requirements in the table, as opposed to "the Vendor" (defined in the RFP as 'the respondent awarded a contract resulting from this solicitation').	The respondent is required to respond to how it will meet this requirement.

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41	DXC Technology		B.4	E	3	46	In reference to requirements IS.3.1 and IS.3.2 Implementation and Acceptance, please clarify if any service stated optional is to be included in the vendor bid or will Agency discuss inclusion of all Optional services at time of cost review.	This information will be provided after contract award.
42	DXC Technology		B.4	E	9	52	For item IS.8.9, is the Agency willing to update the Business Associate Agreement to include the one hour notification requirement?	This information will be provided after contract award.
43	DXC Technology		B.4	E	11	53	In this section the ITN states: "The vendor shall describe its actions and plan to fulfill the turnover and project closeout requirements described below as part of PC-20: MES Vendor Turnover Plan." Please confirm our assumption that in this instance, this is a requirement of the respondent for inclusion in the proposal, as opposed to a requirement of "the Vendor" (defined in the RFP as 'the respondent awarded a contract resulting from this solicitation').	The respondent is required to respond to how it will meet this requirement.
44	DXC Technology		B.7	C	2	65	In this section the ITN states: "The Vendor shall submit the following qualification and experience documentation for key staff: a. Resume including educational experience and work experience with detailed descriptions; b. Supervisor contact information including name, phone number and email address for the qualifying work experience; c. Proof of professional certification(s), if applicable; and d. Originally signed attestation, prepared on the Vendor's letterhead, from each of the proposed key staff that he or she currently meets the specified qualification and experience requirements as of the date of Contract execution, for the key staff position which he or she is proposed to fulfill." Please confirm that these are requirements of "the Vendor" (defined in the RFP as 'the respondent awarded a contract resulting from this solicitation').	The respondent is required to respond to how it will meet this requirement.
45	DXC Technology		B.10	C		79	In Section B.10 subsection 10, item 19, the ITN states: "The Vendor shall define their approach to the warranty period in their response." Please confirm our assumption that in this instance, this is a requirement of the respondent for inclusion in the proposal, as opposed to a requirement of "the Vendor" (defined in the RFP as 'the respondent awarded a contract resulting from this solicitation').	The respondent is required to respond to how it will meet this requirement.
46	DXC Technology						May respondents provide responses to the requirements in Figures 4 through 25 within attachments rather than within the text fields in Exhibit A-4?	Attachments are only acceptable where indicated in the solicitation.
47	GDIT		B.10	A		66	Per the B.10.A opening paragraph: "The Vendor shall comply with MES Deliverable Management Standards and MES Technology Standards for all deliverables. MES Deliverable Management Standards are defined in MES Project Management Standards document. The MES Project Management Standards and Technology Standards are located in the Procurement Library.", MES Deliverable Management Standards should be defined in the MES Project Management Standards document, yet there is no section or sub-section with that title (or similar) within that document.	Refer to Section 4 of Design and Implementation Management Standards, which is located in the Procurement Library.
48	GDIT		B.4	E	5	47	Figure 21, requirement IS 4.3 states that the vendor shall perform various testing activities including User Acceptance Testing. Please confirm that the ISIP vendor will support User Acceptance Testing, as the Agency will actually perform the User Acceptance Tests.	UAT is defined in IS.4.4 - Testing conducted by the user or customer.

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49	GDIT		B.11	A	3	81	Figure 31, refers to SOC 2 audit, should the SOC 2 audit be performed on the Vendor implemented ISIP solution or should it be on the Vendors company itself.	The SOC 2 audit is for the IS/IP solution.
