



RICK SCOTT  
GOVERNOR

JUSTIN M. SENIOR  
SECRETARY

January 7, 2019

Prospective Vendor(s):

Subject: AHCA ITN 002-18/19 – IS/IP

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

This solicitation is being issued by the State of Florida, Agency for Health Care Administration, hereinafter referred to as “AHCA” or “Agency”, to select a vendor to provide Florida Health Care Connections Integration Services and Integration Platform (IS/IP) services.

The solicitation package consists of this transmittal letter and the following attachments and exhibits:

<b>Attachment</b>	<b>A</b>	Instructions and Special Conditions
<b>Exhibit</b>	<b>A-1</b>	Questions Template
<b>Exhibit</b>	<b>A-2</b>	Transmittal Letter
<b>Exhibit</b>	<b>A-3</b>	Required Certifications and Statements
<b>Exhibit</b>	<b>A-4</b>	Submission Requirements and Evaluation Criteria Components (Technical Response)
<b>Exhibit</b>	<b>A-5</b>	Cost Proposal
<b>Exhibit</b>	<b>A-5-a</b>	Detail Budget
<b>Exhibit</b>	<b>A-6</b>	Summary of Respondent Commitments
<b>Exhibit</b>	<b>A-7</b>	Certification of Drug-Free Workplace Program
<b>Exhibit</b>	<b>A-8</b>	Standard Contract
<b>Attachment</b>	<b>B</b>	Scope of Service
<b>Exhibit</b>	<b>B-1</b>	Deliverables and Performance Standards
<b>Exhibit</b>	<b>B-2</b>	Staffing Positions

Your response must comply fully with the instructions that stipulate what is to be included in the response. Respondents shall identify the solicitation number, date and time of opening on the package transmitting their response. This information is used only to put the Agency mailroom on notice that the package received is a response to an Agency solicitation and therefore should not be opened, but delivered directly to the Procurement Officer.

The designated Agency Procurement Officer for this solicitation is the undersigned. All communications from respondents shall be made in writing and directed to my attention at the address provided in **Attachment A**, Instructions and Special Conditions, **Section A.**, Instructions, **Sub-Section A.**, Overview, **Item 5.**, Procurement Officer unless otherwise instructed in this solicitation.

The term “Proposal”, “Response” or “Reply” may be used interchangeably and mean the respondent’s submission to this solicitation.



**Section 120.57(3)(b), Florida Statutes and Section 28-110.003, Florida Administrative Code require that a Notice of Protest of the solicitation documents shall be made within seventy-two hours after the posting of the solicitation. 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

# ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS

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# ATTACHMENT A

## INSTRUCTIONS AND SPECIAL CONDITIONS

### A.1. Instructions

#### A. Overview

1. **Solicitation Number**

AHCA ITN 002-18/19

2. **Solicitation Type**

Invitation to Negotiate

3. **Solicitation Title**

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

4. **Date of Issuance**

January 8, 2019

5. **Procurement Officer**

Crystal Demott  
Agency for Health Care Administration  
2727 Mahan Drive  
Mail Stop #15  
Tallahassee, FL 32308-5403  
Email: [solicitation.questions@ahca.myflorida.com](mailto:solicitation.questions@ahca.myflorida.com)

6. **Solicitation Timeline**

The projected solicitation timeline is shown in **Table 1**, Solicitation Timeline, below (all times are Eastern Time). The Agency for Health Care Administration (Agency) reserves the right to amend the timeline in the State's best interest. If the Agency finds it necessary to change any of the activities/dates/times listed, all interested parties will be notified by addenda to the original solicitation document posted on the Vendor Bid System (VBS) ([http://myflorida.com/apps/vbs/vbs\\_main\\_menu](http://myflorida.com/apps/vbs/vbs_main_menu)).

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## ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS

TABLE 1		
SOLICITATION TIMELINE		
ACTIVITY	DATE/TIME	LOCATION
Solicitation Issued by Agency	January 8, 2019	Electronically Posted <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>
Deadline for Receipt of Written Questions	January 23, 2019 2:00 p.m.	<a href="mailto:solicitation.questions@ahca.myflorida.com">solicitation.questions@ahca.myflorida.com</a>
<b>Anticipated</b> Date for Agency Responses to Written Questions	February 5, 2019	Electronically Posted <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>
Deadline for Receipt of Responses	March 27, 2019 2:00 p.m.	Crystal Demott Agency for Health Care Administration Mailroom Building 2, 1 <sup>st</sup> Floor, Suite 1500 2727 Mahan Drive Tallahassee, FL 32308-5403
Public Opening of Responses	March 27, 2019 3:00 p.m.	2727 Mahan Drive, Building 2 Operations Conference Room, 2nd Floor, Room 200 Tallahassee, FL 32308-5403
<b>Anticipated</b> Dates for Negotiations	April 29, 2019 through May 17, 2019	2727 Mahan Drive, Building 2 Operations Conference Room, 2nd Floor, Room 200 Tallahassee, FL 32308-5403
<b>Anticipated</b> Posting of Notice of Intent to Award	May 28, 2019	Electronically Posted <a href="http://myflorida.com/apps/vbs/vbs_www.main_menu">http://myflorida.com/apps/vbs/vbs_www.main_menu</a>

### 7. PUR 1000, General Contract Conditions

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

### 8. PUR 1001, General Instructions to Respondents

PUR 1001, General Instructions to Respondents, is incorporated by reference and is available for prospective respondents to download at:

[https://www.dms.myflorida.com/content/download/2934/11780/PUR\\_1001\\_General\\_Instructions\\_to\\_Respondents.pdf](https://www.dms.myflorida.com/content/download/2934/11780/PUR_1001_General_Instructions_to_Respondents.pdf)

Unless otherwise noted, instructions in this **Attachment A** shall take precedence over the **PUR 1001**, General Instructions to Respondents.

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### 9. Restriction on Communications

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of this solicitation and the end of the seventy-two (72) hour period following the Agency posting the notice of intended award, excluding Saturdays, Sundays, and State holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the Procurement Officer or as provided in this solicitation. **Violation of this provision may be grounds for rejecting a response. See Section 287.057(23), Florida Statutes (F.S.).**

### 10. Respondent Questions

a. The Agency will receive all questions pertaining to this solicitation no later than the date and time specified for written questions in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 6.**, Solicitation Timeline, **Table 1**, Solicitation Timeline.

b. Prospective respondents must submit all questions by email at [solicitation.questions@ahca.myflorida.com](mailto:solicitation.questions@ahca.myflorida.com), utilizing **Exhibit A-1**, Questions Template. **Exhibit A-1**, Questions Template, is a Microsoft excel document and is available for prospective respondents to download at:

<http://ahca.myflorida.com/procurements/index.shtml>.

c. The Agency will not accept questions by telephone, postal mail, hand delivery or fax.

d. The Agency's response to questions received will be posted as an addendum to this solicitation as specified in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 6.**, Solicitation Timeline **Table 1**, Solicitation Timeline, and may be grouped as to not repeat the same answer multiple times.

e. The Agency reserves the right to post an addendum to this solicitation in order to address questions received after the written question submission deadline. It is the sole discretion of the Agency to consider questions received after the written questions submission deadline.

### 11. Solicitation Addenda

If the Agency finds it necessary to supplement, modify, or interpret any portion of this solicitation during this solicitation period, a written addendum will be posted on the VBS as addenda to this solicitation. **It is the respondent's responsibility to check the VBS periodically for any information or updates to this solicitation. The Agency bears no responsibility for any resulting impacts associated with a prospective**

# ATTACHMENT A

## INSTRUCTIONS AND SPECIAL CONDITIONS

**respondent's failure to obtain the information made available through the VBS.**

### 12. Public Opening of Responses

Responses shall be opened on the date, time and at the location indicated in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 6.**, Solicitation Timeline, **Table 1**, Solicitation Timeline. Respondents may, but are not required to, attend. The Agency will only announce the respondent(s) name at the public opening. Pursuant to Section 119.071(1)(b), F.S., no other materials will be released. Any person requiring a special accommodation because of a disability should contact the Procurement Officer at least five (5) business days prior to this solicitation opening. If you are hearing or speech impaired, please contact the Agency by using the Florida Relay Service at (800) 955-8771 (TDD).

### 13. Program Overview

On July 24, 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. These documents, the attachments, and the appendices primarily 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 to reflect the FX update.

#### **Agency Procurement Restrictions Related to MES**

The Vendor awarded the IS/IP contract is precluded from being awarded any other modules except Enterprise Data Warehouse (EDW). The EDW Vendor is open to being awarded all functional modules, if not awarded IS/IP (see **Table 2**, Procurement Restrictions, below 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 MES solicitations unless that sub-contract 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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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

\*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.

### Legend

Excluded: Awarded Vendor(s) are excluded from bidding on subsequent modules within the overall program.

Open: Awarded Vendor(s) are not excluded from bidding on subsequent modules within the overall program.

Contingent: EDW Vendor's ability to be awarded future modules is contingent upon the award of the IS/IP contract.

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

### **14. Type and Amount of Contract Contemplated**

- a.** The Contract resulting from this solicitation will be fixed price, with hardware/software as cost reimbursement.
- b.** The payment structure of the resulting contract will have fixed price initial deliverables, fixed monthly price for Operations and Maintenance (O&M), and fixed price task orders for additional work.
- c.** The State of Florida's performance and obligation to pay under the Contract resulting from this solicitation is contingent upon an annual appropriation by the Legislature.

### **15. Term of Contract**

- a.** The anticipated term of the resulting Contract is August 1, 2019 through December 31, 2022. The term of the resulting Contract is subject to change based on the actual execution date of the resulting Contract.
- b.** In accordance with Section 287.057(13), F.S., the Contract resulting from this solicitation may be renewed for a period that may not exceed three (3) years or the term of the resulting original Contract period whichever is longer. Renewal of the resulting Contract shall be in writing and subject to the same terms and conditions set forth in the resulting original Contract. A renewal Contract may not include any compensation for costs associated with the renewal. Renewals are contingent upon satisfactory performance evaluations by the Agency, are subject to the availability of funds, and optional to the Agency.
- c.** Respondents shall offer renewal year pricing in its response. The Agency will not evaluate renewal year proposals as part of the evaluation and scoring process, however proposed cost, as provided in **Exhibit A-5**, Cost Proposal will be applied in the event the resulting Contract is renewed.
- d.** If the resulting Contract is renewed, it is the Agency's policy to reduce the overall payment amount by the Agency to the successful respondent by at least five percent (5%) during the period of the Contract renewal, unless it would affect the level and quality of services.

# ATTACHMENT A

## INSTRUCTIONS AND SPECIAL CONDITIONS

### B. Response Preparation and Content

#### 1. General Instructions

- a. The instructions for this solicitation have been designed to help ensure that all responses are reviewed and evaluated in a consistent manner, as well as to minimize costs and response time. Information submitted in variance with these instructions may not be reviewed or evaluated.
- b. The Agency has established certain requirements with respect to responses submitted to competitive solicitations. The use of “shall”, “must”, or “will” (except to indicate futurity) in this solicitation, indicates a requirement or condition from which a material deviation may not be waived by the Agency. A deviation is material if, in the Agency’s sole discretion, the deficient response is not in substantial accord with this solicitation’s requirements, provides a significant advantage to one respondent over another, or has a potentially significant effect on the quality of the response or on the cost to the Agency. Material deviations cannot be waived. The words “should” or “may” in this solicitation indicate desirable attributes or conditions, but are permissive in nature. Deviation from, or omission of, such desirable features will not in and of itself cause rejection of a response.
- c. Respondents shall not retype and/or modify required forms and must submit required forms in the original format. Required forms are available for respondents to download at:  
  
<http://ahca.myflorida.com/procurements/index.shtml>.
- d. A respondent shall not, directly or indirectly, collude, consult, communicate or agree with any other respondent as to any matter related to the response each is submitting. Additionally, a respondent shall not induce any other respondent to submit or not to submit a response.
- e. The costs related to the development and submission of a response to this solicitation is the full responsibility of the respondent and is not chargeable to the Agency.
- f. Joint ventures and legal partnerships shall be viewed as one (1) respondent. However, all parties to the joint venture/legal partnership shall submit all mandatory attachments and documentation required by this solicitation from respondents, unless otherwise stated. **Failure to submit all required documentation from all parties included in a joint venture/legal partnership, signed by an authorized official, if applicable, may result in the rejection of a prospective vendor’s response.**

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

- g.** Pursuant to Section 287.133(2)(a), F.S., a person or affiliate who has been placed on the convicted Vendor list following a conviction for a public entity crime may not submit a Bid, Proposal, or Reply on a contract to provide any goods or services to a public entity; may not submit a Bid, Proposal, or Reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit Bids, Proposals, or Replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, F.S. for category two for a period of thirty-six (36) months following the date of being placed on the convicted Vendor list.

### **2. Mandatory Response Content**

The respondent shall include the documents listed in this Item with the submission of the Original Response. Violation of this provision may result in the rejection of a response.

- a. Exhibit A-2, Transmittal Letter**

The respondent shall complete and submit **Exhibit A-2**, Transmittal Letter as part of its response in accordance with the instructions contained therein.

- b. Exhibit A-3, Required Certifications and Statements**

The respondent shall complete and submit **Exhibit A-3**, Required Certifications and Statements as part of its response in accordance with the instructions contained therein.

- c. Original Proposal Guarantee**

- 1)** The respondent's Original Response must be accompanied by an Original Proposal Guarantee payable to the State of Florida in the amount of **\$500,000.00**. The proposal guarantee is a firm commitment the respondent shall, upon the Agency's acceptance of its response, execute such contractual documents as may be required within the time specified.
- 2)** The respondent must be the guarantor. If responding as a joint venture/legal partnership, at least one party of the joint venture/legal partnership shall be the guarantor.
- 3)** The proposal guarantee shall be in the form of a bond, cashier's check, treasurer's check, bank draft or certified

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

check. The Agency will not accept a letter of credit in lieu of the Proposal Guarantee.

- 4) The Agency will not accept a copy of the Proposal Guarantee.
- 5) Proposal Guarantees will be returned upon execution of the legal Contract with the successful respondent and receipt of the performance bond required under this solicitation (See **Section A.1.**, Instructions, **Sub-Section D.**, Response Evaluation, Negotiations and Contract Award, **Item 10.**, Performance Bond).
- 6) Proposal Guarantees may be returned to respondents not considered responsive and responsible prior to execution of the legal Contract if the respondent is not participating in an administrative challenge regarding this solicitation.
- 7) Proposal Guarantees will be returned to the Official Contact Person at the address listed in **Exhibit A-2**, Transmittal Letter.
- 8) If the successful respondent fails to execute a contract within ten (10) consecutive calendar days after a contract has been presented to the successful respondent for signature, the proposal guarantee shall be forfeited to the State.
- 9) The proposal guarantee must not contain any provisions that shorten the time from bringing an action to a time less than that provided by the applicable Florida Statute of Limitations (see Section 95.03, F.S.).

### **d. Financial Information**

In order to demonstrate financial stability, the respondent shall submit its two (2) most recent audited financial statements or its most recent Dunn & Bradstreet (D&B) Report.

#### **1) Audited Financial Statements**

If the respondent is a subsidiary of a parent organization, the respondent may submit the two (2) most recent audited financial statements of its parent entity. Audited financial statements of the parent organization in lieu of the respondent must include an organizational chart representing the relationship between the respondent and the parent entity. Respondents submitting audited financial statements shall submit the following:

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

- a) A copy of the respondent's two (2) most recent audited financial statements (or parent organization's audited financial statements with organizational chart). If the most recent audit contains columns for the current and previous year on the balance sheet, income statement, and statement of cash flows, then only the most recent year's audit is required.
- b) Audited financial statements must be current. The period covered by the most recent audit cannot be more than one (1) fiscal year and one hundred twenty (120) calendar days old from the solicitation advertisement date.
- c) The audit must contain a signed audit statement (Audit Opinion) from a Certified Public Accountant (CPA) and the statement cannot contain an Adverse Opinion or a Disclaimer of Opinion from the CPA.

### **2) Dunn & Bradstreet (D&B) Report**

Respondents shall submit a complete D&B report 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.

### **e. Exhibit A-4, Submission Requirements and Evaluation Criteria (Technical Response)**

- 1) Respondents shall complete and submit **Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response)** and applicable attachments/exhibits as part of its response.
- 2) Respondents shall comply with the instructions for completing **Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response)** which are contained therein.

### **f. Exhibit A-5 Cost Proposal**

The respondent shall complete and submit **Exhibit A-5, Cost Proposal**, as part of its response in accordance with the instructions contained therein.

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**g. Exhibit A-5-a, Detailed Budget**

The respondent shall complete and submit **Exhibit A-5-a, Detailed Budget**, as part of its response in accordance with the instructions contained therein.

**h. Exhibit A-6, Summary of Respondent Commitments**

The respondent shall complete and submit **Exhibit A-6, Summary of Respondent Commitments**, as part of its response in accordance with the instructions contained therein.

**3. Additional Response Content**

**Exhibit A-7, Certification of Drug-Free Workplace Program**

The State supports and encourages initiatives to keep the workplace of Florida's suppliers and contractors drug free. Section 287.087, F.S. provides that, where identical tie Proposals are received, preference shall be given to a Proposal received from a respondent that certifies it has implemented a drug-free workplace program. If applicable, the respondent shall sign and submit **Exhibit A-7, Certification of Drug-Free Workplace Program**, to certify that the respondent has a drug-free workplace program.

**C. Response Submission Requirements**

**1. Hardcopy and Electronic Submission Requirements**

**a. General Provision**

Electronic submissions via MyFloridaMarketPlace will not be accepted for this solicitation.

**b. Hardcopies of the Response**

**1) Original Response**

The respondent shall submit **one (1) Original Response**. The Original Response shall be marked as the "Original" and contain the Transmittal Letter (**Exhibit A-2**) that bears the original signature of the binding authority. The box that contains the Original Response shall be marked "**Contains Original**". All forms requiring signature shall bear an original signature with the original response.

**2) Duplicate Copy of the Original Response**

The respondent shall submit **one (1) duplicate copy** of the Original Response.

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## INSTRUCTIONS AND SPECIAL CONDITIONS

### 3) Packaging and Delivery

- a) Hard copy responses shall be bound individually and submitted in up to three (3), three-inch, three-ring binders or secured in a similar fashion to contain pages that turn easily for review.
- b) Each component of the hard copy response shall be clearly labeled and tabbed in the order specified below:
  - (1) **Exhibit A-2**, Transmittal Letter;
  - (2) **Exhibit A-3**, Required Certifications and Statements;
  - (3) Original Proposal Guarantee **Note:** The Original Proposal Guarantee must be provided in the Original Response;
  - (4) Financial Information;
  - (5) **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response);
  - (6) **Exhibit A-5**, Cost Proposal;
  - (7) **Exhibit A-5-a**, Detailed Budget;
  - (8) **Exhibit A-6**, Summary of Respondent Commitments; and
  - (9) **Exhibit A-7**, Certification of Drug-Free Workplace Program (if applicable).
- c) Hard copy responses shall be double sided.
- d) Hard copy responses must be submitted in a sealed package (i.e., outer boxes must be sealed, individual binders within the box do not require individual sealing), to the Procurement Officer identified in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 5.**, Procurement Officer, no later than the time indicated in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 6.**, Solicitation Timeline, **Table 1**, Solicitation Timeline.
- e) Hard copy responses shall be submitted via United States (U.S.) mail, courier, or hand delivery. Responses sent by fax or email will not be accepted.
- f) The Agency will not consider responses received after the date and time specified in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 6.**, Solicitation Timeline, **Table 1**, Solicitation Timeline, and any such responses will be returned to the respondent unopened.



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## INSTRUCTIONS AND SPECIAL CONDITIONS

### c. **Electronic Copy of the Response**

- 1) The respondent shall submit two (2) identical electronic copies of the entire response on two (2) separate USB flash drives.
- 2) The electronic copies of the response, including all attachments, shall be submitted as Portable Document Format (PDF) documents. The PDF documents must be searchable, allow printing and must not be password protected (unlocked).
- 3) The electronic copies of the PDF documents shall be saved on the USB flash drives, with each component listed below saved separately in individual file folders:
  - (a) **Exhibit A-2**, Transmittal Letter;
  - (b) **Exhibit A-3**, Required Certifications and Statements;
  - (c) Financial Information;
  - (d) **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response) and applicable attachments/exhibits;
  - (e) **Exhibit A-5**, Cost Proposal;
  - (f) **Exhibit A-5-a**, Detailed Budget;
  - (g) **Exhibit A-6**, Summary of Respondent Commitments; and
  - (h) **Exhibit A-7**, Certification of Drug-Free Workplace Program (if applicable).
- 4) In addition to the PDF submission, the following exhibits shall also be submitted in Microsoft Excel 2016, utilizing the Agency provided templates and shall be saved on the USB flash drives:
  - (a) **Exhibit A-5**, Cost Proposal;
  - (b) **Exhibit A-5-a**, Detailed Budget; and
  - (c) **Exhibit A-6**, Summary of Respondent Commitments.
- 5) **Electronic Redacted Copies**
  - (a) The respondent shall submit an electronic redacted copy of the response suitable for release to the public in one (1) PDF document on each of the USB flash drives. The electronic copy shall be saved in a separate file folder on the USB flash drive from the rest of the response. The file folder shall be

# ATTACHMENT A

## INSTRUCTIONS AND SPECIAL CONDITIONS

identified as “Redacted Version Suitable for Public Release”.

- (b) The PDF document must be searchable, allow printing, and must not be password protected (unlocked).
- (c) Any confidential or trade secret information covered under Section 812.081, F.S., should be redacted as described below. The redacted response shall be marked as the “redacted” copy.

### 2. Confidential or Exempt Information

- a. All submittals received by the date and time specified in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 6.**, Solicitation Timeline, **Table 1**, Solicitation Timeline, become the property of the State of Florida and are public records subject to the provisions of Chapter 119, F.S. The State of Florida shall have the right to use all ideas, or adaptations of the ideas, contained in any response received in relation to this solicitation. Selection or rejection of the response shall not affect this right.
- b. A respondent that asserts that any portion of the response is confidential or exempt from disclosure under Chapter 119, Florida Statutes., shall clearly mark each page of such portion as follows:
  - 1) Pages containing trade secret shall be marked “Trade secret as defined in Section 812.081, Florida Statutes”. Respondents who fail to identify trade secret as directed herein acknowledge and agree that they waive any right or cause of action, civil or criminal, against the Agency, its employees, and its representatives, for the release or disclosure of trade secret information not so identified. Respondents shall not mark their entire response as trade secret. The Agency may reject a response that is so marked.
  - 2) Pages that do not contain trade secret but are otherwise exempt or confidential shall be marked “exempt” or “confidential,” followed by the statutory basis for such claim. For example: “The information on this page is exempt from disclosure pursuant to Section 119.071(3)(b), Florida Statutes.”
  - 3) Failure to identify and mark such portions as directed above shall constitute a waiver of any claimed exemption and the Agency will provide any unmarked records in response to public records requests for those records without notifying the respondent. Designating material simply as “proprietary”

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

will not necessarily protect it from disclosure under Chapter 119, Florida Statutes.

- c. All information included in the response (including, without limitation, technical and cost information) and any resulting Contract that incorporates the successful response (fully, in part, or by reference) shall be a matter of public record regardless of copyright status. Submission of a response to this solicitation that contains material for which the respondent holds a copyright shall constitute permission for the Agency to reproduce and disclose such material for the Agency's internal use, and to make such material available for inspection pursuant to a public records request.
- d. If a public records request is submitted to the Agency for responses submitted to this solicitation, the respondent agrees that the Agency may release the redacted response without conducting any pre-release review of the redacted response.
- e. Unless otherwise prohibited by law, the Agency will notify the respondent if a requestor contests the respondent's determination that information is confidential or exempt and asserts a right to the information under Chapter 119, F.S. or other law. The respondent bears sole responsibility for supporting and defending its determination. If an action is brought against the Agency in any appropriate judicial forum contesting the respondent's determination of confidentiality or the redactions made by the respondent to its response, the respondent agrees that the Agency has no duty to defend against such claims and may elect not to do so, and may elect to release an un-redacted version of the response. By submitting a response, the respondent agrees to protect, defend, hold harmless and indemnify the Agency for any and all claims arising from or relating to the respondent's determinations of confidentiality or redaction, including the payment of any attorneys' fees or costs assessed against the Agency.

### **D. Response Evaluation, Negotiations and Contract Award**

#### **1. Response Clarification**

The Agency reserves the right to seek written clarification from a respondent of any information contained in the response or to request missing items from a response. However, it is a respondent's obligation to submit an adequately written reply for the Agency to evaluate. The Agency will have no duty to conduct discussions or attempt to clarify ambiguities in the respondent's reply if the respondent is not in the competitive range of respondents selected for negotiations.

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### 2. Responsive Reply Determination

A “responsive reply” means a reply submitted by a **responsive and responsible vendor**, which conforms in all material aspects to the solicitation [Section 287.012(26), F.S.]. A “responsible vendor” means a vendor who has the capacity in all respects to fully perform the Contract requirements and the integrity and reliability that will assure good faith performance [287.012(25), F.S.]. The Procurement Officer may rely on any facts available to make a determination at any time prior to award as to whether a vendor is a responsible vendor. The Agency reserves the right to contact sources outside the reply to obtain information regarding past performance or other matters relevant to responsibility.

### 3. Non-Scored Requirements

#### a. Transmittal (Cover) Letter

The Agency will review responses to this solicitation to determine if the respondent included in its response, **Exhibit A-2**, Transmittal Letter from each required party.

#### b. Required Certifications and Statements

The Agency will review responses to this solicitation to determine if the respondent included in its response, **Exhibit A-3**, Required Certifications and Statements.

#### c. Original Proposal Guarantee

The Agency will review responses to this solicitation to determine if the respondent included in its response, an Original Proposal Guarantee in the appropriate amount, as specified in **Section A.1.**, Instructions, **Sub-Section B.**, Response Preparation and Content, **Item 2.**, Mandatory Response Content, **Sub-Item c.**

#### d. Cost Proposal and Detailed Budget

The Agency will review responses to this solicitation to determine if the respondent included in its response, the following, as specified in **Section A.1.**, Instructions, **Sub-Section B.**, Response Preparation and Content, **Item 2.**, Mandatory Response Content, **Sub-Items f. and g.**:

- **Exhibit A-5**, Cost Proposal
- **Exhibit A-5-a** Detailed Budget

Cost proposals will not be evaluated during the evaluation phase. The Agency will review and consider the cost proposals submitted

# ATTACHMENT A

## INSTRUCTIONS AND SPECIAL CONDITIONS

by respondents who are invited to negotiations during the negotiation phase.

### e. **Summary of Respondent Commitments**

The Agency will review responses to this solicitation to determine if the respondent included in its response, **Exhibit A-6**, Summary of Respondent Commitments, as specified in **Section A.1.**, Instructions, **Sub-Section B.**, Response Preparation and Content, **Item 2.**, Mandatory Response Content, **Sub-Item h.**

## 4. **Financial Evaluation - Pass/Fail**

### a. **Financial Statements**

The respondent will be deemed to have met the mandatory requirement of financial stability if it meets all three (3) of the minimum financial ratio thresholds listed below in the most recent year or if it meets two (2) of the three (3) minimum financial ratio thresholds for the two (2) most recent years.

- 1) A positive current ratio of at least one (1.0). The current ratio is determined by dividing current liabilities into current assets.
  - a) Current assets are those held for conversion within a year or less, such as cash, temporary investments, receivables, inventory, and prepaid expenses. Board designated assets of cash or near cash instruments, where the board of directors has the option to change the authorized use of the assets and the assets are otherwise unencumbered as disclosed by the auditor, can be considered current assets for this calculation.
  - b) Current liabilities are short-term debts and unearned revenues to be paid out of current assets within a year or less.
- 2) A positive tangible net worth as determined by the balance sheet. This shall be determined as equity (total assets less total liabilities) net of intangible assets. An intangible asset is a capital asset having no physical existence, its value being dependent on the rights that possession confers upon the owner. Examples include goodwill and trademarks.
- 3) A positive operating cash flow. This shall be determined by whether or not the cash flow from operations reported on the statement of cash flows is positive.

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

**b. Dunn & Bradstreet (D&B) Report**

Agency staff will evaluate the respondent on its Paydex, Financial Stress, and Credit Scores from the D&B report. Scores will be based on **Table 3**, Responsibility Stability Score, below, for each category. A score of 5 in any of the three (3) categories will result in a determination that financial stability is not met. In order to be deemed financially stable, the respondent's average score of the three (3) categories must be 3.0 or lower.

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**TABLE 3**

**RESPONDENT STABILITY SCORE**

<b>Paydex Score</b>	<b>Financial Stress Score</b>	<b>Delinquency Predictor/Commercial Credit Score</b>	<b>Respondent Stability Score</b>
90 or higher	1570-1875	580-670	= 1
80-89	1510-1569	530-579	= 2
70-79	1450-1509	481-529	= 3
50-69	1340-1449	453-480	= 4
49 or lower	1339 or lower	452 or lower	= 5 (Automatically Fails Financial Stability Review)

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## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

### **5. Scored Requirements – Evaluation Criteria**

#### **a. Technical Response Evaluation**

- 1)** Each evaluator will evaluate responses independently of the other evaluators and award points based on the criteria and points scale indicated in **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response) for the detailed evaluation criteria components.
- 2)** Each response will be individually scored by at least three (3) evaluators, who collectively have experience and knowledge in the program areas and service requirements for which contractual services are sought by this solicitation. The Agency reserves the right to have specific Submission Requirement Components (SRCs) of the responses evaluated by less than three (3) individuals.
- 3)** The scores of independent evaluators will be computed to determine a total score based on the detailed evaluation criteria components indicated in **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response) and the weight factor specified in **Table 4**, Technical Response Summary Score Sheet, below.

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## ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS

TABLE 4						
TECHNICAL RESPONSE SUMMARY SCORE SHEET						
		Maximum Raw Score Possible		Weight Factor		Maximum Points Possible
SRC# 3B	Vendor Qualifications	20	X	2	=	40
SRC# 3C	Sanctions	10	X	1	=	10
SRC# 4	Security Rating Score	5	X	1	=	5
SRC# 5	Staffing and Resources	20	X	3	=	60
SRC# 6	Project Management	10	X	2	=	20
SRC# 7	Reporting	5	X	1	=	5
SRC# 8	Engagement Management	10	X	1	=	10
SRC# 9A	Workstream Deliverables	40	X	1	=	40
SRC# 9B	Scope and Requirements Integration Platform Solution	50	X	2	=	100
SRC# 9C	Scope and Requirements Integration Services Solution	25	X	4	=	100
SRC# 10	Disaster Recovery and Business Continuity	15	X	2	=	30
SRC# 11	Performance Standards	10	X	1	=	10
SRC# 12	MES Vendor Turnover Plan	15	X	1	=	15
Technical Response				<b>TOTAL:</b>		<b>445</b>

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# ATTACHMENT A

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### 6. Ranking of Responses

- a. A total score will be calculated for each response based on the total maximum points available as included in **Table 4**, Technical Response Summary Score Sheet, above.
- b. The total point scores will be used to rank the responses.

### 7. Negotiation Process

- a. The scores from the evaluation process shall be used to determine the respondents with whom the negotiation team will negotiate. The negotiation team shall not utilize the evaluation scores in determining best value.
- b. The Agency will negotiate with the three (3) highest ranked respondents (competitive range). However, the Agency may choose not to negotiate with a respondent whose score is lower than seventy-five percent (75%) of the highest score earned by any respondent to this solicitation.
- c. The Agency may review any and all data available to the Agency including but not limited to Agency held data and respondents' performance based information for use in negotiations.
- d. The Agency's negotiation team will conduct negotiation strategy sessions pursuant to Section 286.0113, F.S. Negotiation strategy includes determining best value criteria and developing award recommendation(s). During its strategy sessions, the Agency's negotiation team will develop a recommendation as to the award that will provide the best value (as defined in Section 287.012(4), F.S.) to the State.
- e. Negotiation sessions will include discussions of the scope of services to be provided by the respondent until acceptable terms and conditions are agreed upon, or it is determined that an acceptable agreement cannot be reached. The Agency will negotiate the terms and conditions determined to be the best value to the State according to Section 287.012(4), F.S., including, but not limited to price/cost, quality, design, and service delivery.
- f. At least one (1) authorized official who has the authority to bind the respondent to a contract must be present at each negotiation session. The authorized official(s) must be the Official Contact Person or Alternate Contact Person named in **Exhibit A-2**, Transmittal Letter.

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

- g.** The Agency reserves the right at any time during the negotiation process to:

  - 1)** Negotiate concurrently or sequentially with competing respondents.
  - 2)** Schedule additional negotiation sessions with any or all responsive respondents.
  - 3)** Require any or all responsive respondents to provide additional, revised, or final written replies addressing specific topics, including modifications to the solicitation specifications, terms or conditions, or business references.
  - 4)** Require any or all responsive respondents to provide a written best and final offer or offers.
  - 5)** Require any or all responsive respondents to address services, prices, or conditions offered by any other respondents.
  - 6)** Decline to conduct further negotiations with any respondent.
  - 7)** Re-open negotiations with any responsive respondent.
  - 8)** Take any additional, administrative steps deemed necessary in determining the final award, including additional fact-finding, evaluation or negotiations where necessary and consistent with the terms of this solicitation.
  - 9)** Review and rely on relevant information contained in the responses.
  - 10)** Request pricing options or models different from the initial Cost Proposal submission. This information may be used in negotiations to determine the best pricing solution to be used in the resulting Contract.
- h.** The Agency has sole discretion in deciding whether and when to take any of the foregoing actions, the scope and manner of such actions, the responsive respondent or respondents affected and whether to provide concurrent public notice of such decision.
- i.** In the event the Agency cannot reach agreement with a respondent who has been invited to negotiation and/or a respondent withdraws its response during the negotiation phase, the Agency reserves the right to invite the next top ranking respondent to negotiations to ensure that the Agency can enter into a contract.

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

### **8. Number of Awards**

The Agency anticipates the issuance of one (1) contract as a result of this solicitation for all services included within the Scope of Services. The Agency, at its sole discretion, shall make this determination.

### **9. Posting of Notice of Intent to Award**

Tabulation of Results, with the recommended Contract award, will be posted and will be available for review by interested parties at the time and location specified in **Section A.1.**, Instructions, **Sub-Section A. Overview, Item 6.**, Solicitation Timeline, **Table 1**, Solicitation Timeline, and will remain posted for a period of seventy-two (72) hours, not including weekends or State observed holidays. Any respondent desiring to protest the recommended Contract award must file a notice of protest to the Procurement Officer identified in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 5.**, Procurement Officer, and any formal protest with the Agency for Health Care Administration, Agency Clerk, 2727 Mahan Drive, Mail Stop 3, Building 3, Room 3407C, Tallahassee, Florida 32308, within the time prescribed in Section 120.57(3) F.S. and Rule 28-110, F.A.C. Failure to file a protest within the time prescribed in Section 120.57(3), F.S., or failure to post the bond or other security required by law, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

### **10. Performance Bond**

a. A performance bond in the amount of ten percent (10%) of the total annual amount of the resulting Contract shall be furnished to the Agency by the successful respondent. The bond must be furnished to the Procurement Officer identified in **Section A.1.**, Instructions, **Sub-Section A.**, Overview, **Item 5.**, Procurement Officer, within thirty (30) calendar days after execution of the resulting Contract and prior to commencement of any work under the resulting Contract. Thereafter, the 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. A copy of all performance bonds shall be submitted to the Agency's Contract Manager. The performance bond must not contain any provisions that shorten the time for bringing an action to a time less than that provided by the applicable Florida Statute of Limitations. See Section 95.03, F.S.

b. No payments will be made to the successful respondent until an acceptable performance bond is furnished to the Agency. The performance bond shall remain in effect for the full term of the resulting Contract, including any renewal period. The Agency shall be named as the beneficiary of the successful respondent's bond. The bond shall provide that the insurer or bonding company(s) pay losses suffered by the Agency directly to the Agency.

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

- c. The cost of the performance bond will be borne by the successful respondent.
- d. Should the successful respondent terminate the resulting Contract prior to the end of the resulting Contract period, an assessment against the bond will be made by the Agency to cover the costs of issuing a new solicitation and selecting a new Vendor. The successful respondent agrees that the Agency's damages in the event of termination by the successful respondent shall be considered to be for the full amount of the bond. The Agency need not prove the damage amount in exercising its right of recourse against the bond.

### **11. Federal Approval**

Approval from the Centers for Medicare and Medicaid Services (CMS) is required before the Agency will execute a contract resulting from this solicitation. Every effort will be made by the Agency both before and after award to facilitate rapid approval.

### **12. Contract Execution**

- a. This solicitation, including all its addenda, the Agency's written response to written questions, and the successful respondent's response, including information provided through negotiations, shall be incorporated by reference in the final Contract document.
- 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) The resulting Contract, including all attachments, exhibits and any subsequent amendments;
  - 2) This solicitation, including all addenda; and
  - 3) The successful respondent's response to this solicitation, including information provided through negotiations.
- c. The successful respondent shall be registered with the Florida Department of State as an entity authorized to transact business in the State of Florida by the effective date of the resulting Contract.
- d. The Agency reserves the right to amend the resulting Contract within the scope set forth in this solicitation (to include the original Contract and all attachments) in order to clarify requirements.

# ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS

## A.2 Special Terms and Conditions

### A. Information Technology

1. Agency Contract Managers shall be responsible for submitting and managing the successful respondent's staff requests or needs for access connectivity to any and all of the Agency's data communications networks, and the relevant information systems attached to this network, in accordance with all applicable Agency policies, standards and guidelines. The successful respondent shall notify the Agency of termination of any staff with access to the Agency's network within twenty-four (24) hours of the termination.
2. Successful respondent staff that have access connectivity to the Agency's data communications network shall be required to complete Agency Security Awareness Training and Agency HIPAA Training. The successful respondent shall also be required to sign an Acceptable Use Acknowledgement Form and submit the completed form to the Agency's Information Security Manager (ISM). The requirements described in this Item must be completed before access to the Agency's network is provided.
3. Internet applications must be compatible with all internet browsers recognized by the World Wide Web Consortium, <http://www.w3.org/>. The successful respondent shall deploy the system to be browser agnostic while keeping up with the most current versions of Internet browser releases in coordination with the Agency's Division of IT standards. Chrome, Firefox, Edge, Safari and Internet Explorer are the most commonly used browsers. Compatibility is required by the successful respondent with all supported versions within six (6) months of the browser's official release.
4. In order to enable the Agency to effectively measure and mitigate the successful respondent's security risks, the successful respondent must annually obtain a security rating score from a vendor information security rating service (for example: BitSight Technologies, Security Scorecard, CORL Technologies or other comparable company which rates vendor information security.) If the successful respondent does not maintain a top tier security rating score, the Agency will impose liquidated damage(s) and/or other applicable sanction(s).
5. The successful respondent must adhere to the Driver Privacy Protection Act (DPPA) rules that address a memorandum of understanding and security requirements as well as other requirements contained in Rule.

# **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

## **6. Development Requirements**

- a. Comments will be used in the code to help other developers to understand the coding methodology/logic that was used.
- b. Proper exception handling is required.
- c. Usage of Session and Cache should be limited.
- d. Hard coded values are not allowed for referencing the shared resource address and name. This includes: URL (Uniform Resource Locator) name, file path, email address, database connection string, etc.
- e. All code shall be submitted to the Agency by the successful respondent for standards review prior to user testing. This code review requires a personal presentation by the successful respondent's coder(s).

## **B. Venue**

1. By responding to this solicitation, in the event of any legal challenges to this procurement, respondents agree and will consent that hearings and depositions for any administrative or other litigation related to this procurement shall be held in Leon County, Florida. The Agency, in its sole discretion, may waive this venue for depositions.
2. Respondents (and their successors, including but not limited to their parent(s), affiliates, subsidiaries, subcontractors, assigns, heirs, administrators, representatives and trustees) acknowledge that this solicitation (including but not limited to the resulting Contract, exhibits, attachments, or amendments) is not a rule nor subject to rulemaking under Chapter 120 (or its successor) of the Florida Statutes and is not subject to challenge as a rule or non-rule policy under any provision of Chapter 120, F.S.
3. The Contract resulting from this solicitation shall be delivered in the State of Florida and shall be construed in accordance with the laws of Florida. Wherever possible, each provision of the resulting Contract shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision shall be found ineffective, then to the extent of such prohibition or invalidity, that provision shall be severed without invalidating the remainder of such provision or the remaining provisions of the resulting Contract.
4. The exclusive venue and jurisdiction for any action in law or in equity to adjudicate rights or obligations arising pursuant to or out of this procurement or the resulting Contract for which there is no administrative remedy shall be the Second Judicial Circuit Court in and for Leon County,

## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

Florida, or, on appeal, the First District Court of Appeal (and, if applicable, the Florida Supreme Court). Any administrative hearings hereon or in connection herewith shall be held in Leon County, Florida.

### **5. Attorney's Fees**

In the event of a dispute, each party to the Contract resulting from this solicitation shall be responsible for its own attorneys' fees, except as otherwise provided by law.

### **6. Legal Action Notification**

The successful respondent shall give the Agency, by certified mail, immediate written notification (no later than thirty (30) calendar days after service of process) of any action or suit filed or of any claim made against the successful respondent by any subcontractor, vendor, or other party that results in litigation related to the Contract resulting from this solicitation for disputes or damages exceeding the amount of **\$50,000.00**. In addition, the successful respondent shall immediately advise the Agency of the insolvency of a subcontractor or of the filing of a petition in bankruptcy by or against a principal subcontractor.

### **7. Damages for Failure to Meet Contract Requirements**

In addition to remedies available through the Contract resulting from this solicitation, in law or equity, the successful respondent shall reimburse the Agency for any Federal disallowances or sanctions imposed on the Agency as a result of the successful respondent's failure.