50	GDIT		B.4	D	1	15	Exhibit B, scope of services, requirement IP.4.6 in page 13 of 105, asks that the vendor should port existing business rules from legacy system. To this requirement, our understanding is that as an ISIP vendor, we will be responsible to stand up the rules engine as a Platform as a Service (PaaS) and provide access to the MES module vendors to build and maintain their own business rules. If there is a need for porting of rules, the module vendor will perform the porting and as an ISIP we will ensure that necessary access and availability of the BRE to support development, testing and implementation of rules by the module vendor. Please provide guidance on the role of ISIP vendor vs Module vendor for rules development, testing and implementation. Also, if ISIP vendor is in scope to develop rules please provide the assumptions the ISIP should take to price the effort.	The IS/IP vendor will be responsible to port any rules from existing BRE to the proposed BRE. The IS/IP vendor is not responsible to develop rules but is responsible to provide access to the BRE.
51	GDIT		B.4	D	4	23	Exhibit B scope of services, requirement IP.6.2 in page 23 of 105, mentions that vendor shall provide 360 degree view of person etc. Should the ISIP vendor assume that the scope is to provide a PaaS for the Module vendors so that they can use the platform to establish the MPI, MOI functionality based on their need or should the ISIP provide the functional solution. If the ISIP need provide the actual functional solution. could State specify how many sources, transactions and frequency of the transactions that we need to account for MPI and for MOI separately.	HealthCare Management involves large number of users and sources. The expectation is that Vendor propose a solution to meet the needs and growth of the Agency, as outlined in IP.6.28.
52	GDIT		B.4	D	7	28	In order to price the address validation service, could State specify the no of transactions that we need to account for address validations per year.	This information will be provided after contract award.
53	GDIT		B.10	A	5	67	Exhibit B Scope of Services, B.10. Deliverables Management in page 67 of 105, numbered item 5 states that vendor should allow time in the schedule for internal quality reviews. Could State specify the duration in terms of number of days for deliverable review cycle by the State.	Plan for ten (10) business days; additional information will be provided after contract award.
54	GDIT		B.4	D	7	27	IP.7.22 Integration - The Vendor shall meet future MITA or other external architecture requirements. If CMS makes changes to MITA during the contract are the potential changes available to be discussed about the impact or to go through the change process?	Yes.
55	GDIT		B.4	D	8	30	IP.8.14 Testing - The vendor shall provide sufficient time in the approved PP2: Project Schedule for UAT testing. The Vendor shall extend user acceptance testing if the proposed testing duration is insufficient for the Agency to validate the module, at no additional cost to the Agency. How will insufficient time be determined? What happens to the overall schedule if testing is extended? What happens if the lack of time is related to the Module vendor and not the IS/IP vendor?	Final schedule tasks and durations will be determined after the contract award. IS/IP Vendor and each subsequent Vendor will be accountable to their own schedule tasks and durations.
56	GDIT		B.11	A	3	80	Figure 31 Performance Bond - A performance bond in the amount of percent (%) of the total annual amount of the Contract shall be furnished and and be in the amount of percent (%) of the current annual Contract amount. There are no percentage amounts identified, has the Agency identified the percentages or is percentage amount discussed during the negotiation period?	See Addendum No. 1
57	GDIT		B.11	A	3	81	Figure 31 Failure to annually submit the SOC 2 Type II audit report by [INSERT DATE] of each Contract year. The date has not been identified, has the Agency specified a date or is the date discussed during the negotiation period?	See Addendum No. 1

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58	GDIT		B.12			84	We understand that CMS will apply their Certification review based upon the Certification requirements in effect at the time the Certification review is conducted, which may be different than the current MECT/MECL. If CMS changes the Certification requirements during the contract are the potential changes available to be discussed about the impact or to go through the change process? The reference to current is also found in Figure 31 Certification The Vendor shall support the MECL process for all components which are certified, as described in the current version of the MECT.	Yes.
59	GDIT		B.13			85	Figure 33 Compliance - The Vendor shall adhere to recognized best practices during the execution of this Contract including the latest version of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series. If NIST changes the Special Publication 800 series during the contract are the potential changes available to be discussed about the impact or to go through the change process?	Any future NIST changes will go through the change process.