## **C. General Definitions**

**AHCA or AGENCY** – State of Florida, Agency for Health Care Administration (AHCA), its employees acting in their official capacity, or its designee.

**BUSINESS DAY** – Also called Work Day. A day scheduled for regular State of Florida employees to work; Monday through Friday except holidays observed by regular State of Florida employees. Timeframes in this solicitation requiring completion within a number of business days shall mean by 5:00 P.M. Eastern Standard Time on the last work day.

**CALENDAR DAY** – A twenty-four (24) hour period between midnight and midnight, regardless of whether or not it occurs on a weekend or holiday.

**CALENDAR YEAR** – A twelve (12) month period of time beginning on January 1 and ending on December 31.

**CAN** – Used to express non-mandatory provisions; words denote the permissive.

**CONTRACT** – The written, signed agreement resulting from, and inclusion of, this solicitation, any subsequent amendments thereto and the respondent's Proposal.



## **ATTACHMENT A INSTRUCTIONS AND SPECIAL CONDITIONS**

**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.

**DAY** – Calendar day, unless specified as a business day.

**EST** - Eastern Standard Time

**DISASTER RECOVERY PLAN AND BUSINESS CONTINUTIY PLAN**– A contingency plan to support continued business processing through adequate alternative facilities, equipment, backup files, documentation and procedures in the event that there is data corruption, or the primary processing site is lost to the successful respondent.

**FISCAL YEAR (FY)** – The period used to calculate an annual budget or financial statements for a year. The State of Florida fiscal year is the twelve (12) month period beginning July 1 and ending June 30.

**HIPAA (THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996)** – A Federal law that 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.

**RECIPIENT** - A person who has been determined to be eligible for Medicaid assistance in accordance with the State plan(s) under Title XIV and Title XIX of the Social Security Act, Title V of the Refugee Education Assistance Act, and/or Title IV of the immigration and Nationality Act.

**SOC 2 TYPE II AUDIT** – Service Organization Control (SOC) 2 Type II is an audit of the internal controls of a service organization according to specifications defined by the American Institute of Certified Public Accountants.

**STATE** – State of Florida.

**SUBCONTRACT** – An agreement entered into for provision of services on behalf of the successful respondent as related to this solicitation.

**SUBCONTRACTOR** – Any entity contracting with the successful respondent to perform the services or to fulfill any of the requirements requested in this solicitation or any entity that is a subsidiary of the successful respondent that performs the services or fulfills the requirements requested in this solicitation.

**WORK DAY** – see *Business Day*.

**VENDOR** – the respondent awarded a contract resulting from this solicitation.

## **EXHIBIT A-1 QUESTIONS TEMPLATE**

**Exhibit A-1**, Questions Template is available for respondents to download at:

<http://ahca.myflorida.com/procurements/index.shtml>

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## EXHIBIT A-2 TRANSMITTAL LETTER

All respondents to this solicitation shall utilize **Exhibit A-2**, Transmittal Letter, for submission of its response. **Exhibit A-2** is available for respondents to download at:  
<http://ahca.myflorida.com/procurements/index.shtml>.

**DATE:** Click or tap to enter a date.

**RESPONDENT NAME:**

**RESPONDENT ADDRESS:**

**RESPONDENT FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEID):**

Both the official contact person and the alternate contact person must have the authority to bind the respondent to a contract. Both person's signatures must be included.

**OFFICIAL CONTACT PERSON:**

**NAME:**

**TITLE:**

**ADDRESS:**

**EMAIL ADDRESS:**

**TELEPHONE NUMBER:**

**SIGNATURE:** \_\_\_\_\_

**ALTERNATE CONTACT PERSON:**

**NAME:**

**TITLE:**

**ADDRESS:**

**EMAIL ADDRESS:**

**TELEPHONE NUMBER:**

**SIGNATURE:** \_\_\_\_\_

**Failure to submit, Exhibit A-2, Transmittal Letter, signed by authorized officials who each have the authority to bind the respondent to a contract, may result in the rejection of response. If the respondent is invited to negotiations, at least one authorized official listed above must be present at each negotiation session.**

**EXHIBIT A-3  
REQUIRED CERTIFICATIONS AND STATEMENTS**

RESPONDENT NAME: \_\_\_\_\_

**1. ACCEPTANCE OF SOLICITATION REQUIREMENTS**

I hereby certify that I understand and agree that my organization has read all requirements and Agency specifications provided in this solicitation, accepts said requirements, and that this response is made in accordance with the provisions of such requirements and specifications. By my written signature below, I guarantee and certify that all items included in this response shall meet or exceed any and all such requirements and Agency specifications. I further agree, if awarded a contract resulting from this solicitation, to deliver services that meet or exceed the requirements and specifications provided in this solicitation.

**AND**

**2. ACCEPTANCE OF CONTRACT TERMS AND CONDITIONS**

I hereby certify that should my organization be awarded a contract resulting from this solicitation, it will comply with all terms and conditions as specified in this solicitation and in the Agency Standard Contract (**Exhibit A-8, including its Attachments**).

**AND**

**3. RELEASE OF REDACTED RESPONSE**

I hereby authorize release of the redacted version of the response required by **Attachment A**, Instructions and Special Conditions, **Section A.1**, Instructions, **Sub-Section C.**, Response Submission Requirements, **Item 1.**, Hardcopy and Electronic Submission Requirements, **Sub-Item c.**, Electronic Copy of the Response, **Sub-Item 5**), Electronic Redacted Copies of this solicitation in the event the Agency receives a public records request.

**AND**

**4. STATEMENT OF NO INVOLVEMENT**

I hereby certify that neither my organization nor any person with an interest in the organization had any prior involvement in performing a feasibility study of the implementation of the subject Contract, in drafting of this solicitation or in developing the subject program.

**AND**

**5. PROHIBITION OF GRATUITIES**

I hereby certify that no elected official or employee of the State of Florida has or shall benefit financially or materially from such response or subsequent contract in violation of the provisions of Chapter 112, Florida Statutes. I understand that any contract issued as a result of this solicitation may be terminated if it is determined that gratuities of any kind were either offered or received by any of the aforementioned parties.

## **EXHIBIT A-3 REQUIRED CERTIFICATIONS AND STATEMENTS**

**AND**

### **6. NON-COLLUSION CERTIFICATION**

I hereby certify that all persons, companies, or parties interested in the response as principals are named therein, that the response is made without collusion with any other person, persons, organization, or parties submitting a response; that it is in all respects made in good faith; and as the signer of the response, I have full authority to legally bind the respondent to the provisions of this solicitation.

**AND**

### **7. PERFORMANCE OF SERVICES**

I hereby certify my organization shall make a documented good faith effort to ensure all services, provided directly or indirectly under the Contract resulting from this solicitation, will be performed within the State of Florida.

**AND**

### **8. PERFORMANCE OF SERVICES**

I hereby certify my organization shall ensure all services, provided directly or indirectly under the Contract resulting from this solicitation, will be performed within the borders of the United States and its territories and protectorates.

**AND**

### **9. ORGANIZATIONAL CONFLICT OF INTEREST CERTIFICATION**

The standards on organizational conflicts of interest in Chapter 48, Code of Federal Regulations (CFR) and Section 287.057(17), Florida Statutes apply to this solicitation. A respondent with an actual or potential organizational conflict of interest shall disclose the conflict. If the respondent believes the conflict of interest can be mitigated, neutralized or avoided, the respondent shall include with its response a Conflict of Interest Mitigation Plan. The plan shall, at a minimum:

- a)** Identify any relationship, financial interest or other activity which may create an actual or potential organizational conflict of interest.
- b)** Describe the actions the respondent intends to take to mitigate, neutralize, or avoid the identified organizational conflicts of interest.
- c)** Identify the official within the respondent's organization responsible for making conflict of interest determinations.

The Conflict of Interest Mitigation Plan will be evaluated as acceptable or not acceptable and will be used to determine respondent responsibility, as defined in Section 287.012(25), Florida Statutes. The Agency reserves the right to request additional information from the respondent or other sources, as deemed necessary, to determine whether or not the plan adequately neutralizes, mitigates, or avoids the identified conflicts.

## **EXHIBIT A-3 REQUIRED CERTIFICATIONS AND STATEMENTS**

Pursuant to the aforementioned requirements, I hereby certify that, to the best of my knowledge, my organization (including its subcontractors, subsidiaries and partners):

Please check the applicable paragraph below:

- Has no existing relationship, financial interest or other activity which creates any actual or potential organizational conflicts of interest relating to the award of a contract resulting from this solicitation.
- Has included information in its response to this solicitation detailing the existence of actual or potential organizational conflicts of interest and has provided a "Conflict of Interest Mitigation Plan", as outlined above.

**AND**

### **10. RESPONDENT ATTESTATION FOR EXHIBIT A-4**

I hereby certify that no modification and/or alteration has been made to the template, narrative and/or instructions contained in **Exhibit A-4** Submission Requirements and Evaluation Criteria Components (Technical Response).

I understand the Agency will not consider supplemental response narrative for evaluation which is not contained within the response sections contained in **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response).

**AND**

### **11. RESPONDENT ATTESTATION REGARDING SCRUTINIZED COMPANIES LIST**

I hereby certify that my company 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, or been engaged in business operations in Cuba or Syria, or to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.

Pursuant to Section 287.135(5), F.S., the respondent agrees that the Agency may immediately terminate the resulting Contract for cause if the respondent is found to have submitted a false certification or is placed on the lists defined in Section 215.473, Florida Statutes, during the term of the resulting Contract.

**EXHIBIT A-3  
REQUIRED CERTIFICATIONS AND STATEMENTS**

**AND**

**12. JOINT VENTURE OR PARTNERSHIPS**

This response is made as a joint venture or partnership. The members of the joint venture or partnership are listed below.

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**AND**

**13. NAMES OF OPERATION**

I hereby certify the following is a list of all names under which my organization has operated during the past five (5) years (January 8, 2014).

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**AND**

**14. CERTIFICATION REGARDING TERMINATED CONTRACTS**

I hereby certify that my organization (including its subsidiaries and affiliates) has not unilaterally or willfully terminated any previous contract prior to the end of the Contract with a State or the Federal government and has not had a contract terminated by a State or the Federal government for cause, prior to the end of the Contract, within the past five (5) years (January 8, 2014), other than those listed on **Page 5** of this Exhibit.

**EXHIBIT A-3  
REQUIRED CERTIFICATIONS AND STATEMENTS**

**AND**

**15. LIST OF TERMINATED CONTRACTS**

List the terminated Contracts in chronological order and provide a brief description (half-page or less) of the reason(s) for the termination. Additional pages may be submitted; however, no more than five (5) additional pages should be submitted in total.

The Agency is not responsible for confirming the accuracy of the information provided.

The Agency reserves the right within its sole discretion, to determine the respondent to be an irresponsible bidder based on any or all of the listed Contracts and therefore may reject the response.

**Respondent Name:**

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**Client's Name:**

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**Term of Terminated Contract:**

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**Description of Services:**

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**Brief Summary of Reason(s) for Contract Termination:**

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**Respondent Name:**

---

**Client's Name:**

---

**Term of Terminated Contract:**

---

**Description of Services:**

---

**Brief Summary of Reason(s) for Contract Termination:**

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**EXHIBIT A-3  
REQUIRED CERTIFICATIONS AND STATEMENTS**

Signature below indicates the respondent's full acknowledgement of; understanding of; and agreement with all of the certifications and statements identified above in Items 1 through 15 as written and without caveat.

\_\_\_\_\_  
Respondent Name

\_\_\_\_\_  
Authorized Official Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Official Printed Name

\_\_\_\_\_  
Authorized Official Title

Failure to submit, Exhibit A-3, Required Certifications and Statements, signed by an authorized official may result in the rejection of response.

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## EXHIBIT A-4 SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

### Instructions to Respondents for the completion of Exhibit A-4:

All respondents to this solicitation shall utilize **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response), for submission of its response and shall adhere to the instructions below for each Submission Requirement Component (SRC).

Respondents **shall not** include website links, embedded links and/or cross references between SRCs.

Each SRC contains form fields. Population of the form fields with text will allow the form field to expand and cross pages. There is no character limit.

Attachments are acceptable for any SRC but must be referenced in the form field for the respective SRC and located behind each respective SRC response. Respondents shall name and label attachments to refer to respective SRCs by SRC identifier number.

Agency evaluators will be instructed to evaluate the responses based on the narrative contained in the SRC form fields and the associated attachment(s), if applicable.

Each response will be independently evaluated and awarded points based on the criteria and points scale using the Standard Evaluation Criteria Scale below unless otherwise identified in each SRC contained within **Exhibit A-4**.

STANDARD EVALUATION CRITERIA SCALE	
Point Score	Evaluation
0	The component was not addressed.
1	The component contained significant deficiencies.
2	The component is below average.
3	The component is average.
4	The component is above average.
5	The component is excellent.

The SRCs in **Exhibit A-4** may not be retyped and/or modified and must be submitted in the original format. **Exhibit A-4** is available for respondents to download at: <http://ahca.myflorida.com/procurements/index.shtml>.

**EXHIBIT A-4  
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA  
COMPONENTS (TECHNICAL RESPONSE)**

**Respondent Name:**

**Category 1: Table of Contents**

**SRC# 1**

The respondent shall include a Table of Contents in its response. The Table of Contents shall contain section headings and subheadings along with corresponding page numbers.

***Score: No points will be awarded for the Table of Contents.***

**Category 2: Executive Summary**

**SRC# 2**

The respondent shall include an executive summary which demonstrates the respondent's overall understanding of the Scope of Services and describes the prominent features of the respondent's technical response.

***Score: No points will be awarded for the Executive Summary.***

**Response:**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 3: Corporate Background and Experience**

**SRC# 3A – Organizational and Structure History**

The respondent shall demonstrate its capability to provide the services described in this solicitation by describing its organizational structure and experience. For responses including a subcontractor, the same descriptions of organizational structure and history shall be provided, including the organization structure connecting the respondent and the subcontractor. At a minimum, the description shall include:

1. A detailed description of the respondent's organizational structure, ownership, affiliations, and location(s);
2. A copy of the respondent's corporate organizational chart and a depiction of where the IS/IP Project falls within the organizational structure; and
3. Background information of the corporation, its size, and resources which shall include the following:
  - a. Name of respondent and any subcontractor(s);
  - b. Date established;
  - c. Ownership (public company, partnership, subsidiary, etc.);
  - d. Corporation's Federal Employer's Identification Number (FEIN) and Florida Corporate Charter Number;
  - e. Corporation's primary line of business; and
  - f. Total number of employees.

**Attachments are limited to the following:**

1. Organizational chart of company and subsidiaries; and
2. List of physical locations of company and subsidiaries.

***Score: No points will be awarded for the Organizational and Structure History.***

**Response:**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**SRC# 3B – Vendor Qualifications**

The respondent shall demonstrate its capability to provide the services described in **Attachment B**, Scope of Services, by describing its relevant experience with large health care systems, qualifications and length of experience in providing services similar in nature to those below. Details of corporate experience (including subcontractors' capabilities) shall describe all contracts related to the Scope of Services in this solicitation within the last five (5) years and shall include:

1. Relevant experience with 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);
2. Relevant experience with 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
3. Capability to work in parallel on multiple projects and delivery timelines to effectively work as a single, distributed team to meet Agency and Federal requirements.

**Response:**

**SRC# 3B Evaluation Criteria:**

1. The adequacy of the respondent's capability and approach to meet the requirements described in this solicitation, based on the relative experience in the performance of current or previous contracts for which it is/was the lead Vendor on any projects which are similar in size, scope, and complexity in the past five (5) years, as the services outlined in this solicitation.
2. The adequacy of the respondent's experience with Integration Services and Integration Platform information technology solutions and services.
3. The adequacy of the respondent's experience with programmatic services for developing and implementing technology services including project and program management, business requirements elicitation and development, system testing and system implementation; especially technology services experience related to large health care systems.
4. The adequacy of the respondent's experience and capability to work in parallel on multiple projects and delivery timelines to effectively work as a single, distributed team to meet Agency and Federal requirements.

**Score: This Section is worth a maximum of 20 raw points with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**SRC# 3C – Sanctions**

The respondent shall list and describe any sanctions levied against the respondent, the respondent's affiliates, its subsidiaries, its parent company, the affiliates and subsidiaries of its parent company, its affiliate's subsidiaries and subcontractors (handling sub-contracts related to consultant services when the sub-contracts are for **\$250,000.00** or more annually), within the five (5) years preceding the date of its response to this solicitation, that have been imposed by: 1) the Agency; 2) a Medicaid program in another state; 3) Medicare; 4) any Federal government regulatory body, regardless if the sanction was related to Medicaid; or 5) any regulatory body in any state, regardless if the sanction was related to Medicaid.

The answer to this SRC shall include the company that the sanction was levied against, the state in which the sanction was levied, the type of sanction, including a statement indicating whether the sanction was administrative or non-administrative, the date of the sanction, the regulatory body issuing the sanction, the specific reason for the sanction, a description of the contracts for which the sanction was levied (if the sanction was contractual), and the timeline, if applicable, to resolve or correct the deficiency for which the sanction was levied, or, if currently in dispute, indicate that the sanction is in dispute.

An administrative sanction means the issue pertains to timeliness or the use of an incorrect format, i.e., report, deliverable or other required item submitted late or submitted in the wrong format. A non-administrative sanction means the issue pertains to performance in accordance with the contract scope of services, i.e., incomplete or inaccurate deliverable or services.

**Response:**

**SRC# 3C Evaluation Criteria:**

1. The extent to which sanctions were due to issues with performance in accordance with the contract scope of services, versus administrative issues.
2. The extent to which sanctions were significant (e.g., high dollar amounts above **\$10,000.00** or lengthy) or numerous (e.g., multiple contracts with similar sanctions).

**Score: This Section is worth a maximum of 10 raw points with each of the above components being worth a maximum of 5 points each.**

For Item 1.:

- 5 points if no sanctions.
- 4 points if sanctions related only to administrative issues.
- 3 points if non-administrative sanctions were all minor (less than **\$10,000.00**) and there were fewer than four (4) incidents.
- 2 points if non-administrative sanctions were all minor but four (4) or more incidents.
- 1 point if any major (**\$10,000.00** or above) administrative sanction.
- 0 points if any major non-administrative sanction.

For Item 2.:

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

- 5 points if no sanctions.
- 4 points if sanctions were minor and there were fewer than four (4) incidents.
- 3 points if sanctions were all minor (less than **\$10,000.00**) but four (4) or more incidents.
- 2 points if up to two (2) high-dollar amounts (greater than **\$10,000.00**) or lengthy (longer than ninety (90) calendar days) or more than two (2) Contracts with multiple sanctions.
- 1 point if more than two (2) but fewer than five (5) high-dollar amounts (greater than **\$10,000.00**) or lengthy (longer than ninety (90) calendar days) and/or more than two (2) but fewer than five (5) contracts with multiple sanctions.
- 0 points if performance falls below above limits.

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 4: Security Rating Score**

**SRC# 4**

The respondent shall demonstrate its capability and approach to meet the requirements described in **Attachment A**, Instructions and Special Conditions, **Section A.2.**, Special Terms and Conditions, **Sub-Section A.**, Information Technology, **Item 4.**

**Response:**

**SRC# 4 Evaluation Criteria:**

1. The adequacy of the respondent's security rating score by determining whether the respondent has received:
  - a. a top tier security rating score
  - b. a middle tier security rating score
  - c. a bottom tier security rating score

**Score: This Section is worth a maximum of 5 raw points as outlined below:**

- 5 points for a top tier security rating score
- 3 points for a middle tier security rating score
- 0 points for a bottom tier security rating score or no security rating score submitted with the response



**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 5: Staffing and Resources**

**SRC# 5**

The respondent shall describe its proposed approach to staffing as described in **Attachment B**, Scope of Services, **Section B.7.**, Vendor Staffing, and show how the respondent's proposed team will implement and support operations during the Contract term. At a minimum, the response shall include the following:

1. A proposed staffing plan to include resources by position, key staff, roles and responsibilities, and organization structure to support required staffing levels;
2. A staff organization chart which identifies the proposed staff by name and title;
3. A description of key staff (see **Attachment B**, Scope of Services, **Section B.7.**, Vendor Staff, **Sub-Section B.**, Key Staff, **Exhibit 27**, Key Staff Responsibilities and Qualifications), including their resumes;
4. A list of all additional positions which shall be filled by current employees of the respondent, and those which need to be acquired;
5. Approach for providing staff to perform the resulting Contract requirements which require a local presence as described in this solicitation, at a location in Tallahassee, Florida; and
6. Proposed local facilities (as described in **Attachment B**, Scope of Services, **Section B.8.** Corporate Capability/Service Location) to be used during the resulting Contract term including location, size, security, connectivity, adherence to fire code occupancy limits, and meeting space.