60	GDIT	Exhibit B-1				13	PM-5 if staffing levels fall below ninety-five percent (95%) of approved operational levels for more than two (2) consecutive months, the Vendor shall be in non-compliance and will incur financial consequences. FINANCIAL CONSEQUENCES \$500.00 for each month that the staffing level falls below ninety-five percent (95%). Does the Financial Consequences apply only if the staffing levels fall below 95% for two consecutive months and not each month that would fall below 95%?	Financial Consequences start after the 2nd consecutive month.
61	GDIT		B.21	B		94	The last page in section B.21 ends on page 94 of 105. Are there pages (95 - 105) in this section missing or is the last page 94 and the page count should then end on 94 instead of 105. (94 of 94). We don't want to miss important information or fail to respond to a section completely.	See Addendum No. 1
62	GDIT		B.11	D		82	B.11.D: Would it be possible for the Agency to provide examples of its Performance Reporting System.	This has been added to the Procurement Library.
63	GDIT		B.11	D		82	B.11.D.3: Please confirm that the Quality Score is a range (e.g., any score between 76 and 100 points Meets or Exceeds Contract Requirement)	Correct.
64	GDIT		B.11	A	4	33	IP.11.4 states "Any license purchased by the Vendor shall be transferred, if applicable, to the Agency." Does this mean that all licenses with State of Florida holding the entitlements? Some vendors have different prices depending on who owns the licenses.	The intent of this section is to allow for the transfer of license if and when the state "takes over" the system/function.
65	GDIT		B.4	D	12	33	B.4.D.12 Requirement IP.12.4. pg 37 of 105. The solicitation states: "The Vendor shall provide helpdesk system and services for the solution and utilize the helpdesk system to record and maintain tickets. At Agency's direction, the Vendor shall use the Agency helpdesk solution to record and maintain tickets." What are the circumstances where the agency will direct the Vendor to use the Agency Helpdesk solution? If the Vendor provides their own helpdesk solution will the Agency allow an interface between the Vendor's solution and the Agency's solution? If yes, what Helpdesk solution is the Agency using?	This information will be provided after contract award.
66	GDIT		B.5	B		18	IP.5.14 - Is the vendor expected to provide the Identity Proofing services, or simply provide the integration points to connect to those services?	As part of the vendor's solution, the vendor shall utilize Identity Proofing services determine identity during user registration

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67	TwoConnect			A	14	8	B. Does operations refer to Vendor's own operations as they develop the software or to the operations of the software once its been developed?	Sections B.4.D.12 and B.4.E.7 detail the requirements for Operations and Maintenance
68	TwoConnect			A	14		Is there any circumstance where vendor may perform services and incur costs on behalf of the agency and the agency not pay for services rendered or costs incurred by vendor on orders from the Agency?	No.
69	TwoConnect			A	13	7	Are the RFPs for the Modules and the EDW going to go out before the end of the ISIP contract on 12/2022? If so, will our price quote have to include what we anticipate will be the cost of integrating one of those future modules yet to be defined?	It is planned for the Modules to be implemented before 12/2022. The pricing should not include anticipated work for integration services that will occur during the term of the IS/IP contract.
70	TwoConnect			C	2	17	in paragpah d, does this mean that we can submit a public records request to the Agency on March 28 and obtain access to all of the othe responses to the RFP?	in accordance with Section 119.071(1)(b)(2) F.S., sealed bids, proposals, or replies received by an agency pursuant to a competitive solicitation are exempt from s. 119.07(1) and s. 24(a), Art. I of the State Constitution until such time as the agency provides notice of an intended decision or until 30 days after opening the bids, proposals, or final replies, whichever is earlier.
71	TwoConnect			D	10	26	Will the contract execution happen only after the CMS has approved the project? In other words, willwe	Yes, CMS has to approve this project.
72	TwoConnect		B.4	D	1	12	IP.1.13 What is the current Enterprise Content Management system in use? What is the version? Will this remain in place for To-B FX?	LaserFiche and OnBase are the ECM currently used. These will be consolidated/replaced as part of a future module.
73	TwoConnect		B.4	D	1	12	IP.1.17, What data is this referring to that the ESB needs to manage? Its own logs data? Referene data? But no transactional core businesss data would reside in the ESB correct?	See Addendum No. 1
74	TwoConnect		B.4	D	1	12	IP.3.8 What is the largest file size that can be expected?	This information will be provided after contract award.
75	TwoConnect		B.10	B	2	105	Can we switch the Business Rules Engine to the last Workstream?	As per B.4.D., "Optionally, Vendors can propose an alternate workstream(s) structure to better support their proposed IS/IP solution, as long as all components are included."
	TwoConnect		B.4	E	1	43	IS.1.2 This seems to say that the Agency is looking for a fixed price for essentially any service or application integration work that they want without needing to specify prior to contract	Sufficient information has not been provided for the Agency to answer this question.
77	TwoConnect		B.4	D	4	14	Can we provide options for a Business Rules Engine in our reply? For example, we might suggest that the Agency might or might need to purchase a third party Business Rules Engine only if a custom rules approach is proven to suffice	Yes.
78	TwoConnect						Is there any actual integration to any system at all that's part of this RFP? Or does this only expect us to build the platform and integration with legacy FMIIS and new Modules is separate?	The IS/IP solution is for the enterprise and not just for FMMIS.
79	TwoConnect						If there is integration to certain systems s part of this RFP, which systems are they and where can we find more information?	This information will be provided after contract award.
80	TwoConnect						Which HIPAA Transactions does the Agency send/receive?	This information will be provided after contract award.

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81	TwoConnect		B.4	D	12	37	What is the Agency's helpdesk solution? What software do they use for incident ticketing?	The Agency currently uses Cherwell for their helpdesk solution.
82	TwoConnect			A	14	8	B. Does operations refer to Vendor's own operations as they develop the software or to the operations of the software once its been developed?	Operations and Maintenance (O&M) refers to operating and maintaining the software and services once the solution is implemented.
83	GCOM Software LLC		B.4	D	1	11	Clarification: As onboarding timeline for the Module Vendors is not known yet, we don't know when these services will be required. Can you please guide us in how to include this cost and which financial year.	It is planned for the Modules to be implemented before 12/2022. The pricing should not include anticipated work for integration services that will occur during the term of the IS/IP contract.
84	GCOM Software LLC		B.4	D	1	12	Generally, business rules are part of business services and not part of ESB. Can agency be more specific on what business rules agency is planning to implement as part of ESB? Or these requirements are technical in nature. Our understanding is that ESB will deal with message header and not payload (message content). Please confirm.	This is dependent on vendor's proposed solution on executing business services using ESB orchestrations.
85	GCOM Software LLC		B.4	D	4	15	This requirement appears to be more functional in scope; can you please elaborate what is the expectation from IS/IP Vendor. We can port the existing legacy rules; however as Module Vendors are not determined yet and they may not be able to consume the rules ported from existing legacy system. Can you offer more clarity on this please?	The IS/IP vendor will be responsible to port any rules from existing BRE to the proposed BRE. Any update to the rules will be done by the module vendors.
86	GCOM Software LLC		B.10	C	7	73	Please clarify that the requirements document is for technical requirements only (i.e. these requirements do not pertain to Pharmacy Benefit Services, Claims Management or other functional modules.).	The requirement document will include all the technical and non-technical requirements from the contract and requirements solicited through JAD sessions for the IS/IP solution.
87	IBM		B.4	E	6	49	Figure 22 IS.5.1: The RFP states "The vendor shall provide training for Module Vendors, the Agency Staff and external stakeholders." Does the State currently have a Learning Management System (LMS) or other repository to house and distribute training from? If yes, can the State provide further information?	No.