**Attachments are limited to the following:**

1. Draft Staffing Plan;
2. Staff Organization Chart;
3. Key Staff Resumes; and
4. Proposed local facilities.

**Response:**

**SRC# 5 Evaluation Criteria:**

1. The adequacy of the respondent's proposed staffing plan, organization structure, list of named resources, and additional positions filled by current employees.
2. The adequacy of the respondent's approach for providing staff to perform the resulting Contract requirements which require a local presence.
3. The adequacy of the respondent's approach to maintaining key staff and additional staff to provide consistent and high-quality products and services.
4. The adequacy of the respondent's proposed local facilities to be used during the resulting Contract term.

**Score: This Section is worth a maximum of 20 raw points with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 6: Project Management**

**SRC# 6**

The respondent shall describe its proposed approach to **PP-1: Project Management Plan (Includes MES Vendor Resource Management Plan)** and provide a draft **PP-2: Project Schedule**, as described in **Attachment B**, Scope of Services, **Section B.10.**, Deliverables, **Item C.**, IS/IP Project Specific Deliverable Descriptions. The respondent shall demonstrate sound project management methodology as documented in the **MES Project Management Standards** located in the [Procurement Library](#). The proposed PP-1: Project Management Plan approach shall include sufficient detail to provide an understanding of how the respondent will implement the project, guide work execution, manage communication among project stakeholders, and handle required project changes.

The proposed project plan and project schedule must show a thorough understanding for the scope of work and the capability to successfully complete each deliverable. The draft schedule shall include a high-level project timeline for successful management and completion of the project as well as identify major project phases. The schedule timeline must include time frames and durations for key milestones and deliverables.

**Attachments are limited to the following:**

1. Draft Project Schedule

**Response:**

**SRC# 6 Evaluation Criteria:**

1. The adequacy of the respondent's ability to implement the project, guide work execution, manage communication among project stakeholders, and handle required project changes.
2. The adequacy of the respondent's draft Project Schedule to demonstrate a high-level project timeline for successful management and capability to successfully complete each deliverable.

**Score: This Section is worth a maximum of 10 raw points with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 7: Reporting**

**SRC# 7**

The respondent shall describe its proposed approach to reporting and addressing all requirements in **Attachment B**, Scope of Services, **Section B.6.**, Reporting Requirements. At a minimum, the description shall include the following:

1. Approach to adhering to the general reporting requirements including: formatting, electronic submission, security, and privacy;
2. Approach to developing, documenting, and submitting monthly reports and monthly Project Status reports; and
3. Approach to submitting ad hoc analysis and reports as requested by the Agency.

**Response:**

**SRC# 7 Evaluation Criteria:**

1. The adequacy and demonstrated capability of the respondent's proposed approach to: adhering to the reporting requirements of formatting, electronic submission, security, and privacy; developing, documenting, and submitting monthly reports; and submitting ad hoc reports as requested by the Agency.

**Score: This Section is worth a maximum of 5 raw points.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 8: Engagement Management**

**SRC# 8**

The respondent shall demonstrate its capability to successfully meet the requirements described in **Attachment B**, Scope of Services, **Section B.4**, Services Provided by the IS/IP Vendor, **Sub-Section B.**, Engagement Management, by describing its capability to engage the project stakeholders for the purposes of coordinating implementation activities. The respondent shall describe how it will manage interaction and communication with Agency staff, other MES Vendors, and subcontractors (if applicable) during the project engagement to ensure successful implementation of the Scope of Services. The respondent shall describe its demonstrated experience in developing and managing System Documentation and User Documentation to include formatting, operational functions, and technical components.

**Response:**

**SRC# 8 Evaluation Criteria:**

1. The adequacy of the respondent's experience of managing interaction and communication with Agency staff, MES Vendors, and subcontractors during the implementation activities.
2. The adequacy of the respondent's experience of developing and managing System Documentation and User documentation to include formatting, operational functions, and technical components.

**Score: This Section is worth a maximum of 10 raw points with each of the above components being worth a maximum of 5 points each.**

## EXHIBIT A-4 SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

### **Category 9: Technical Approach and Description**

Note: Workstream deliverable **WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)** is evaluated in **SRC# 10**.

### **SRC# 9A – Workstream Deliverables**

The respondent shall describe its proposed approach to complete the deliverables within the proposed timeline for the three (3) IS/IP Project Workstreams as described in **Attachment B, Scope of Services, Section B.10., Deliverables, Sub-Section B., IS/IP Project Specific Deliverables, Item 2.**, in accordance with the following:

1. **WS-6:** Bill of Materials - Purchase, Install, and Initial Hardware and Software Configuration according to the IS/IP Project Schedule, including a Hardware and Software Acquisition and Installation Plan;
2. **WS-7:** Requirements Specification Document - further elaborates the requirements from the solicitation and the detailed requirements solicited during Joint Application Development (JAD) sessions with the MES stakeholders. The Vendor shall provide a proposed Requirements Traceability Matrix (RTM) summary which shall be developed and used in the IS/IP project to ensure the project's scope, requirements, and deliverables remain as originally procured when compared to the baseline;
3. **WS-8:** System Design Specification Document - provides written description of the solution including detailed information on function and architecture which will provide guidance to system developers;
4. **WS-9:** Configuration Management and Release Management Plan - details the tracking, planning, managing, scheduling, and controlling the implementation of the solution through different stages and environments;
5. **WS-10:** Contingency Plan (for Disaster Recovery and Business Continuity) is evaluated below in **SRC# 10**.
6. **WS-11:** Interface Control Document (ICD) - describes how the Vendor will incorporate the design, development, and maintenance of enterprise interfaces;
7. **WS-12:** Test Plan, - according to the approved IS/IP Project Schedule, describes how the Vendor shall perform testing of the solution and detail the work products which will be submitted as part of the testing phase;
8. **WS-13:** Environmental Readiness Review (Includes Construction Completion Approval and Report) - details the scope of work, planned tasks, and completed tasks as part of the configure/build process for the solution which includes implementation of detailed requirements, detailed design, configuration, development, unit testing, and documentation;
9. **WS-14:** Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report) - includes an outline of a Test Completion Report for the various types of testing including but not limited to System, Security, and Performance Testing. The results shall be traced to the use case/user story and design documentation being tested;
10. **WS 15:** Training Plan - which details the Vendor's approach to provide training to the stakeholder for the solution; deliverable includes Training Materials, Training Schedule, User Training Completion, User Manual, Desk Level Procedures, and Organization Change Management.
11. **WS-16:** Operations and Maintenance Manual - details how to plan, operate and maintain the solution in compliance with Performance Standards as outlined in **Attachment B,**

## **EXHIBIT A-4 SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)**

Scope of Services, **Exhibit B-1**, Deliverables and 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 enhancements, reporting status against relevant Performance Standards and schedule of major and minor releases;

12. **WS-17:** Production Readiness Review and Stage Gate Review - which examines the actual solution characteristics and the procedures of the product's operation to ensure all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system;
13. **WS-18:** Post Implementation Report - details planning and roadmaps for managing all System releases which includes managing dependencies across releases along with handling technology stacks, databases, and infrastructure to match the roll out needs; and
14. **WS-19:** Warranty Completion Report - defines the approach to the warranty period, warranty entrance and exit criteria, and the approach to correcting defects.

**Response:**

### **SRC# 9A Evaluation Criteria:**

The adequacy and viability of the proposed approach for the following Workstream deliverables, within the proposed timeline.

1. **WS-7**, Requirements Specification Document;
2. **WS-8**, System Design Specification Document;
3. **WS-9**, Configuration Management and Release Management Plan;
4. **WS-11**, Interface Control Document (ICD);
5. **WS-12**, Test Plan;
6. **WS-14**, Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report);
7. **WS-16**, Operations and Maintenance Manual; and
8. **WS-17**, Production Readiness Review and Stage Gate Review.

**Score: This Section is worth a maximum of 40 points for the above components with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**SRC# 9B – Scope and Requirements Integration Platform Solution**

The respondent shall demonstrate its capability, approach and proposed solution to meet Florida's needs by designing, building, configuring, and implementing the Integration Platform to be used by the Florida Medicaid Enterprise System as described in **Attachment B**, Scope of Services, **Section B.4.**, Services Provided by the IS/IP Vendor, **Sub-Section D.**, Integration Platform Solution, to:

1. Provide an Enterprise Services Bus (ESB) or a technological equivalent to serve as the primary Application Programming Interface (API) gateway to providing real-time access to services and data for both internal and external systems;
2. Provide Service Management to include service registry, service repository, and service contract management capabilities which shall provide a database of services, their instances and their locations, and provide various artifacts/assets about the services ;
3. Provide a Managed File Transfer (MFT) solution for secure internal and external file/data transfer with core functionalities to include the ability to secure files in transit and at rest, as well as reporting and auditing of file activity;
4. Provide a Business Rules Engine (BRE), in association with the solution software, which shall help provide the needed flexibility, configurability, and capacity to improve transparency and use of standard Agency-wide business rules;
5. Provide security product solution for the 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;
6. 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;
7. Provide a Master Person Index (MPI) which 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;
8. Provide a Master Organization Index (MOI) which shall accept messages containing identity information about organizations, cleanse and standardize the identity information, and link identity records based on probabilistic identity matching rules;
9. Provide Integration solution to design, develop, test, implement and maintain standardized enterprise patterns to include service virtualization, aspect-oriented connectivity, traffic management, protocol translation, and routing which require minimal customization which enhance the ability to rapidly deploy applications, integrate legacy applications, implement service-oriented architecture (SOA) framework components, complete related testing and share data across multiple enterprise components;
10. Provide Training for monitoring interfaces, using the MDM solution and the user interfaces, and using the single sign-on (SSO) solution and the user interface, including the development and implement a written and customized training plan to include webinars and face-to-face training;
11. Provide hosting and environment services which meet all Agency requirements and support optimal performance of the solution;
12. Provide ongoing Operations and Maintenance support to the Integration Platform solution throughout the life of the resulting Contract, to include maintenance and enhancement to the proposed solution;
13. Provide system warranty for the Integration Platform solution which meets the Centers for Medicare and Medicaid Services (CMS) certification requirements, the resulting Contract requirements, the design and development documents, and the system documentation.

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Response:**

**SRC# 9B Evaluation Criteria:**

The adequacy and viability of the proposed capability, approach and solution to provide the following:

1. Demonstrates a clear understanding of required services to implement;
2. Addresses all objectives and scope of projects in general and IS/IP solution in particular (API, MFT, BRE, MDM, SSO, MPI, MOI, ESB, SOA);
3. Demonstrates robust and proven System Development Life Cycle (SDLC) methodology to deliver requested projects;
4. Demonstrates technical capability to deliver requested system solution;
5. Provides a work plan which is thorough, achievable and aligns with the requested project scope;
6. Demonstrates the ability to monitor, manage and meet performance standards;
7. Integration solution to design, develop, test, implement and maintain standardized enterprise patterns, and require minimal customization;
8. Ongoing Operations and Maintenance support to the Integration Platform solution throughout the life of the resulting Contract, to include maintenance and enhancement to the proposed solution;
9. Technical architecture proposed is appropriate for the short-term and long-term needs of the Agency; and
10. Response is clear and concise.

**Score: This Section is worth a maximum of 50 points for the above components with each of the above components being worth a maximum of 5 points each.**



**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**SRC# 9C – Scope and Requirements Integration Services Solution**

The respondent shall demonstrate its capability, approach, and proposed solution to meet Florida's needs by providing iterative professional Integration Services for interoperability, enterprise integration, and technical coordination of module/module component implementations for the MES Program as described in **Attachment B**, Scope of Services, **Section B.4.** Services Provided by the IS/IP Vendor, **Sub-Section E.**, Integration Services Solution, to:

1. Provide Systems Interoperability to coordinate and oversee architecture planning, interoperability, and testing efforts across the MES 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;
2. Provide Interface Integration, planning and technical services to support MES module vendors, the Agency, external Agencies, and stakeholders to integrate with the systems within the MES solution;
3. Provide Legacy System Transition Integration, planning and technical services to support the transition of legacy services and components to the new MES modules;
4. Provide Implementation and Acceptance services to support the Integration Services Solution and related testing;
5. Provide training for the required components, modules, and IT systems including a schedule for all activities to train Vendor team members, and provide continuous training as needed for the resulting Contract term;
6. Provide Operations and Maintenance for ongoing support to the solution throughout the life of the resulting Contract to include maintenance activities, working with the module vendors and IT systems 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; and
7. Provide system warranty for the Integration Services solution which meets CMS certification requirements and the resulting Contract requirements.

**Response:**

**SRC# 9C Evaluation Criteria:**

The adequacy and viability of the proposed capability, approach and solution to provide the following:

1. Systems Interoperability to coordinate and oversee architecture planning, interoperability, and testing efforts across the MES 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;
2. Interface Integration, planning and technical services to support MES module vendors, the Agency, external Agencies, and stakeholders to integrate with the systems within the MES solution;
3. Legacy System Transition Integration, planning and technical services to support the transition of legacy services and components to the new MES modules;
4. Training for the required components, modules, and IT systems including a schedule for all activities to train Vendor team members, and provide continuous training as needed for the resulting Contract period; and

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

5. Operations and Maintenance for ongoing support to the solution throughout the life of the resulting Contract to include maintenance activities, working with the module vendors and IT systems 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.

**Score: This Section is worth a maximum of 25 points for the above components with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 10: Disaster Recovery and Business Continuity**

**SRC# 10**

The respondent shall demonstrate its capability and approach to meet the requirements described in **Attachment B**, Scope of Services, **Section B.4.**, Services Provided by the IS/IP Vendor, **Sub-Section D.**, Integration Platform Solution, **Item 13.**, Disaster Recovery and Business Continuity (Contingency Plan), **Section B.4.**, Services Provided by the IS/IP Vendor, **Sub-Section E.**, Integration Services Solution, **Item 8.**, Disaster Recovery and Business Continuity (Contingency Plan), and **WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)**. At a minimum, the response shall demonstrate the adequacy of the respondent's Disaster Recovery and Business Continuity proposed approach and capability to:

1. Maintain and annually test a Contingency Plan (for Disaster Recovery and Business Continuity) for the Integration Platform and Integration Services in accordance with the MES Technical Management Strategy located in the [Procurement Library](#);
2. Support the Agency's Enterprise Contingency Plan;
3. Provide back-up procedures, hot sites, redundancy and support to prevent and accommodate the disruption of systems and communications;
4. Minimize downtime and disruption of services;
5. Provide timely failover; and
6. Create policies and procedures to implement a recovery as well business continuation services.

**Response:**

**SRC# 10 Evaluation Criteria:**

1. The adequacy of the respondent's proposed capability and approach to maintain and annually test a Contingency Plan (for Disaster Recovery and Business Continuity) for the Integration Platform and Integration Services in accordance with MES Technical Management Strategy.
2. The adequacy of the respondent's proposed capability and approach to provide back-up procedures, hot sites, redundancy and support to prevent and accommodate the disruption of systems and communications.
3. The adequacy of the respondent's proposed capability and approach to provide timely failover and create policies and procedures to implement a recovery as well business continuation services.

**Score: This Section is worth a maximum of 15 raw points with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 11: Performance Standards**

**SRC# 11**

The respondent shall demonstrate its understanding and ability to provide an automated method or system/operations tools to provide the monthly reports of the quality measurements and performance monitoring dashboards as defined in **Attachment B**, Scope of Services, **Section B.11**, Performance Standards, Liquidated Damages and Financial Consequences. At a minimum, the response shall include the following:

1. The ability to provide performance measure system and resulting generated reports to the Agency's Contract Manager; and
2. The ability to provide performance monitoring dashboards for performance standards.

**Response:**

**SRC# 11 Evaluation Criteria:**

1. The adequacy of the respondent's ability to provide performance measure system and resulting generated reports to the Agency's Contract Manager.
2. The adequacy of the respondent's to provide performance monitoring dashboards for performance standards.

**Score: This Section is worth a maximum of 10 raw points with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 12: MES Vendor Turnover Plan**

**SRC# 12**

The respondent shall demonstrate its capability to fulfill the turnover and project closeout requirements described in **Attachment B**, Scope of Services, **Section B.4.**, Services Provided by the IS/IP Vendor, **Sub-Section E.**, Integration Services Solution, **Item 11.**, IS/IP Turnover. At a minimum, the respondent shall develop a draft MES Vendor Turnover Plan which includes:

1. Transition of services to a new vendor or other designated entity at the end of the Contract term resulting from this solicitation;
2. Perform documentation inventory and migration to an Agency-hosted repository for any applicable documentation not stored on an Agency-hosted repository at the time of turnover;
3. Staffing requirements through the end of the resulting Contract term, in accordance with the resulting Contract requirement;
4. Documentation of skillsets and training needs required for transitioning resources;
5. Perform process shadowing to accelerate knowledge transfer; and
6. Off-boarding and on-boarding of transitioning resources.

**Attachments are limited to the following:**

1. Draft MES Vendor Turnover Plan

**Response:**

**SRC# 12 Evaluation Criteria:**

1. The adequacy and viability of the respondent's Draft MES Vendor Turnover Plan which includes:
  - a. Resource requirements through the end of the resulting Contract term, in accordance with the resulting Contract requirement, documentation of skillsets and training needs required for transitioning resources, perform process shadowing to accelerate knowledge transfer.
  - b. Process for documentation of inventory and migration to an Agency-hosted repository for any applicable documentation not stored on an Agency-hosted repository at the time of turnover.
  - c. Documentation of skillsets and training needs required for transitioning resources.

**Score: This Section is worth a maximum of 15 points for the above components with each of the above components being worth a maximum of 5 points each.**

**EXHIBIT A-4**  
**SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**  
**COMPONENTS (TECHNICAL RESPONSE)**

**Category 13: Additional Innovation Opportunities**

**SRC# 13**

The respondent may include any additional technological innovations offered to the Agency which are not included in the functional requirements (a requirement that defines specific behaviors or functions) and non-functional requirements (a requirement that specifies criteria that can be used to judge the operation of a system, rather than specific behaviors). The requirements described in **Attachment B, Scope of Services** are not intended to limit innovations, cost effective solutions, or creativity in preparing a response which provides the Agency the best solution. Innovative ideas, product offerings, and new concepts other than those presented in this solicitation can be considered by the respondent. Responses to this SRC will not be scored and may, at the Agency's discretion, be included in the negotiations phase.

Additionally, to effectively react to rapidly evolving technology changes and help support the Agency's modular approach, the Vendor shall, on a bi-annual basis, participate in an innovation review session to share potential project ideas and review the status of potential projects proposed by the Vendor. The Vendor shall document and submit recommendations, in accordance with the Strategic Project Portfolio Management Plan, potential project innovations by providing content about the proposed innovations prior to the innovation reviews.

***Score: No points will be awarded for the Additional Innovation Opportunities.***

**Attachments are limited to the following:**

- 1) Additional Innovation Opportunity documents and diagrams

**Response:**

## **EXHIBIT A-5 COST PROPOSAL**

- A.** Where indicated in **Table A**, Fixed Price Deliverables below, the respondent shall propose a fixed, total cost to complete all fixed price deliverable tasks and activities as specified in the final implementation plan, which will be pre-approved by the Agency.
- B.** Where indicated in **Table B**, Year One Operations and Maintenance below, the respondent shall provide the annual sum of the fixed monthly cost for Year One Operations and Maintenance.
- C.** Where indicated in **Table C**, Year Two Operations and Maintenance below, the respondent shall provide the annual sum fixed monthly cost for Year Two Operations and Maintenance.
- D.** Where indicated in **Table D**, Year Three Operations and Maintenance below, the respondent shall provide the annual sum of the fixed monthly cost for Year Three Operations and Maintenance.
- E.** Where indicated in **Table E**, Renewal Year One Operations and Maintenance below, the respondent shall provide the annual sum of the fixed monthly cost for Renewal Year One Operations and Maintenance.
- F.** Where indicated in **Table F**, Renewal Year Two Operations and Maintenance below, the respondent shall provide the annual sum of the fixed monthly cost for Renewal Year Two Operations and Maintenance.
- G.** Where indicated in **Table G**, Renewal Year Three Operations and Maintenance below, the respondent shall provide the annual sum of the fixed monthly cost for Renewal Year Three Operations and Maintenance.
- H.** Where indicated in **Table H**, Additional Innovations below, the respondent shall propose a fixed, additional cost (if applicable) to complete all proposed innovation implementation tasks and activities as specified in the final implementation plan, which will be pre-approved by the Agency.
- I.** The respondent must include the required detailed budget as **Exhibit A-5-a** with this cost proposal to support and justify its proposed total cost, each of its proposed three (3) fixed annual operation and maintenance year costs, each of its proposed three (3) fixed annual renewal year operation and maintenance costs, additional innovations costs (if applicable), and related hourly resource rates.

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## EXHIBIT A-5 COST PROPOSAL

J.

<b>TABLE A – Fixed Price Deliverables</b>	
<b>Proposed Fixed Price Deliverables</b>	<b>\$</b>
<b>TABLE B – Year One Operations and Maintenance AUGUST 2019 – DECEMBER 2020</b>	
<b>Proposed Year One Fixed Annual Cost</b>	<b>\$</b>
<b>TABLE C – Year Two Operations and Maintenance JANUARY 2021 – DECEMBER 2021</b>	
<b>Proposed Year Two Fixed Annual Cost</b>	<b>\$</b>
<b>TABLE D – Year Three Operations and Maintenance JANUARY 2022 – DECEMBER 2022</b>	
<b>Proposed Year Three Fixed Annual Cost</b>	<b>\$</b>

If the resulting Contract is renewed, it is the Agency's policy to reduce the overall payment amount by the Agency to the successful Vendor by at least five percent (5%) during the period of the Contract renewal, unless it would affect the level and quality of services.

<b>TABLE E – Renewal Year One Operations and Maintenance JANUARY 2023 – DECEMBER 2023</b>	
<b>Proposed Renewal Year One Fixed Annual Cost</b>	<b>\$</b>
<b>TABLE F – Renewal Year Two Operations and Maintenance JANUARY 2024 – DECEMBER 2024</b>	
<b>Proposed Renewal Year Two Fixed Annual Cost</b>	<b>\$</b>
<b>TABLE G – Renewal Year Three Operations and Maintenance JANUARY 2025 – DECEMBER 2025</b>	
<b>Proposed Renewal Year Three Fixed Annual Cost</b>	<b>\$</b>
<b>TABLE H – Additional Innovations</b>	
<b>Additional Innovations Costs (optional)</b>	<b>\$</b>



**EXHIBIT A-5  
COST PROPOSAL**

\_\_\_\_\_  
**Respondent Name**

\_\_\_\_\_  
**Authorized Official Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Authorized Official Printed Name**

\_\_\_\_\_  
**Authorized Official Title**

**The Agency will not evaluate cost as part of the evaluation and scoring process.**

**Failure to submit, Exhibit A-5, Cost Proposal, signed by an authorized official may result in the rejection of response.**

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**EXHIBIT A-5-a  
DETAILED BUDGET**

**Exhibit A-5-a**, Detailed Budget is available for respondents to download at:

<http://ahca.myflorida.com/procurements/index.shtml>

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**EXHIBIT A-6  
SUMMARY OF RESPONDENT COMMITMENTS**

**Exhibit A-6**, Summary of Respondent Commitments is available for respondents to download at:

<http://ahca.myflorida.com/procurements/index.shtml>.

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**EXHIBIT A-7**  
**CERTIFICATION OF DRUG-FREE WORKPLACE PROGRAM**

In the event of Identical or Tie Bids/Proposals: Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free work place program shall be given preference in the award process. Established procedures for processing tied awards will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

\_\_\_\_\_  
**Respondent Name**

\_\_\_\_\_  
**Authorized Official Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Authorized Official Printed Name**

\_\_\_\_\_  
**Authorized Official Title**

**EXHIBIT A-8  
STANDARD CONTRACT**

**STATE OF FLORIDA  
AGENCY FOR HEALTH CARE ADMINISTRATION  
STANDARD CONTRACT**

**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 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.**

**THIS CONTRACT** is entered into between the State of Florida, **AGENCY FOR HEALTH CARE ADMINISTRATION**, hereinafter referred to as the "**Agency**", whose address is 2727 Mahan Drive, Tallahassee, Florida 32308, and **VENDOR NAME** hereinafter referred to as the "**Vendor**", whose address is **VENDOR ADDRESS**, a (type of entity), to provide **service description**.

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## EXHIBIT A-8 STANDARD CONTRACT

### I. THE VENDOR HEREBY AGREES:

#### A. General Provisions

1. To provide services according to the terms and conditions set forth in this Contract, **Attachment I**, Scope of Services, and all other attachments named herein which are attached hereto and incorporated by reference (collectively referred to herein as this "Contract").
2. To perform as an independent vendor and not as an agent, representative or employee of the Agency.
3. To recognize that the State of Florida, by virtue of its sovereignty, is not required to pay any taxes on the services or goods purchased under the terms of this Contract.

#### B. Florida Department of State

To be registered with the Florida Department of State as an entity authorized to transact business in the State of Florida by the effective date of this Contract.

#### C. MyFloridaMarketPlace

1. Each Vendor doing business with the State of Florida for the sale of commodities or contractual services as defined in Section 287.012, Florida Statutes (F.S.), shall register in MyFloridaMarketPlace, in compliance with Rule 60A-1.033, Florida Administrative Code (F.A.C.), unless exempt under subsection 60A-1.033(3), F.A.C.
2. This Contract has been exempted by the Florida Department of Management Services from paying the transaction fee per Rule 60A-1.031(4)(a and b), F.A.C.

#### D. Federal Laws and Regulations

1. This Contract contains Federal funds, therefore, the Vendor shall comply with all applicable Federal requirements pertaining to procurement, including but not limited to Chapter 2 of the Code of Federal Regulations (CFR) and any other final or interim rules.
2. This Contract contains Federal funding in excess of **\$100,000.00**, therefore, the Vendor must, upon Contract execution, complete the Certification Regarding Lobbying Form, **Attachment III**. If a Disclosure of Lobbying Activities Form, Standard Form LLL, is required, it may be obtained from the Agency's Contract Manager. All disclosure forms as required by the Certification Regarding Lobbying Form must be completed and returned to the Agency's Procurement Office.
3. Pursuant to 2 CFR 376, the Vendor must, upon Contract execution, complete the Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion Contracts/Subcontracts Form, **Attachment IV**.

## EXHIBIT A-8 STANDARD CONTRACT

### E. Prohibition of Gratuities

To certify that no elected official or employee of the State of Florida has or shall benefit financially or materially from this Contract in violation of the provisions of Chapter 112, F.S. This Contract may be terminated if it is determined that gratuities of any kind were either offered or received by any of the aforementioned parties.

### F. Audits/Monitoring

1. The Agency may conduct, or have conducted, performance and/or compliance reviews, reviews of specific records or other data as determined by the Agency. The Agency may conduct a review of a sample of analyses performed by the Vendor to verify the quality of the Vendor's analyses. Reasonable notice shall be provided for reviews conducted at the Vendor's place of business.
2. Reviews may include, but shall not be limited to, reviews of procedures, computer systems, recipient records, accounting records, and internal quality control reviews. The Vendor shall work with any reviewing entity selected by the Agency.
3. During this Contract period, these records shall be available at the Vendor's office at all reasonable times. After this Contract period and for ten (10) years following, the records shall be available at the Vendor's chosen location subject to the approval of the Agency. If the records need to be sent to the Agency, the Vendor shall bear the expense of delivery. Prior approval of the disposition of the Vendor and subcontractor records must be requested and approved by the Agency. This obligation survives termination of this Contract.
4. The Vendor shall comply with all applicable Federal requirements pertaining to procurement, including but not limited to Chapter 2 of the CFR and any other final or interim rules with respect to audit requirements of Federal contracts administered through State and local public agencies.
5. The Vendor shall maintain and file with the Agency such progress, fiscal and inventory reports as specified in **Attachment I**, Scope of Services, and other reports as the Agency may require within the period of this Contract. In addition, access to relevant computer data and applications which generated such reports should be made available upon request.
6. The Vendor shall ensure that all related party transactions are disclosed to the Agency Contract Manager.
7. 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**.
8. The Vendor shall include these aforementioned audit and record keeping requirements in all approved subcontracts and assignments.



## **EXHIBIT A-8 STANDARD CONTRACT**

9. The Vendor shall submit a SSAE 16 SOC 2 report on a yearly basis to the Agency Contract Manager.

### **G. Inspection of Records and Work Performed**

1. The Agency and its authorized representatives shall, at all reasonable times, have the right to enter the successful Vendor's premises, or other places where duties under this Contract are performed. All inspections and evaluations shall be performed in such a manner as not to unduly delay work. Persons duly authorized by the Agency and federal auditors, pursuant to 45 CFR, Part 74 and/or 45 CFR, Part 92, shall have full access to and the right to examine any of said records and documents.
2. The Vendor shall retain all financial records, medical records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to performance under this Contract for a period of ten (10) years after termination of this Contract, or if an audit has been initiated and audit findings have not been resolved at the end of ten (10) years, the records shall be retained until resolution of the audit findings.
4. Refusal by the Vendor to allow access to all records, documents, papers, letters, other materials or on-site activities related to this Contract performance shall constitute a breach of this Contract.
5. The right of the Agency and its authorized representatives to perform inspections shall continue for as long as the Vendor is required to maintain records.
6. The Vendor shall be responsible for all storage fees associated with all records maintained under this Contract. The Vendor is also responsible for the destruction of all records that meet the retention schedule noted above.
7. Failure to retain all records as required may result in cancellation of this Contract. The Agency shall give the Vendor advance notice of cancellation pursuant to this provision and shall pay the Vendor only those amounts that are earned prior to the date of cancellation in accordance with the terms and conditions of this Contract. Performance by the Agency of any of its obligations under this Contract shall be subject to the successful Vendor's compliance with this provision.
8. In accordance with Section 20.055, F.S., the Vendor and its subcontractors shall cooperate with the Office of the Inspector General in any investigation, audit, inspection, review or hearing; and shall grant access to any records, data or other information the Office of the Inspector General deems necessary to carry out its official duties.
9. The rights of access in this Section must not be limited to the required retention period but shall last as long as the records are retained.

## **EXHIBIT A-8 STANDARD CONTRACT**

### **H. Accounting**

1. To maintain an accounting system and employ accounting procedures and practices that conform to generally accepted accounting principles and standards. All charges applicable to this Contract shall be readily ascertainable from such records.
2. To submit annual financial audits (or parent organization's annual financial audits with organizational chart) to the Agency within thirty (30) calendar days of receipt.

### **I. Public Records Requests**

1. To comply with Section 119.0701, F.S., if applicable, and all other applicable parts of the Florida Public Records Act.
2. To keep and maintain public records that ordinarily and necessarily would be required in order to perform services under this Contract.
3. To provide the public with access to public records on the same terms and conditions that the Agency would provide the records and at a cost that does not exceed the cost provided in Section 119.07, F.S., or as otherwise provided by law.
4. To upon request from the appropriate Agency custodian of public records, provide the Agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost in Section 119.07, F.S., or as otherwise provided by law.
5. To ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this Contract term and following completion of this Contract if the Vendor does not transfer the records to the Agency.
6. To not collect an individual's social security number unless the Vendor has stated in writing the purpose for its collection. The Vendor collecting an individual's social security number shall provide a copy of the written statement to the Agency and otherwise comply with applicable portions of Section 119.071(5), F.S.
7. To meet all requirements for retaining public records and transfer, at no cost, to the Agency all public records in possession of the Vendor upon termination of this Contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the Agency in a format that is compatible with the information technology systems of the Agency.
8. If the Vendor does not comply with a public records request, the Agency shall enforce Contract provisions in accordance with this Contract.

**EXHIBIT A-8  
STANDARD CONTRACT**

9. **IF THE VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE VENDOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE AGENCY CUSTODIAN OF PUBLIC RECORDS FOR THIS CONTRACT. THE AGENCY CUSTODIAN OF PUBLIC RECORDS FOR THIS CONTRACT IS THE CONTRACT MANAGER.**

**J. Communications**

1. Notwithstanding any term or condition of this Contract to the contrary, the Vendor bears sole responsibility for ensuring that its performance of this Contract fully complies with all State and Federal law governing the monitoring, interception, recording, use or disclosure of wire, oral or electronic communications, including but not limited to the Florida Security of Communications Act, Section 934.01, et seq., F.S.; and the Electronic Communications Privacy Act, 18 U.S.C. Section 2510 et seq. (hereafter, collectively, "Communication Privacy Laws").
2. Prior to intercepting, recording or monitoring any communications which are subject to Communication Privacy Laws, the Vendor must:
  - a. Submit a plan which specifies in detail the manner in which the Vendor will ensure that such actions are in full compliance with Communication Privacy Laws (the "Privacy Compliance Plan"); and
  - b. Obtain written approval, signed and notarized by the Agency Contract Manager, approving the Privacy Compliance Plan.
3. No modifications to an approved Privacy Compliance Plan may be implemented by the Vendor unless an amended Privacy Compliance Plan is submitted to the Agency, and written approval of the amended Privacy Compliance Plan is signed and notarized by the Agency Contract Manager. Agency approval of the Vendor's Privacy Compliance Plan in no way constitutes a representation by the Agency that the Privacy Compliance Plan is in full compliance with applicable Communication Privacy Laws, or otherwise shifts or diminishes the Vendor's sole burden to ensure full compliance with applicable Communication Privacy Laws in all aspects of the Vendor's performance of this Contract. Violation of this term may result in sanctions to include termination of this Contract and/or liquidated damages.
4. The Vendor agrees that it is the custodian of any and all recordings for purposes of the Public Records Act, Chapter 119, F.S., and is solely responsible for responding to any public records requests for recordings. This responsibility includes gathering, redaction, duplication and provision of the recordings as well as defense of any actions for enforcement brought pursuant to Section 119.11, F.S.

## **EXHIBIT A-8 STANDARD CONTRACT**

### **K. Background Screening**

1. To ensure that all Vendor employees including managing employees that have direct access to personally identifiable information (PII), protected health information (PHI), or financial information have a County, State, and Federal criminal background screening comparable to a level 2 background screening as described in Section 435.04, F.S., completed with results prior to employment.
2. Per Section 435.04(1)(a), F.S., level 2 screening standards include, but need not be limited to, fingerprinting for statewide criminal history records checks through the Department of Law Enforcement, and national criminal history records checks through the Federal Bureau of Investigation, and may include local criminal records checks through local law enforcement agencies.
3. If the Vendor employee or managing employee was employed prior to the execution of this Contract, the Vendor shall ensure that the County, State, and Federal criminal background screening comparable to a level 2 background screening is completed with results prior to the employee accessing any PII, PHI, or financial information.
4. Any Vendor employee or managing employee with background results that are unacceptable to the State as described in Section 435.04, F.S., or related to the criminal use of PII as described in Section 817, F.S., or has been subject to criminal penalties for the misuse of PHI under 42 U.S.C. 1320d-5, or has been subject to criminal penalties for the offenses described in Section 812.0195, F.S., Section 815, F.S., Section 815.04, F.S., or Section 815.06, F.S., shall be denied employment or be immediately dismissed from performing services under this Contract by the Vendor unless an exemption is granted.
5. Direct access is defined as having, or expected to have, duties that involve access to PII, PHI, or financial information by any means including, but not limited to, network shared drives, email, telephone, mail, computer systems, and electronic or printed reports.
6. To ensure that all Vendor employees including managing employees that have direct access to any PII, PHI or financial information have a County, State, and Federal criminal background screening comparable to a level 2 background screening completed with results every five (5) years.
7. To develop and submit policies and procedures related to this criminal background screening requirement to the Agency for review and approval within thirty (30) calendar days of this Contract execution. The Vendor's policies and procedures shall include a procedure to grant an exemption from disqualification for disqualifying offenses revealed by the background screening, as described in Section 435.07, F.S.
8. To keep a record of all background screening records to be available for Agency review upon request.

## EXHIBIT A-8 STANDARD CONTRACT

9. Failure to comply with background screening requirements shall subject the Vendor to liquidated damages as described **Attachment I**, Scope of Services.

### L. Monitoring

1. To provide reports as specified in **Attachment I**, Scope of Services. These reports will be used for monitoring progress or performance of the contractual services as specified in **Attachment I**, Scope of Services.
2. To permit persons duly authorized by the Agency to inspect any records, papers, documents, facilities, goods and services of the Vendor which are relevant to this Contract.
3. To ensure that each of its employees or subcontractors who performs activities related to the services associated with this Contract will report to the Agency any health care facility that is the subject of these services that may have violated the law. To report concerns pertaining to a health care facility, the Vendor employee or subcontractor may contact the Agency Complaint Hotline by calling 1-888-419-3456 or by completing the online complaint form found at <https://apps.ahca.myflorida.com/hcfc>.
4. To ensure that each of its employees or subcontractors who performs activities related to the services associated with this Contract, will report to the Agency areas of concern relative to the operation of any entity covered by this Contract. To report concerns, the Vendor employee or subcontractor may contact the Agency Complaint Hotline by calling 1-877-254-1055 or by completing the online complaint form found at [https://apps.ahca.myflorida.com/smmc\\_cirts/](https://apps.ahca.myflorida.com/smmc_cirts/).
5. Reports which represent individuals receiving services are at risk for, or have suffered serious harm, impairment, or death shall be reported to the Agency immediately and no later than twenty four (24) clock hours after the observation is made. Reports that reflect noncompliance that does not rise to the level of concern noted above shall be reported to the Agency within ten (10) calendar days of the observation.

### M. Indemnification

The Vendor agrees to indemnify, defend, and hold harmless the Agency, as provided in this Clause.

1. Scope. The Duty to Indemnify and the Duty to Defend, as described herein (collectively known as the "Duty to Indemnify and Defend"), extend to any completed, actual, pending or threatened action, suit, claim or proceeding, whether civil, criminal, administrative or investigative (including any action by or in the right of the Vendor), and whether formal or informal, in which the Agency is, was or becomes involved and which in any way arises from, relates to or concerns the Vendor's acts or omissions related to this Contract (inclusive of all attachments, etc.) (collectively "Proceeding").
  - a. Duty to Indemnify. The Vendor agrees to hold harmless and indemnify the Agency to the full extent permitted by law against any and all liability,

## EXHIBIT A-8 STANDARD CONTRACT

claims, actions, suits, judgments, damages and costs of whatsoever name and description, including attorneys' fees, arising from or relating to any Proceeding.

- b. Duty to Defend. With respect to any Proceeding, the Vendor agrees to fully defend the Agency and shall timely reimburse all of the Agency's legal fees and costs; provided, however, that the amount of such payment for attorneys' fees and costs is reasonable pursuant to rule 4-1.5, Rules Regulating The Florida Bar. The Agency retains the exclusive right to select, retain and direct its defense through defense counsel funded by the Vendor pursuant to the Duty to Indemnify and Defend the Agency.
2. Expense Advance. The presumptive right to indemnification of damages shall include the right to have the Vendor pay the Agency's expenses in any Proceeding as such expenses are incurred and in advance of the final disposition of such Proceeding.
3. Enforcement Action. In the event that any claim for indemnity, whether an Expense Advance or otherwise, is made hereunder and is not paid in full within sixty (60) calendar days after written notice of such claim is delivered to the Vendor, the Agency may, but need not, at any time thereafter, bring suit against the Vendor to recover the unpaid amount of the claim (hereinafter "Enforcement Action"). In the event the Agency brings an Enforcement Action, the Vendor shall pay all of the Agency's attorneys' fees and expenses incurred in bringing and pursuing the Enforcement Action.
4. Contribution. In any Proceeding in which the Vendor is held to be jointly liable with the Agency for payment of any claim of any kind (whether for damages, attorneys' fees, costs or otherwise), if the Duty to Indemnify provision is for any reason deemed to be inapplicable, the Vendor shall contribute toward satisfaction of the claim whatever portion is or would be payable by the Agency in addition to that portion which is or would be payable by the Vendor, including payment of damages, attorneys' fees and costs, without recourse against the Agency. No provision of this part or of any other section of this Contract (inclusive of all attachments, etc.), whether read separately or in conjunction with any other provision, shall be construed to: (i) waive the State or the Agency's immunity to suit or limitations on liability; (ii) obligate the State or the Agency to indemnify the Vendor for the Vendor's own negligence or otherwise assume any liability for the Vendor's own negligence; or (iii) create any rights enforceable by third parties, as third party beneficiaries or otherwise, in law or in equity.

### **N. Insurance**

1. To the extent required by law, the Vendor shall be self-insured against, or shall secure and maintain during the life of this Contract, Worker's Compensation Insurance for all its employees connected with the work of this Contract and, in case any work is subcontracted, the Vendor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees engaged in work under this Contract are covered by the Vendor's self-insurance program. Such self-insurance or

## **EXHIBIT A-8 STANDARD CONTRACT**

insurance coverage shall comply with the Florida Worker's Compensation law. In the event hazardous work is being performed by the Vendor under this Contract and any class of employees performing the hazardous work is not protected under Worker's Compensation statutes, the Vendor shall provide, and cause each subcontractor to provide, adequate insurance satisfactory to the Agency, for the protection of its employees not otherwise protected.

2. The Vendor shall secure and maintain Commercial General Liability insurance including bodily injury, property damage, personal and advertising injury and products and completed operations. This insurance will provide coverage for all claims that may arise from the services and/or operations completed under this Contract, whether such services and/or operations are by the Vendor or anyone directly, or indirectly employed by it. Such insurance shall include a Hold Harmless Agreement in favor of the State of Florida and also include the State of Florida as an Additional Named Insured for the entire length of this Contract and hold the State of Florida harmless from subrogation. The Vendor shall set the limits of liability necessary to provide reasonable financial protections to the Vendor and the State of Florida under this Contract.
3. All insurance policies shall be with insurers licensed or eligible to transact business in the State of Florida. The Vendor's current insurance policy(ies) shall contain a provision that the insurance will not be canceled for any reason except after thirty (30) calendar days written notice. The Vendor shall provide thirty (30) calendar days written notice of cancellation to the Agency's Contract Manager.
4. The Vendor shall submit insurance certificates evidencing such insurance coverage prior to execution of this Contract.