88	IBM		B.4	B	2	7	The RFP states "The Master Data Management (MDM), Master Person Index (MPI), and Master Organization Index (MOI) components store identity linkage data which is populated by ongoing processing." Are there any current Data Encryption in place for data at rest and in motion?	The FX systems are required to encrypt data at rest and in motion.
89	IBM	Exhibit B-2	B.3	A		2	Under Agency Services, it is stated that the Agency will "Provide vendor access to the appropriate enterprise systems." Questions: A) Does that include access to the following - 1. Active Directory/ Active Directory Federation Services 2. Autosys scheduler 3. Anti-virus software 4. Splunk SIEM 5. Document management system B) Will the Agency make configuration and capacity adjustments to the above based on the Vendor's recommendation, in order for these systems to support the ISIP program?	This information will be provided during contract negotiations.

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90	IBM	Exhibit B-2	B.4	D		<p>The Vendor shall provide hosting services which meet the Agency requirements and support optimal performance of the solution. The Vendor's solution shall include the ability to migrate to a cloud environment (if the Vendor proposes an on-premise solution).</p> <p>Questions: A) For an on-premise solution, will the agency provide the following? We are asking because these are enterprise services intrinsic to the data center, and a separate instance for the ISIP program is not anticipated.</p> <ol style="list-style-type: none"> 1. Raised floor and rack space 2. Network (cabling, routers, switches); WAN and Internet connectivity 3. Network perimeter security; Intrusion detection and prevention (IDS/IPS) 4. Firewalls 5. DNS 6. SMTP 7. Proxy server 8. Load balancer and traffic controllers 9. Storage Area Network (SAN) <p>B) Will the Agency make configuration and capacity adjustments to the above based on the Vendor's recommendation, in order for these systems to support the ISIP program?</p> <p>C) Will these adjustments be at the Agency's cost or the Vendor's</p>	<p>For on-premise, the vendor is responsible for hosting the solution at a vendor proposed data center.</p>
91	IBM	Exhibit B-2	B.4	D		<p>requirements and support optimal performance of the solution. The Vendor's solution shall include the ability to migrate to a cloud environment (if the Vendor proposes an on-premise solution).</p> <p>Questions for the on-premise option: A) Can the Agency please provide a high level network topology showing network zones, DMZ, etc.? B) Are there separate VLANs for PROD and non-PROD systems? Is PHI/PII allowed in the non-PROD VLANs?</p> <p>Questions for the cloud option: A) Will the Agency be responsible for network connectivity from agency systems to the cloud provider's network PoP? B) Will these connections all come thru router(s) at the Agency Data Center, or from multiple places? C) What kind of circuit and redundancy is the Agency planning for connection to the PoP?</p>	<p>This information will be provided after contract award.</p>

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						<p>As part of the WS-10: Contingency Plan (for Disaster Recovery and Business Continuity) in association with the Agency's Enterprise Contingency Plan (for Disaster Recovery and Business Continuity), the Vendor shall update the plan with the following details on Integration and Interfaces...</p> <p>Questions A. Does the Agency currently have a capability for offsite storage? B. Does the Agency currently have an alternate site to which data is regularly replicated from Production systems? C. What kind of network circuit exists between the primary and alternate site? D. What the current typical RPO/RTO for FMMIS systems that will eventually integrate with the ISIP? D. Will the agency be responsible for the Business Impact Analysis (BIA) leading to the RPO/RTO determination for ISIP?</p> <p>In lieu of above, could the State please provide their BC and disaster recovery plan.</p>	<p>This information will be provided after contract award.</p>
92	IBM	Exhibit B-2	B.4	D	50		