### **O. Assignments and Subcontracts**

To neither assign the responsibility of this Contract to another party nor subcontract for any of the work contemplated under this Contract without prior written approval of the Agency. No such approval by the Agency of any assignment or subcontract shall be deemed in any event or in any manner to provide for the incurrence of any obligation of the Agency in addition to the total dollar amount agreed upon in this Contract. All such assignments or subcontracts shall be subject to the conditions of this Contract and to any conditions of approval that the Agency shall deem necessary.

### **P. Subcontracting**

1. To not subcontract, assign, or transfer any work identified under this Contract, without prior written consent of the Agency.
2. To not subcontract with any provider that would be in conflict of interest to the Vendor during the term of this Contract in accordance with applicable Federal and/or State conflict of interest laws.
3. Changes to approved subcontracts and/or subcontractors require approval in writing by the Agency's Contract Manager prior to the effective date of any subcontract

## **EXHIBIT A-8 STANDARD CONTRACT**

4. The Agency encourages Vendors to partner with subcontractors who can provide best value and the best in class solutions. However, the Vendor is responsible for all work performed under this Contract. No subcontract that the Vendor enters into with respect to performance under this Contract shall in any way relieve the Vendor of any responsibility for performance of its duties. The Vendor shall assure that all tasks related to the subcontract are performed in accordance with the terms of this Contract. If the Agency determines, at any time, that a subcontract is not in compliance with a Contract requirement, the Vendor shall promptly revise the subcontract to bring it into compliance. In addition, the Vendor may be subject to sanctions and/or liquidated damages pursuant to this Contract and Section 409.912(6), F.S. (related to sanctions).
5. All payments to subcontractors will be made by the Vendor.
6. To be responsible for monitoring the subcontractor's performance. The results of the monitoring shall be provided to the Agency's Contract Manager, fourteen (14) business days after the end of each month or as specified by the Agency. If the subcontractor's performance does not meet the Agency's performance standard according to the Agency's monitoring report or the Vendor's monitoring report, an improvement plan must be submitted to the Vendor and the Agency within fourteen (14) business days of the deficient report.
7. The State supports and encourages supplier diversity and the participation of small and minority business enterprises in State contracting, both as Vendors and subcontractors. The Agency supports diversity in its Procurement Program and requests that all subcontracting opportunities afforded by this Contract enthusiastically embrace diversity. The award of subcontracts should reflect the full diversity of the citizens of the State of Florida. Vendors can contact the Office of Supplier Diversity at (850) 487-0915 or online at <http://osd.dms.state.fl.us/> for information on minority Vendors who may be considered for subcontracting opportunities.
8. A minority owned business is defined as any business enterprise owned and operated by the following ethnic groups: African American (Certified Minority Code H or Non-Certified Minority Code N); Hispanic American (Certified Minority Code I or Non-Certified Minority Code O); Asian American (Certified Minority Code J or Non-Certified Minority Code P); Native American (Certified Minority Code K or Non-Certified Minority Code Q); or American Woman (Certified Minority Code M or Non-Certified Minority Code R).

### **Q. Return of Funds**

To return to the Agency any overpayments due to unearned funds or funds disallowed pursuant to the terms of this Contract that were disbursed to the Vendor by the Agency. The Vendor shall return any overpayment to the Agency within forty (40) calendar days after either discovery by the Vendor, its independent auditor, or notification by the Agency, of the overpayment.



## **EXHIBIT A-8 STANDARD CONTRACT**

### **R. Purchasing**

#### **1. P.R.I.D.E.**

It is expressly understood and agreed that any articles which are the subject of, or required to carry out, this Contract shall be purchased from the corporation identified under Chapter 946, F.S., if available, in the same manner and under the same procedures set forth in Section 946.515(2) and (4), F.S.; and for purposes of this Contract the person, firm, or other business entity carrying out the provisions of this Contract shall be deemed to be substituted for this Agency insofar as dealings with such corporation are concerned.

The "Corporation identified" is PRISON REHABILITATIVE INDUSTRIES AND DIVERSIFIED ENTERPRISES, INC. (P.R.I.D.E.) which may be contacted at:

P.R.I.D.E.  
12425 28th Street North, Suite 300  
St. Petersburg, FL 33716  
[info@pride-enterprises.org](mailto:info@pride-enterprises.org)  
(727) 556-3300  
Toll Free: 1-800-643-8459  
Fax: (727) 570-3366

#### **2. RESPECT of Florida**

It is expressly understood and agreed that any articles that are the subject of, or required to carry out, this Contract shall be purchased from a nonprofit agency for the blind or for the severely handicapped that is qualified pursuant to Chapter 413, F.S., in the same manner and under the same procedures set forth in Section 413.036(1) and (2), F.S.; and, for purposes of this Contract the person, firm, or other business entity carrying out the provisions of this Contract shall be deemed to be substituted for this Agency insofar as dealings with such qualified nonprofit agency are concerned.

The "nonprofit agency" identified is RESPECT of Florida which may be contacted at:

RESPECT of Florida  
2475 Apalachee Parkway, Suite 205  
Tallahassee, Florida 32301-4946  
(850) 487-1471  
[www.respectofflorida.org](http://www.respectofflorida.org)

### **S. Procurement of Products or Materials with Recycled Content**

It is expressly understood and agreed that any products which are required to carry out this Contract shall be procured in accordance with the provisions of Section 403.7065, F.S.

## **EXHIBIT A-8 STANDARD CONTRACT**

### **T. Civil Rights Requirements/Vendor Assurance**

The Vendor assures that it will comply with:

1. Title VI of the Civil Rights Act of 1964, as amended, 42 United States Code (U.S.C.) 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin.
2. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of handicap.
3. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex.
4. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age.
5. Section 654 of the Omnibus Budget Reconciliation Act of 1981, as amended, 42 U.S.C. 9849, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs.
6. The Americans with Disabilities Act of 1990, Public Law (P.L.) 101-336, which prohibits discrimination on the basis of disability and requires reasonable accommodation for persons with disabilities.
7. Chapter 409, F.S.
8. Rule 62-730.160, F.A.C. pertaining to standards applicable to generators of hazardous waste.
9. All applicable standards, orders or regulations issued pursuant to the Clean Air Act, 42 United States Code (U.S.C.) 7401 et seq.
10. The Medicare-Medicaid Fraud and Abuse Act of 1978.
11. Other Federal omnibus budget reconciliation acts.
12. The Balanced Budget Act of 1997.
13. All regulations, guidelines, and standards as are now or may be lawfully adopted under the above statutes.

The Vendor agrees that compliance with this assurance constitutes a condition of continued receipt of or benefit from funds provided through this Contract, and that it is binding upon the Vendor, its successors, transferees, and assignees for the period during which services are provided. The Vendor further assures that all contractors, subcontractors, subgrantees, or others with whom it arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards.

## EXHIBIT A-8 STANDARD CONTRACT

### U. Equal Employment Opportunity (EEO) Compliance

To not discriminate in its employment practices with respect to race, color, religion, age, sex, marital status, political affiliation, national origin, or handicap.

### V. Discrimination

Pursuant to Section 287.134(2)(a), F.S., an entity or affiliate who has been placed on the discriminatory vendor list may not submit a Bid, Proposal, or Reply on a contract to provide any goods or services to a public entity; may not submit a Bid, Proposal, or Reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit Bids, Proposals, or Replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity. The Florida Department of Management Services is responsible for maintaining the discriminatory vendor list. Questions regarding the discriminatory vendor list may be directed to the Florida Department of Management Services, Office of Supplier Diversity at (850) 487-0915.

### W. Requirements of Section 287.058, Florida Statutes

1. To submit bills for fees or other compensation for services or expenses in detail sufficient for a proper pre-audit and post-audit thereof.
2. Where applicable, to submit bills for any travel expenses in accordance with Section 112.061, F.S. The Agency may establish rates lower than the maximum provided in Section 112.061, F.S.
3. To provide units of deliverables, including reports, findings, and drafts, in writing and/or in an electronic format agreeable to both Parties, as specified in **Attachment I**, Scope of Services, to be received and accepted by the Contract Manager prior to payment.
4. To comply with the criteria and final date, as specified herein, by which such criteria must be met for completion of this Contract.
5. This Contract shall begin upon execution by both Parties or **BEGIN DATE**, (whichever is later) and end on **END DATE**, inclusive.
6. In accordance with Section 287.057(13), F.S., this Contract may be renewed for a period that may not exceed three (3) years or the term of the original Contract, whichever period is longer. Renewal of this Contract shall be in writing and subject to the same terms and conditions set forth in the initial Contract. A renewal Contract may not include any compensation for costs associated with the renewal. Renewals are contingent upon satisfactory performance evaluations by the Agency, are subject to the availability of funds, and optional to the Agency.
7. If this Contract is renewed, it is the Agency's policy to reduce the overall payment amount by the Agency to the Vendor by at least five percent (5%) during the period of this Contract renewal, unless it would affect the level and quality of

## EXHIBIT A-8 STANDARD CONTRACT

services.

8. The Vendor agrees that the Agency may unilaterally cancel this Contract for refusal by the Vendor to allow public access to all documents, papers, letters, or other material made or received by the Vendor in conjunction with this Contract, unless the records are exempt from Section 24(a) of Article I of the State Constitution and the Florida Public Records Act, Chapter 119, F.S.
9. To comply with Patents, Royalties, Copyrights, Right to Data, and Works for Hire/Software requirements as follows:
  - a. The Vendor, without exception, shall indemnify and hold harmless the Agency and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or unattended invention, process, or article manufactured or supplied by the Vendor. The Vendor has no liability when such claim is solely and exclusively due to the combination, operation or use of any article supplied hereunder with equipment or data not supplied by the Vendor or is based solely and exclusively upon the Agency's alteration of the article.
  - b. The Agency will provide prompt written notification of a claim of copyright or patent infringement and shall afford the Vendor full opportunity to defend the action and control the defense. Further, if such a claim is made or is pending, the Vendor may, at its option and expense procure for the Agency the right to continue the use of, replace or modify the article to render it non-infringing (if none of the alternatives is reasonably available, the Agency agrees to return the article on request to the Vendor and receive reimbursement, if any, as may be determined by a court of competent jurisdiction).
  - c. If the Vendor brings to the performance of this Contract a pre-existing patent, patent-pending and/or copyright, at the time of Contract execution, the Vendor shall retain all rights and entitlements to that pre-existing patent, patent-pending and/or copyright, unless this Contract provides otherwise.
  - d. If the Vendor uses any design, device, or materials covered by letter, patent, or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work. Prior to the initiation of services under this Contract, the Vendor shall disclose, in writing, all intellectual properties relevant to the performance of this Contract which the Vendor knows, or should know, could give rise to a patent or copyright. The Vendor shall retain all rights and entitlements to any pre-existing intellectual property which is so disclosed. Failure to disclose will indicate that no such property exists. The Agency will then have the right to all patents and copyrights which arise as a result of performance under this Contract as provided in this Sub-Section.

## EXHIBIT A-8 STANDARD CONTRACT

- e. If any discovery or invention arises or is developed in the course of, or as a result of, work or services performed under this Contract, or in any way connected herewith, the Vendor shall refer the discovery or invention to the Agency for a determination whether patent protection will be sought in the name of the State of Florida. Any and all patent rights accruing under or in connection with the performance of this Contract are hereby reserved to the State of Florida. All materials to which the Agency is to have patent rights or copyrights shall be marked and dated by the Vendor in such a manner as to preserve and protect the legal rights of the Agency.
- f. Where activities supported by this Contract produce original writing, sound recordings, pictorial reproductions, drawings or other graphic representation and works of any similar nature, the Agency has the right to use, duplicate and disclose such materials in whole or in part, in any manner, for any purpose whatsoever and to have others acting on behalf of the Agency to do so. If the materials so developed are subject to copyright, trademark, or patent, legal title and every right, interest, claim, or demand of any kind in and to any patent, trademark or copyright, or application for the same, shall vest in the State of Florida, Department of State for the exclusive use and benefit of the State. Pursuant to Section 286.021, F.S., no person, firm, corporation, including parties to this Contract shall be entitled to use the copyright, patent, or trademark without the prior written consent of the Florida Department of State.
- g. The Agency will have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Vendor under this Contract.
- h. All rights and title to works for hire under this Contract, whether patentable or copyrightable or not, shall belong to the Agency and shall be subject to the terms and conditions of this Contract.
- i. The computer programs, data, materials and other information furnished by the Agency to the Vendor hereunder shall be and remain the sole and exclusive property of the Agency, free from any claim or right of retention by or on behalf of the Vendor. The services and products listed in this Contract shall become the property of the Agency upon the Vendor's performance and delivery thereof. The Vendor hereby acknowledges that said computer programs, materials and other information provided by the Agency to the Vendor hereunder, together with the products delivered and services performed by the Vendor hereunder, shall be and remain confidential and proprietary in nature to the extent provided by Chapter 119, F.S., and that the Vendor shall not disclose, publish or use same for any purpose other than the purposes provided in this Contract; however, upon the Vendor first demonstrating to the Agency's satisfaction that such information, in part or in whole, (1) was already known to the Vendor prior to its receipt from the Agency; (2) became known to the Vendor from a source other than the Agency; or (3) has been disclosed by the Agency to third parties without restriction, the Vendor shall be free to use and disclose same without restriction. Upon completion of the Vendor's

## EXHIBIT A-8 STANDARD CONTRACT

performance or otherwise cancellation or termination of this Contract, the Vendor shall surrender and deliver to the Agency, freely and voluntarily, all of the above-described information remaining in the Vendor's possession.

- j. The Vendor warrants that all materials produced hereunder shall be of original development by the Vendor and shall be specifically developed for the fulfillment of this Contract and shall not knowingly infringe upon or violate any patent, copyright, trade secret or other property right of any third party, and the Vendor shall indemnify and hold the Agency harmless from and against any loss, cost, liability or expense arising out of any breach or claimed breach of this warranty.
- k. The terms and conditions specified in this Sub-Section shall also apply to any subcontract made under this Contract. The Vendor shall be responsible for informing the subcontractor of the provisions of this Sub-Section and obtaining disclosures.

- 10. The financial consequences that the Agency must apply if the Vendor fails to perform in accordance with this Contract are outlined in **Attachment I**, Scope of Services.

### **X. Sponsorship**

Pursuant to Section 286.25, F.S., all non-governmental Vendors must assure that all notices, information pamphlets, press releases, advertisements, descriptions of the sponsorship of the program, research reports, and similar public notices prepared and released by the Vendor shall include the Statement: "Sponsored by (name of Vendor) and the State of Florida, Agency for Health Care Administration." If the sponsorship reference is in written material, the words, "State of Florida, Agency for Health Care Administration" shall appear in the same size letters or type as the name of the organization.

### **Y. Final Invoice**

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. If the Vendor fails to do so, all right to payment is forfeited and the Agency will not honor any requests submitted after the aforesaid time period. Any payment due under the terms of this Contract may be withheld until all reports due from the Vendor and necessary adjustments thereto have been approved by the Agency.

### **Z. Use Of Funds For Lobbying Prohibited**

To comply with the provisions of Section 216.347, F.S., which prohibits the expenditure of Contract funds for the purpose of lobbying the Legislature, the judicial branch or a State agency.

### **AA. Public Entity Crime**

A person or affiliate who has been placed on the convicted vendor list following a

## **EXHIBIT A-8 STANDARD CONTRACT**

conviction for a public entity crime may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, F.S., for category two, for a period of thirty six (36) months from the date of being placed on the convicted vendor list.

### **BB. Health Insurance Portability and Accountability Act**

1. To comply with the Department of Health and Human Services Privacy Regulations in the CFR, Title 45, Sections 160 and 164, regarding disclosure of protected health information as specified in **Attachment II**, Business Associate Agreement.
2. The Vendor must ensure it meets all Federal regulations regarding required standard electronic transactions and standards for privacy and individually identifiable health information as identified in the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 and associated regulations.
3. The Vendor shall conduct all activities in compliance with 45 CFR 164 Subpart C to ensure data security, including, but not limited to encryption of all information that is confidential under Florida or Federal law, while in transmission and while resident on portable electronic media storage devices. Encryption is required and shall be consistent with Federal Information Processing Standards (FIPS), and/or the National Institute of Standards and Technology (NIST) publications regarding cryptographic standards.

### **CC. Confidentiality of Information**

1. The Vendor shall not use or disclose any confidential information, including social security numbers that may be supplied under this Contract pursuant to law, and also including the identity or identifying information concerning a Medicaid recipient or services under this Contract for any purpose not in conformity with State and Federal laws, except upon written consent of the recipient, or his/her guardian.
2. All personally identifiable information, including Medicaid information, obtained by the Vendor shall be treated as privileged and confidential information and shall be used only as authorized for purposes directly related to the administration of this Contract. The Vendor must have a process that specifies that patient-specific information remains confidential, is used solely for the purposes of data analysis or other Vendor responsibilities under this Contract, and is exchanged only for the purpose of conducting a review or other duties outlined in this Contract.
3. Any patient-specific information received by the Vendor can be shared only with those agencies that have legal authority to receive such information and cannot be otherwise transmitted for any purpose other than those for which the Vendor is retained by the Agency. The Vendor must have in place written confidentiality

## **EXHIBIT A-8 STANDARD CONTRACT**

policies and procedures to ensure confidentiality and to comply with all Federal and State laws (including the HIPAA and HITECH Acts) governing confidentiality, including electronic treatment records, facsimile mail, and electronic mail).

4. The Vendor's subcontracts must explicitly state expectations about the confidentiality of information, and the subcontractor is held to the same confidentiality requirements as the Vendor. If provider-specific data are released to the public, the Vendor shall have policies and procedures for exercising due care in compiling and releasing such data that address statutory protections of quality assurance and confidentiality while assuring that open records requirements of Chapter 119, F.S., are met.
5. The Vendor and its subcontractors shall comply with the requirements of Section 501.171, F.S. and shall, in addition to the reporting requirements therein, report to the Agency any breach of personal information.
6. Any releases of information to the media, the public, or other entities require prior approval from the Agency.

### **DD. Employment**

The Vendor shall comply with Section 274A of the Immigration and Nationality Act. The Agency will consider the employment by any contractor of unauthorized aliens a violation of this Act. If the Vendor knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of this Contract. The Vendor shall be responsible for including this provision in all subcontracts with private organizations issued as a result of this Contract.

### **EE. Work Authorization Program**

The Immigration Reform and Control Act of 1986 prohibits employers from knowingly hiring illegal workers. The Vendor shall only employ individuals who may legally work in the United States (U.S.) – either U.S. citizens or foreign citizens who are authorized to work in the U.S. The Vendor shall use the U.S. Department of Homeland Security's E-Verify Employment Eligibility Verification system, <https://e-verify.uscis.gov/emp>, to verify the employment eligibility of all new employees hired by the Vendor during the term of this Contract and shall also include a requirement in its subcontracts that the subcontractor utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor performing work or providing services pursuant to this Contract.

### **FF. Scrutinized Companies Lists**

The Vendor certifies that 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; has not been engaged in business operations in Cuba or Syria; has not been placed on the Scrutinized Companies that Boycott Israel List; and is not engaged in a boycott of Israel, pursuant to Section 215.473, Florida Statutes. In the event that this contract reaches or exceeds **\$1,000,000.00**, this certification will apply.



## EXHIBIT A-8 STANDARD CONTRACT

### GG. Performance of Services

The Vendor shall ensure all services provided under this Contract will be performed within the borders of the United States and its territories and protectorates. State-owned Data will be processed and stored in data centers that are located only in the forty eight (48) contiguous United States.

### HH. Venue

1. In the event of any legal challenges to this Contract, the Vendor agrees and will consent that hearings and depositions for any administrative or other litigation related to this Contract shall be held in Leon County, Florida. The Agency, in its sole discretion, may waive this venue for depositions.
2. Respondents (and their successors, including but not limited to their parent(s), affiliates, subsidiaries, subcontractors, assigns, heirs, administrators, representatives and trustees) acknowledge that this Contract (including but not limited to exhibits, attachments, or amendments) is not a rule nor subject to rulemaking under Chapter 120 (or its successor) of the Florida Statutes and is not subject to challenge as a rule or non-rule policy under any provision of Chapter 120, F.S.
3. This Contract shall be delivered in the State of Florida and shall be construed in accordance with the laws of Florida. Wherever possible, each provision of this Contract shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision shall be found ineffective, then to the extent of such prohibition or invalidity, that provision shall be severed without invalidating the remainder of such provision or the remaining provisions of this Contract.
4. The exclusive venue and jurisdiction for any action in law or in equity to adjudicate rights or obligations arising pursuant to or out of this Contract for which there is no administrative remedy shall be the Second Judicial Circuit Court in and for Leon County, Florida, or, on appeal, the First District Court of Appeal (and, if applicable, the Florida Supreme Court). Any administrative hearings hereon or in connection herewith shall be held in Leon County, Florida.

## II. THE AGENCY HEREBY AGREES:

### A. Contract Amount

To pay for contracted services according to the conditions of **Attachment I**, Scope of Services, in an amount not to exceed **\$AMOUNT**, subject to the availability of funds. The State of Florida's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Legislature.

### B. Contract Payment

Section 215.422, F.S., provides that agencies have five (5) business days to inspect and approve goods and services, unless bid specifications, Contract or Purchase

## **EXHIBIT A-8 STANDARD CONTRACT**

Order specifies otherwise. With the exception of payments to health care providers for hospital, medical, or other health care services, if payment is not available within forty (40) calendar days, measured from the latter of the date the invoice is received or the goods or services are received, inspected and approved, a separate interest penalty set by the Comptroller pursuant to Section 55.03, F.S., will be due and payable in addition to the invoice amount. To obtain the applicable interest rate, please contact the Agency's Fiscal Section at (850) 412-3858, or utilize the Department of Financial Services website at [www.myfloridacfo.com/aadir/interest.htm](http://www.myfloridacfo.com/aadir/interest.htm). Payments to health care providers for hospital, medical or other health care services, shall be made not more than thirty five (35) calendar days from the date eligibility for payment is determined, and the daily interest rate is .0003333%. Invoices returned to a vendor due to preparation errors will result in a payment delay. Invoice payment requirements do not start until a properly completed invoice is provided to the Agency. A Vendor Ombudsman, whose duties include acting as an advocate for vendors who may be experiencing problems in obtaining timely payment(s) from a State agency, may be contacted at (850) 413-5516 or by calling the State Office of Financial Regulation Consumer Helpline, 1-877-693-5236.

### **III. THE VENDOR AND AGENCY HEREBY MUTUALLY AGREE:**

#### **A. Termination**

##### **1. Termination at Will**

This Contract may be terminated by the Agency upon no less than thirty (30) calendar days written notice, without cause, unless a lesser time is mutually agreed upon by both Parties. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

##### **2. Termination Due To Lack of Funds**

In the event funds to finance this Contract become unavailable, the Agency may terminate this Contract upon no less than twenty four (24) clock hours' written notice to the Vendor. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. The Agency will be the final authority as to the availability of funds. The Vendor shall be compensated for all acceptable work performed up to the time notice of termination is received.

##### **3. Termination for Breach**

**a.** Unless the Vendor's breach is waived by the Agency in writing, the Agency may, by written notice to the Vendor, terminate this Contract upon no less than twenty four (24) clock hours' written notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. If applicable, the Agency may employ the default provisions in Rule 60A-1.006(3), F.A.C.

**b.** Waiver of breach of any provisions of this Contract shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Contract. The provisions herein

## EXHIBIT A-8 STANDARD CONTRACT

do not limit the Agency's right to remedies at law or to damages.

### **B. Contract Managers**

1. The Agency's Contract Manager's contact information is as follows:

Name  
Agency for Health Care Administration  
Address  
City, State Zip Code  
Phone Number

2. The Vendor's Contract Manager's contact information is as follows:

Name  
Address  
City, State Zip Code  
Phone Number

3. All matters shall be directed to the Contract Managers for appropriate action or disposition. A change in Contract Manager by either Party shall be reduced to writing through an amendment to this Contract by the Agency.

### **C. Renegotiation or Modification**

1. Modifications of provisions of this Contract shall only be valid when they have been reduced to writing and duly signed during the term of this Contract. The Parties agree to renegotiate this Contract if Federal and/or State revisions of any applicable laws, or regulations make changes in this Contract necessary.

2. The rate of payment and the total dollar amount may be adjusted retroactively to reflect price level increases and changes in the rate of payment when these have been established through the appropriations process and subsequently identified in the Agency's operating budget.

#### **3. Preferred Pricing**

The Vendor represents and warrants that the prices and terms for its services under this Contract are no less favorable to the Agency than those for similar services under any existing contract with any other party. The Vendor further agrees that, within ninety (90) calendar days of the Vendor entering into a contract or contract amendment or offering to any other party services similar to those under this Contract under prices or terms more favorable than those provided in this Contract, the Vendor will report such prices and terms to the Agency, which prices or terms shall be effective as an amendment to this Contract upon the Agency's written acceptance thereof. Should the Agency discover such other prices or terms, the same shall be effective as an amendment to this Contract retroactively to the earlier of the effective date of this Contract (for other contracts in effect as of that date) or the date they were first contracted or offered to the other party (for subsequent contracts, amendments or offers) and any payment in excess of such pricing shall be

## EXHIBIT A-8 STANDARD CONTRACT

deemed overpayments. The Vendor shall submit an affidavit no later than July 31<sup>st</sup> of each year during the term of this Contract attesting that the Vendor is in compliance with this provision, as required by Section 216.0113, F.S.

### D. Name, Mailing and Street Address of Payee

1. The name (Vendor name as shown on Page 1 of this Contract) and mailing address of the official payee to whom the payment shall be made:

Name  
Address  
City, State Zip Code

2. The name of the contact person and street address where financial and administrative records are maintained:

Name  
Address  
City, State Zip Code

### E. All Terms and Conditions

This Contract and its attachments as referenced herein contain all the terms and conditions agreed upon by the Parties.

This Contract is and shall be deemed jointly drafted and written by all Parties to it and shall not be construed or interpreted against the Party originating or preparing it. Each Party has the right to consult with counsel and has either consulted with counsel or knowingly and freely entered into this Contract without exercising its right to counsel.

**IN WITNESS THEREOF**, the Parties hereto have caused this **number** page Contract, which includes any referenced attachments, to be executed by their undersigned officials as duly authorized. This Contract is not valid until signed and dated by both Parties.

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

**EXHIBIT A-8  
STANDARD CONTRACT**

**VENDOR NAME**

**STATE OF FLORIDA, AGENCY FOR  
HEALTH CARE ADMINISTRATION**

SIGNED BY: **SAMPLE**

SIGNED BY: **SAMPLE**

NAME: **NAME**

NAME: **NAME**

TITLE: **TITLE**

TITLE: **TITLE**

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

FEDERAL ID NUMBER (or SS Number for an individual): **NUMBER**

VENDOR FISCAL YEAR ENDING DATE: **DATE**

List of Attachments included as part of this Contract:

Specify Type	Letter/ Number	Description
Attachment	I	Scope of Services ( <b>NUMBER</b> Pages)
Attachment	II	Business Associate Agreement (4 Pages)
Attachment	III	Certification Regarding Lobbying (1 Page)
Attachment	IV	Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Contracts/Subcontracts (1 Page)

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# EXHIBIT A-8 STANDARD CONTRACT

## ATTACHMENT II

### BUSINESS ASSOCIATE AGREEMENT

The parties to this Attachment agree that the following provisions constitute a business associate agreement for purposes of complying with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This Attachment is applicable if the Vendor is a business associate within the meaning of the Privacy and Security Regulations, 45 C.F.R. 160 and 164.

The Vendor certifies and agrees as to abide by the following:

1. Definitions. Unless specifically stated in this Attachment, the definition of the terms contained herein shall have the same meaning and effect as defined in 45 C.F.R. 160 and 164.
  - 1a. Protected Health Information. For purposes of this Attachment, protected health information shall have the same meaning and effect as defined in 45 C.F.R. 160 and 164, limited to the information created, received, maintained or transmitted by the Vendor from, or on behalf of, the Agency.
  - 1b. Security Incident. For purposes of this Attachment, security incident means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system and includes any event resulting in computer systems, networks, or data being viewed, manipulated, damaged, destroyed or made inaccessible by an unauthorized activity.
2. Applicability of HITECH and HIPAA Privacy Rule and Security Rule Provisions. As provided by federal law, Title XIII of the American Recovery and Reinvestment Act of 2009 (ARRA), also known as the Health Information Technology Economic and Clinical Health (HITECH) Act, requires a Business Associate (Vendor) that contracts with the Agency, a HIPAA covered entity, to comply with the provisions of the HIPAA Privacy and Security Rules (45 C.F.R. 160 and 164).
3. Use and Disclosure of Protected Health Information. The Vendor shall comply with the provisions of 45 CFR 164.504(e)(2)(ii). The Vendor shall not use or disclose protected health information other than as permitted by this Contract or by federal and state law. The sale of protected health information or any components thereof is prohibited except as provided in 45 CFR 164.502(a)(5). The Vendor will use appropriate safeguards to prevent the use or disclosure of protected health information for any purpose not in conformity with this Contract and federal and state law. The Vendor will implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of electronic protected health information the Vendor creates, receives, maintains, or transmits on behalf of the Agency.

## EXHIBIT A-8 STANDARD CONTRACT

4. Use and Disclosure of Information for Management, Administration, and Legal Responsibilities. The Vendor is permitted to use and disclose protected health information received from the Agency for the proper management and administration of the Vendor or to carry out the legal responsibilities of the Vendor, in accordance with 45 C.F.R. 164.504(e)(4). Such disclosure is only permissible where required by law, or where the Vendor obtains reasonable assurances from the person to whom the protected health information is disclosed that: (1) the protected health information will be held confidentially, (2) the protected health information will be used or further disclosed only as required by law or for the purposes for which it was disclosed to the person, and (3) the person notifies the Vendor of any instance of which it is aware in which the confidentiality of the protected health information has been breached.
5. Disclosure to Third Parties. The Vendor will not divulge, disclose, or communicate protected health information to any third party for any purpose not in conformity with this Contract without prior written approval from the Agency. The Vendor shall ensure that any agent, including a subcontractor, to whom it provides protected health information received from, or created or received by the Vendor on behalf of, the Agency agrees to the same terms, conditions, and restrictions that apply to the Vendor with respect to protected health information. The Vendor's subcontracts shall fully comply with the requirements of 45 CFR 164.314(a)(2)(iii).
6. Access to Information. The Vendor shall make protected health information available in accordance with federal and state law, including providing a right of access to persons who are the subjects of the protected health information in accordance with 45 C.F.R. 164.524.
7. Amendment and Incorporation of Amendments. The Vendor shall make protected health information available for amendment and to incorporate any amendments to the protected health information in accordance with 45 C.F.R. 164.526.
8. Accounting for Disclosures. The Vendor shall make protected health information available as required to provide an accounting of disclosures in accordance with 45 C.F.R. 164.528. The Vendor shall document all disclosures of protected health information as needed for the Agency to respond to a request for an accounting of disclosures in accordance with 45 C.F.R. 164.528.
9. Access to Books and Records. The Vendor shall make its internal practices, books, and records relating to the use and disclosure of protected health information received from, or created or received by the Vendor on behalf of the Agency, available to the Secretary of the Department of Health and Human Services ("HHS") or the Secretary's designee for purposes of determining compliance with the HHS Privacy Regulations.
10. Reporting. The Vendor shall make a good faith effort to identify any use or disclosure of protected health information not provided for in this Contract.
  - 10a. To Agency. The Vendor will report to the Agency, within ten (10) business days of discovery, any use or disclosure of protected health information not provided for in this Contract of which the Vendor is aware. The Vendor will report to the Agency, within twenty-four (24) hours of discovery, any security incident of which the Vendor is aware. A violation of this paragraph shall be a material violation of this Contract. Such notice shall include the identification of each individual whose unsecured protected health

## EXHIBIT A-8 STANDARD CONTRACT

information has been, or is reasonably believed by the Vendor to have been, accessed, acquired, used, or disclosed during such breach.

- 10b. To Individuals. In the case of a breach of protected health information discovered by the Vendor, the Vendor shall first notify the Agency of the pertinent details of the breach and upon prior approval of the Agency shall notify each individual whose unsecured protected health information has been, or is reasonably believed by the Vendor to have been, accessed, acquired, used or disclosed as a result of such breach. Such notification shall be in writing by first-class mail to the individual (or the next of kin if the individual is deceased) at the last known address of the individual or next of kin, respectively, or, if specified as a preference by the individual, by electronic mail. Where there is insufficient, or out-of-date contract information (including a phone number, email address, or any other form of appropriate communication) that precludes written (or, if specifically requested, electronic) notification to the individual, a substitute form of notice shall be provided, including, in the case that there are 10 or more individuals for which there is insufficient or out-of-date contact information, a conspicuous posting on the Web site of the covered entity involved or notice in major print or broadcast media, including major media in the geographic areas where the individuals affected by the breach likely reside. In any case deemed by the Vendor to require urgency because of possible imminent misuse of unsecured protected health information, the Vendor may also provide information to individuals by telephone or other means, as appropriate.
- 10c. To Media. In the case of a breach of protected health information discovered by the Vendor where the unsecured protected health information of more than 500 persons is reasonably believed to have been, accessed, acquired, used, or disclosed, after prior approval by the Agency, the Vendor shall provide notice to prominent media outlets serving the State or relevant portion of the State involved.
- 10d. To Secretary of Health and Human Services (HHS). The Vendor shall cooperate with the Agency to provide notice to the Secretary of HHS of unsecured protected health information that has been acquired or disclosed in a breach.
- (i) Vendors Who Are Covered Entities. In the event of a breach by a contractor or subcontractor of the Vendor, and the Vendor is a HIPAA covered entity, the Vendor shall be considered the covered entity for purposes of notification to the Secretary of HHS pursuant to 45 CFR 164.408. The Vendor shall be responsible for filing the notification to the Secretary of HHS and will identify itself as the covered entity in the notice. If the breach was with respect to 500 or more individuals, the Vendor shall provide a copy of the notice to the Agency, along with the Vendor's breach risk assessment for review at least 15 business days prior to the date required by 45 C.F.R. 164.408 (b) for the Vendor to file the notice with the Secretary of HHS. If the breach was with respect to less than 500 individuals, the Vendor shall notify the Secretary of HHS within the notification timeframe imposed by 45 C.F.R. 164.408(c) and shall contemporaneously submit copies of said notifications to the Agency.
- 10e. Content of Notices. All notices required under this Attachment shall include the content set forth Section 13402(f), Title XIII of the American Recovery and



## EXHIBIT A-8 STANDARD CONTRACT

Reinvestment Act of 2009 and 45 C.F.R. 164.404(c), except that references therein to a "covered entity" shall be read as references to the Vendor.

- 10f. Financial Responsibility. The Vendor shall be responsible for all costs related to the notices required under this Attachment.
11. Mitigation. Vendor shall mitigate, to the extent practicable, any harmful effect that is known to the Vendor of a use or disclosure of protected health information in violation of this Attachment.
12. Termination. Upon the Agency's discovery of a material breach of this Attachment, the Agency shall have the right to assess liquidated damages as specified elsewhere in the contract to which this Contract is an attachment, and/or to terminate this Contract.
- 12a. Effect of Termination. At the termination of this Contract, the Vendor shall return all protected health information that the Vendor still maintains in any form, including any copies or hybrid or merged databases made by the Vendor; or with prior written approval of the Agency, the protected health information may be destroyed by the Vendor after its use. If the protected health information is destroyed pursuant to the Agency's prior written approval, the Vendor must provide a written confirmation of such destruction to the Agency. If return or destruction of the protected health information is determined not feasible by the Agency, the Vendor agrees to protect the protected health information and treat it as strictly confidential.
- 

The Vendor has caused this Attachment to be signed and delivered by its duly authorized representative, as of the date set forth below.

Vendor Name:

Signature 

Date

Name and Title of Authorized Signer

**EXHIBIT A-8  
STANDARD CONTRACT**

**ATTACHMENT III**

**CERTIFICATION REGARDING LOBBYING  
CERTIFICATION FOR CONTRACTS, GRANTS, LOANS AND COOPERATIVE AGREEMENTS**

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

_____ Signature	_____ Date
_____ Name of Authorized Representative	_____ Agency Contract Number
Name and Address of Organization	

SAMPLE

SAMPLE

**EXHIBIT A-8  
STANDARD CONTRACT**

**ATTACHMENT IV**

**CERTIFICATION REGARDING  
DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION  
CONTRACTS/SUBCONTRACTS**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, signed February 18, 1986. The guidelines were published in the May 29, 1987, Federal Register (52 Fed. Reg., pages 20360-20369).

**INSTRUCTIONS**

1. Each Vendor whose contract/subcontract equals or exceeds \$25,000 in federal monies must sign this certification prior to execution of each contract/subcontract. Additionally, Vendors who audit federal programs must also sign, regardless of the contract amount. The Agency for Health Care Administration cannot contract with these types of Vendors if they are debarred or suspended by the federal government.
2. This certification is a material representation of fact upon which reliance is placed when this contract/subcontract is entered into. If it is later determined that the signer knowingly rendered an erroneous certification, the Federal Government may pursue available remedies, including suspension and/or debarment.
3. The Vendor shall provide immediate written notice to the contract manager at any time the Vendor learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "debarred," "suspended," "ineligible," "person," "principal," and "voluntarily excluded," as used in this certification, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the contract manager for assistance in obtaining a copy of those regulations.
5. The Vendor agrees by submitting this certification that, it shall not knowingly enter into any subcontract with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract/subcontract unless authorized by the Federal Government.
6. The Vendor further agrees by submitting this certification that it will require each subcontractor of this contract/subcontract, whose payment will equal or exceed \$25,000 in federal monies, to submit a signed copy of this certification.
7. The Agency for Health Care Administration may rely upon a certification of a Vendor that it is not debarred, suspended, ineligible, or voluntarily excluded from contracting/subcontracting unless it knows that the certification is erroneous.
8. This signed certification must be kept in the contract manager's contract file. Subcontractor's certifications must be kept at the contractor's business location.

---

**CERTIFICATION**

- (1) The prospective Vendor certifies, by signing this certification, that neither he nor his principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract/subcontract by any federal department or agency.
- (2) Where the prospective Vendor is unable to certify to any of the statements in this certification, such prospective Vendor shall attach an explanation to this certification.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
**SAMPLE**  
Name and Title of Authorized Signer \_\_\_\_\_

# ATTACHMENT B SCOPE OF SERVICES

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# ATTACHMENT B

## 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.

# **ATTACHMENT B SCOPE OF SERVICES**

## **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 Program 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



## **ATTACHMENT B SCOPE OF SERVICES**

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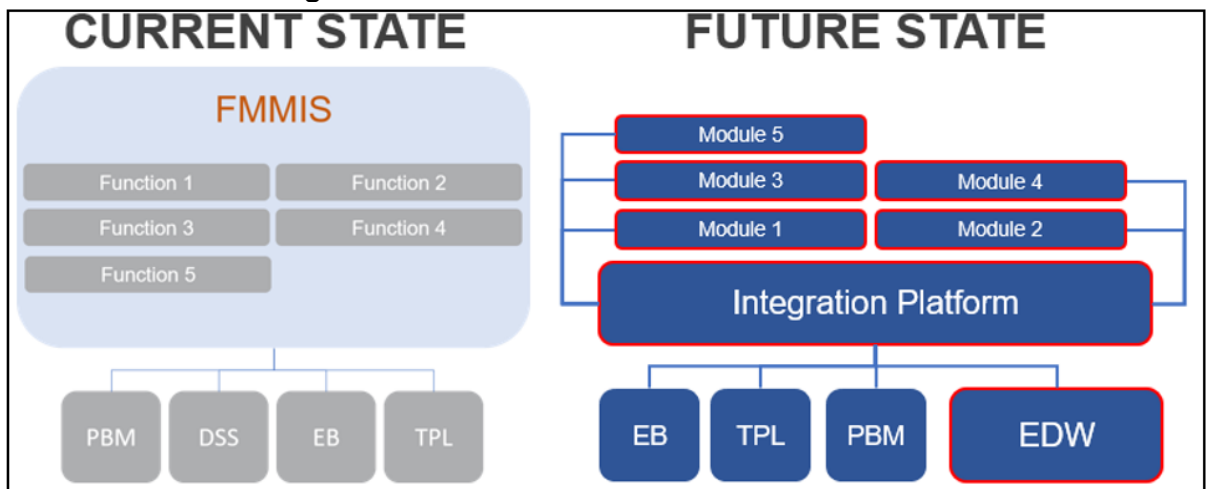
The Agency's iterative approach will continue to evolve, and the current Florida MES Procurement Strategy and other plans will be updated, as needed, to support this approach.

Additional details regarding the Florida MES Procurement Strategy, MES Strategic Plan, all other FX project plans, and information about the FX Program 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 Program. These documents provide essential information needed for this Contract. These documents may be updated, and new documents may be added throughout the FX Program to reflect the most current information and management processes as the FX Program 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)**.

## **ATTACHMENT B SCOPE OF SERVICES**

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 Program and the responsibilities are driven by the overarching role each Vendor plays in supporting the FX Program.

#### **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 Program'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 Program 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.

## **ATTACHMENT B SCOPE OF SERVICES**

The 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

\*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.

**Legend**

Excluded: Awarded Vendor(s) are excluded from bidding on subsequent modules within the overall program.

Open: Awarded Vendor(s) are not excluded from bidding on subsequent modules within the overall program.

Contingent: EDW Vendor's ability to be awarded future modules is contingent upon the award of the IS/IP contract.