						<p>The Vendor shall provide hosting services which meet the Agency requirements and support optimal performance of the solution. The Vendor's solution shall include the ability to migrate to a cloud environment (if the Vendor proposes an on-premise solution).</p> <p>Questions: A. Does the Vendor need to provide schedule and cost for migration to cloud? B. Should the Vendor's cost proposal assume that the migration to cloud will take place as per the proposed schedule above i.e. will the out year O&M costs then reflect cloud operations?</p>	<p>For on-premise, the vendor is responsible for hosting the solution at a vendor proposed data center. The Agency's network topology information will be shared after the contract award.</p>
93	IBM	Exhibit B-2	B.4	D	33		
						<p>The vendor shall provide identity Proofing integration points (ability to prove a user's true identity as part of the registration process).</p> <p>Questions A. What Identity Providers (internal/external) does the Agency currently use for Identity Proofing, if any? B. Is this Identity Proofing primarily meant for Medicaid beneficiaries or Providers?</p>	<p>The Identity Proofing is for user registration for the FX systems.</p>
94	IBM	Exhibit B-2	B.4	D	18		
						<p>The Vendor's solution shall support advanced identity matching data attributes (e.g., biometric, photo).</p> <p>Matching using unstructured data is in a technology realm different from the rest of ISIP. Can this capability be presented as a roadmap or innovation item?</p>	<p>Photo and Biometric are stated as examples. The vendor should support advance identity matching capabilities.</p>
95	IBM	Exhibit B-2	B.4	D	24		

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96	IBM	Exhibit B-2	B.4	D		24	<p>The Vendor's solution at minimum shall support capacity which includes:</p> <p>a. Organizations – expected max of one hundred thousand (100,000) records per organization, peak may include up to twenty (20) source systems; and</p> <p>b. Persons – expected max fifty (50) million unique identity records per organization, peak may include up to thirty (30) source systems.</p> <p>Can the Agency explain the provenance of these numbers? These appear very large given the other volumetric information provided by the Agency.</p> <p>A. How many distinct Medicaid beneficiaries does the Agency support?</p> <p>B. How many distinct Provider organizations and Health Plans does the Agency support?</p>	This information will be provided after contract award.
97	IBM	Exhibit B-1	B.4	D	3	14	<p>Requirement IP.3.9 states The Vendor shall provide an MFT solution that will support multiple, advanced security protocols. Please list the security protocols in use by the State and any desired future protocols.</p>	HealthCare Management involves interacting with large number external agencies and partners. The expectation is that Vendor propose a solution to meet the needs and growth of the Agency.
98	IBM	Exhibit B-1	B.4	D	5	18	<p>Requirement IP.5.17 states The Vendor shall provide tools (e.g., alerts or reports), which identify usage anomalies or users who may have misused the system.</p> <p>What is the State's current alerting system? Does the State have a preferred method of alerting (email, SMS, telephone, etc.)?</p>	This information will be provided after contract award.
99	IBM	Exhibit B-1	B.4	D	5	19	<p>Requirement IP.5.23 states The Vendor shall perform penetration testing within two (2) months prior to implementation.</p> <p>Does the State currently have an Intrusion Protection/Intrusion Detection System installed? If so, please state product, version and vendor. If not, does the State have a preferred IPS/IDS?</p>	The Agency would like the vendor to propose a solution with IPS/IDS.
100	IBM	Exhibit B-1	B.4	D	12	37	<p>Requirement IP.12.4 states The Vendor shall provide helpdesk system and services for the solution and utilize the helpdesk system to record and maintain tickets. At Agency's direction, the Vendor shall use the Agency helpdesk solution to record and maintain tickets.</p> <p>Requirement IS.6.3 states that the Vendor shall provide helpdesk services for the solution and utilize the existing helpdesk system to record and maintain tickets.</p> <p>Can the State confirm the Vendor is responsible for responding to helpdesk tickets, but does not need to establish its own helpdesk.</p>	Expectations is that the vendor is responsible for tier helpdesk unless requested by the Agency to use the helpdesk solution available with the Agency.