# ATTACHMENT B

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### B.2. Governance

The FX Program 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 Program to the Strategy. Strategic Governance is responsible for prioritizing Agency-wide projects to be implemented. Program Governance oversees the FX Program 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 Program 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;

## **ATTACHMENT B SCOPE OF SERVICES**

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;

## **ATTACHMENT B SCOPE OF SERVICES**

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 Program. The Vendors shall adhere to integrated processes designed to support the effective governance and management of all projects within the FX Program. 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

## **ATTACHMENT B SCOPE OF SERVICES**

(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

## **ATTACHMENT B SCOPE OF SERVICES**

- 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 Program 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;

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- Enable efficient module and external system integration and processing;
- 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.

<b>Figure 4: Enterprise Service Bus Requirements</b>		
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



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Figure 4: Enterprise Service Bus Requirements		
Req ID	Topic	Requirement Description
		incremental increases in every capacity to meet expansion 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 <a href="#">Procurement Library</a> .) 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 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.
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.

<b>Figure 5: Service Management Requirements</b>		
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.

<b>Figure 6: Managed File Transfer Requirements</b>		
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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<b>Figure 6: Managed File Transfer Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
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.

<b>Figure 7: Business Rules Engine Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
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 <b>WS-7: Requirements Document</b> , 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 <b>WS-8: System Design Specification Document</b> 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 <b>WS-9: Configuration Management and Release Management Plan</b> , 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.

<b>Figure 8: Security Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
IP.5.1	Security	The Vendor shall provide <b>PP-5: System Security Plan</b> , 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"> <li><b>a.</b> Single sign-on - The capability to authenticate once and be subsequently and automatically authenticated when accessing various target systems.</li> <li><b>b.</b> Identity and access control - Enables the right individuals to access the right resources at the right times for the right reasons.</li> <li><b>c.</b> Federated identity management - Enables identity information to be developed and shared among several entities and across trust domains.</li> <li><b>d.</b> Data anonymization - Tools and processes to sanitize information and protect privacy.</li> </ul>
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 <a href="#">Procurement Library</a> .

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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"> <li><b>a.</b> Require unique sign-on (ID and password); and</li> <li><b>b.</b> Require authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries.</li> </ul>
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 <sup>th</sup> each month performed as part of <b>PP-5: System Security Plan</b> .
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 <b>PP-5: System Security Plan</b> , Penetration Test Report results shall be provided to the Agency by the 10 <sup>th</sup> 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 <sup>th</sup> of the month as part of <b>PP-5: System Security Plan</b> .
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 Program 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 <b>PP-5: System Security Plan</b> .
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 <b>PP-5: System Security Plan</b> .
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 (<b>Attachment A</b>, Instructions and Special Conditions, <b>Exhibit A-8</b>, 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 <b>PP-5: System Security Plan</b> , 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 <a href="#">FL Administrative Code Rule 74-2 Information Technology Security</a>

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.

<b>Figure 9: Master Data Management Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
IP.6.1	Master Data Management	<p>The Vendor shall provide, configure, support, update and maintain a solution which supports:</p> <p><b>a.</b> 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>b.</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><b>c.</b> 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><b>d.</b> 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><b>a.</b> Provide a 360-degree comprehensive view of a person or organization information;</p> <p><b>b.</b> Identify and provide the duplicated identity records within each system to the data owners;</p> <p><b>c.</b> Provide real-time alerting of identity information changes and business events across systems;</p> <p><b>d.</b> 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"> <li>a. Input of source system identity records for matching;</li> <li>b. Retrieval of all or selected identity record linkages (returning organizations and systems which have matching identity records); and</li> <li>c. Person / Organization search and selection.</li> </ul>
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"> <li>a. Search functionality allowing person- or organization-based search, allowing users to confirm and select the correct person or organization identity;</li> <li>b. Functionality allowing the selection of sources or information subject areas to present;</li> </ul>

## ATTACHMENT B SCOPE OF SERVICES

Figure 9: Master Data Management Requirements		
Req ID	Topic	Requirement Description
		<p><b>c.</b> 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><b>d.</b> Presenting information in a reusable structure which supports presentation of information from new sources without application changes;</p> <p><b>e.</b> Supports dynamic display of structured content (XML or JSON) from Agency system sources in user presentable format without application changes; and</p> <p><b>f.</b> 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><b>a.</b> 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>b.</b> Persons – expected max fifty (50) million unique identity records per organization, 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

## ATTACHMENT B SCOPE OF SERVICES

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, FIRE, 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.

<b>Figure 10: Integration Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
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 <b>PP-3: High-Level Technical Design (Includes Technical Integration Plan)</b> 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 <b>PP-5: System Security Plan</b> .
IP.7.8	Integration	The Vendor shall document all interfaces in the <b>WS-11: Interface Control Document (ICD)</b> 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 <b>PP-4: System Design Document (Includes Integration Architecture Specifications)</b> 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 provide interfaces developed and 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 <b>WS-12: Test Plan</b> 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 <b>WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)</b> , 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><b>a.</b> 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>b.</b> System testing: The process of demonstrating a program, function, or integrated system components meet its requirements and objectives as stated in <b>WS-7: Requirements Document</b>.</p> <p><b>c.</b> 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><b>d.</b> 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><b>e.</b> 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 <b>WS-7: Requirements Document</b> 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 <b>WS-12: Test Plan</b> , 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 <b>Attachment B, Exhibit B-1</b> .
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 <b>WS-12: Test Plan</b> , 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 <b>PP-2: Project Schedule</b> 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's Performance and UAT test environments shall be sized to mirror the Production System in its infrastructure, files, databases, processing, 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).
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.

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Figure 11: Integration Platform Testing Requirements		
Req ID	Topic	Requirement Description
IP.8.24	Testing	As part of <b>WS-12: Test Plan</b> , 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 <b>WS-17: Production Readiness Review and Stage Gate Review</b> , 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 <b>WS-17: Production Readiness Review and Stage Gate Review</b> .

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<b>Figure 12: Integration Platform Implementation and Acceptance Requirements</b>		
Req ID	Topic	Requirement Description
IP.9.4	Implementation and Acceptance	As part of <b>WS-17: Production Readiness Review and Stage Gate Review</b> , 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 <b>WS-18: Post Implementation Report</b> , 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.

<b>Figure 13: Integration Platform Training Requirements</b>		
Req ID	Topic	Requirement Description
IP.10.1	Training	For the users, module vendors and Agency staff, training (as part of <b>WS-15: Training Plan</b> ), 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 <b>WS-15: Training Plan</b> 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 <b>WS-15: Training Plan</b> 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 <b>WS-6: Bill of Materials</b> , 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 <b>WS-6: Bill of Materials</b> , 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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<b>Figure 14: Hosting and Environments Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
		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 ( <b>Attachment A</b> , Instructions and Special Conditions, <b>Exhibit A-8</b> , 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 <b>WS-13: Environmental Readiness Review</b> 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 <b>WS-13: Environmental Readiness Review</b> 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 <b>PP-1: Project Management Plan</b> deliverable.
IP.12.3	Operations & Maintenance	As part of <b>WS-16: Operations and Maintenance Manual</b> , the Vendor shall provide and report to the Agency system maintenance to include at a minimum: <ul style="list-style-type: none"> <li>• Maintenance activities for Service changes or System Upgrades;</li> <li>• Activities necessary to correct deficiencies;</li> <li>• Activities necessary to meet performance requirements;</li> <li>• Activities necessary to verify audit logs, programs, and documentation are current;</li> </ul>

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<b>Figure 15: Integration Platform Operations and Maintenance Requirements</b>		
Req ID	Topic	Requirement Description
		<ul style="list-style-type: none"> <li>• Changes to scripts or system parameters concerning frequency, number, sorting, and generation of transaction reports;</li> <li>• Additions of new configuration settings, SOA modifications, service modifications;</li> <li>• Perform critical patch updates to systems due to Operating System level threat vulnerabilities;</li> <li>• Upgrade and maintain software to the most recent versions;</li> <li>• Track issues reported and issue resolutions during operations; and</li> <li>• New modules or the leveraged Agency systems which integrate with the Integration Platform.</li> </ul>
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 <b>Attachment B, Exhibit B-1</b> 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 <b>PP-5 System Security Plan</b> deliverable.
IP.12.9	Operations & Maintenance	As part of <b>WS-16: Operations and Maintenance Manual</b> , 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 <b>WS-16: Operations and Maintenance Manual</b> , 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 <b>WS-16: Operations and Maintenance Manual</b> , 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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## ATTACHMENT B SCOPE OF SERVICES

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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> in association with the Agency's Enterprise Contingency Plan <b>(for Disaster Recovery and Business Continuity)</b> for the integration platform which details:</p> <ul style="list-style-type: none"> <li>• Roles and responsibilities;</li> <li>• Check point/restart capabilities;</li> <li>• Short-term uninterruptible power supply;</li> <li>• Retention and storage of back-up files and software;</li> <li>• Solution for continuous Vendor and Agency communications;</li> <li>• 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</li> <li>• 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.</li> </ul>
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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> 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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> 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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> on a schedule defined by the Agency and maintain current system documentation, user documentation, and all program

## ATTACHMENT B SCOPE OF SERVICES

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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> .
IP.13.7	Disaster Recovery/ Business Continuity	As part of <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> , 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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> , 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 <b>Attachment B, Exhibit B-1</b> which are relevant to Disaster Recovery and Business Continuity Requirements.
IP.13.10	Disaster Recovery/ Business Continuity	The Vendor shall update the <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> 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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> 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 Program, the Vendor shall update, coordinate, and verify complete backup and recovery processes and procedures are in the <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> .

#### 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.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 17: Integration Platform Performance Standards Requirements</b>		
Req ID	Topic	Requirement Description
IP.14.1	Performance	The Vendor shall complete all Project Planning Deliverables ( <b>Figure 27: IS/IP Project Planning Deliverables</b> ) 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 <b>PP-2: Project Schedule</b> .
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 <b>WS-12: Test Plan</b> within the timelines of the Agency approved <b>PP-2: Project Schedule</b> .
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 <b>WS-16: Operations and Maintenance Manual</b> , 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:

## ATTACHMENT B SCOPE OF SERVICES

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 Program. 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:



# ATTACHMENT B SCOPE OF SERVICES

## 1. Systems Interoperability

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.

<b>Figure 18: Interoperability Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
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 <b>PP-3: High-Level Technical Design (Includes Technical Integration Plan)</b> .
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 <b>WS-11: Interface Control Document (ICD)</b> .
IS.1.7	Interoperability	As part of <b>WS-11: Interface Control Document (ICD)</b> , 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

## ATTACHMENT B SCOPE OF SERVICES

Figure 18: Interoperability Requirements		
Req ID	Topic	Requirement Description
		each field: Human readable/"plain English" field name; A field description; Database field name; Database table; 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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<b>Figure 19: Interface Integration Requirements</b>		
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 <b>WS-7: Requirements Document</b> , 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.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 20: Integration Services Implementation and Acceptance Requirements</b>		
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 <b>WS-17: Production Readiness Review and Stage Gate Review</b> , 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 <b>WS-17: Production Readiness Review and Stage Gate Review</b> , 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 <b>WS-18: Post Implementation Report</b> , 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.

## ATTACHMENT B SCOPE OF SERVICES

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 <b>WS-12: Test Plan</b> 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 <b>WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)</b> , 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> <ul style="list-style-type: none"> <li><b>a.</b> 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.</li> <li><b>b.</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.</li> <li><b>c.</b> 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.</li> <li><b>d.</b> 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).</li> </ul>
IS.4.5	Testing	As part of <b>WS-12: Test Plan</b> , 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 <b>WS-12: Test Plan</b> , the Vendor shall track and report weekly on the defects by impact level identified and

## ATTACHMENT B SCOPE OF SERVICES

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 <b>WS-14: Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)</b> , 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 <b>WS-7: Requirements Document</b> 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 <b>Attachment B, Exhibit B-1</b> .
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.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 22: Integration Services Training Requirements</b>		
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 <b>WS-15: Training Plan</b> ), 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 <b>WS-15: Training Plan</b> 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 <b>WS-15: Training Plan</b> 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.

<b>Figure 23: Integration Services Operations and Maintenance Requirements</b>		
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 <b>PP-1: Project Management Plan</b> .
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 <b>WS-16: Operations and Maintenance Manual</b> , 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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> in association with the Agency's Enterprise Contingency Plan ( <b>for Disaster Recovery and Business Continuity</b> ), the Vendor shall update the plan with the following details on Integration and Interfaces:



## ATTACHMENT B SCOPE OF SERVICES

Figure 24: Integration Services Disaster Recovery / Business Continuity Requirements		
Req ID	Topic	Requirement Description
		<ul style="list-style-type: none"> <li>• Roles and responsibilities;</li> <li>• Check point/restart capabilities;</li> <li>• 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</li> <li>• 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.</li> </ul>
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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> 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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> , 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 <b>Attachment B, Exhibit B-1</b> which are relevant to Disaster Recovery and Business Continuity Requirements.
IS.7.6	Disaster Recovery/ Business Continuity	The Vendor shall update the <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> 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 <b>WS-10: Contingency Plan (for Disaster Recovery and Business Continuity)</b> 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.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 25: Integration Services Performance Standards Requirements</b>		
<b>Req ID</b>	<b>Topic</b>	<b>Requirement Description</b>
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 <b>WS-12: Test Plan</b> within the timelines of the Agency approved <b>PP-2: Project Schedule</b> .
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 (<b>Attachment A, Instructions and Special Conditions, Exhibit A-8, Standard Contract</b>).</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

## **ATTACHMENT B SCOPE OF SERVICES**

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);

## **ATTACHMENT B SCOPE OF SERVICES**

- 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 5<sup>th</sup> calendar day of each month following the reporting month. If the 5<sup>th</sup> 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 14<sup>th</sup> 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**.

<b>Figure 26: Key Staff Responsibilities and Qualifications</b>		
<b>Key Position</b>	<b>Roles And Responsibilities</b>	<b>Minimum Qualifications</b>
Account Manager	<ol style="list-style-type: none"> <li>1. Act as the main point of contact with the Agency for day-to-day operations;</li> <li>2. Accountable for Vendor staff including staffing levels, hiring, training, assignments, performance evaluations, and issue resolution;</li> <li>3. Accountable for the activities of all staff;</li> <li>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;</li> <li>5. Accountable for the quality and timeliness of all deliverables, documentation, and reports as described in this Contract; and</li> <li>6. Accountable for all staff the Vendor assigns to complete the requirements under this Contract meet the qualifications needed for</li> </ol>	<ol style="list-style-type: none"> <li>1. Five (5) years' senior leadership management experience;</li> <li>2. Preference given for an active Project Management Professional (PMP) certification;</li> <li>3. Full-time employee of the prime Vendor and is not a sub-contracted or independently contracted (1099) employee;</li> <li>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</li> <li>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.</li> </ol>



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<b>Figure 26: Key Staff Responsibilities and Qualifications</b>		
<b>Key Position</b>	<b>Roles And Responsibilities</b>	<b>Minimum Qualifications</b>
	the work to which they are assigned.	
Project Manager	<ol style="list-style-type: none"> <li>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;</li> <li>2. Manages the project in accordance with the Agency-approved MES Project Management Standards located in the <a href="#">Procurement Library</a>;</li> <li>3. Responsible for Managing activities of all Vendor staff;</li> <li>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</li> <li>5. Responsible for the quality and timeliness of all deliverables, documentation, and reports as described in this Contract.</li> <li>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 <b>WS-15: Training Plan</b>.</li> <li>7. May act as the Contract Manager handling contract-related activities.</li> <li>8. Will comply with Florida Administrative Code Rule 74-1 Project Management and Oversight.</li> </ol>	<ol style="list-style-type: none"> <li>1. Five (5) years' senior project management experience with a demonstrated track record of delivering business value using technology solutions;</li> <li>2. Active Project Management Professional (PMP) certification;</li> <li>3. Full-time employee of the prime Vendor and is not a sub-contracted or independently contracted (1099) employee;</li> <li>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;</li> <li>5. Five (5) years' experience performing a lead role in a system integration. Preference given for experience in large transformational projects;</li> <li>6. Five (5) years' experience performing systems development life-cycle on an enterprise-wide deployment and/or maintenance and operations.</li> <li>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;</li> <li>8. Preference given for Medicaid, MECT and MITA experience;</li> <li>9. Preference given for experience in both business and systems architectures; and</li> </ol>

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

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

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

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<b>Figure 26: Key Staff Responsibilities and Qualifications</b>		
<b>Key Position</b>	<b>Roles And Responsibilities</b>	<b>Minimum Qualifications</b>
	<ol style="list-style-type: none"> <li>4. Advises and recommends enterprise architecture strategies, processes and methodologies;</li> <li>5. Recommends and participates in the development of architecture blueprints for related systems;</li> <li>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;</li> <li>7. Validates the solution is compatible and in compliance with the standards for architecture, integration and security;</li> <li>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</li> <li>9. Participates in the design and implementation of IT service management standards, tools and methodologies.</li> </ol>	<p>and performance modeling, benchmarking, and financial analysis; and</p> <ol style="list-style-type: none"> <li>5. Preference given for Medicaid and MITA experience.</li> </ol>
Quality Assurance / Testing Manager	<ol style="list-style-type: none"> <li>1. Manage team of Quality Assurance (QA) &amp; Testing analysts;</li> <li>2. Applies process improvement, reengineering methodologies and principles to conduct process modernization projects;</li> <li>3. Key coordinator between multiple project teams to support enterprise-wide integration;</li> <li>4. Lead the planning, design, implementation and execution of automated functional test</li> </ol>	<ol style="list-style-type: none"> <li>1. Bachelor's Degree;</li> <li>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;</li> <li>3. Minimum three (3) years' experience championing quality practices within a team or within the organization;</li> </ol>

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<b>Figure 26: Key Staff Responsibilities and Qualifications</b>		
<b>Key Position</b>	<b>Roles And Responsibilities</b>	<b>Minimum Qualifications</b>
	<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		
<b>WS-11 (A,B,C)</b>	Interface Control Document (ICD)	Section B.10.C.11.
<b>WS-12 (A,B,C)</b>	Test Plan	Section B.10.C.12.
<b>Configure/Build</b>		
<b>#</b>	<b>Deliverable</b>	<b>Reference</b>
<b>WS-13 (A,B,C)</b>	Environmental Readiness Review (Includes Construction Completion Approval and Report)	Section B.10.C.13.
<b>Testing</b>		
<b>#</b>	<b>Deliverable</b>	<b>Reference</b>
<b>WS-14 (A,B,C)</b>	Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)	Section B.10.C.14.
<b>Training</b>		
<b>#</b>	<b>Deliverable</b>	<b>Reference</b>
<b>WS-15 (A,B,C)</b>	Training Plan	Section B.10.C.15.
<b>WS-16 (A,B,C)</b>	Operations and Maintenance Manual	Section B.10.C.16.
<b>Implementation</b>		
<b>#</b>	<b>Deliverable</b>	<b>Reference</b>
<b>WS-17 (A,B,C)</b>	Production Readiness Review and Stage Gate Review	Section B.10.C.17.
<b>WS-18 (A,B,C)</b>	Post Implementation Report	Section B.10.C.18.
<b>WS-19 (A,B,C)</b>	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		
<b>IS/IP Project Closeout</b>		
<b>#</b>	<b>Deliverable</b>	<b>Reference</b>
<b>PC-20</b>	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.

<b>Figure 31: PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES</b>	
<b>Performance Standard Requirement</b>	<b>Liquidated Damages to be Imposed</b>
<b>Performance Bond</b>	
A performance bond in the amount of _____ percent ( _____ %) 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.	<b>\$500.00</b> 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 _____ percent ( _____ %) of the current annual Contract amount.	<b>\$500.00</b> per calendar day for each calendar day after the due date until an acceptable performance bond is furnished to the Agency.
<b>HIPAA</b>	
The Vendor shall comply with provisions of HIPAA/HITECH.	<b>\$500.00 to \$5,000.00</b> , 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.	<b>\$500.00 to \$5,000.00</b> , per incident, per occurrence, depending upon the severity.
<b>Records</b>	
The Vendor shall comply with public records laws, in accordance with Section 119.0701, F.S.	<b>\$5,000.00</b> 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
<b>Background Screening</b>	
Failure to complete initial and renewal background screenings within required timeframes.	<b>\$250.00</b> per occurrence.
Failure to submit policies and procedures within thirty (30) calendar days of Contract execution.	<b>\$250.00</b> per calendar day beyond the due date.
<b>Security Rating Score</b>	
Failure to annually maintain a top tier security rating score from a vendor information security rating service.	<b>\$5,000.00</b> per occurrence.  An additional <b>\$2,500.00</b> 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.	<b>\$5,000.00</b> per occurrence.  <b>\$250.00</b> per calendar day, until the Vendor obtains the security rating score.
<b>SOC 2 Type II Audit</b>	
Failure to annually submit the SOC 2 Type II audit report by [INSERT DATE] of each Contract year. ( <b>Section A.2.</b> , Special Terms and Conditions, <b>Section B.</b> , System Functionality, <b>Item 4.</b> )	<b>\$1,000.00</b> 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 Program.

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  
Agency for Health Care Administration  
**Medicaid Appeals/Disputes, Mail Stop 70 (Medicaid Only)**

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2727 Mahan Drive, Mail Stop     **All other divisions**  
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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<b>Figure 32: Federal Certification Requirements</b>	
<b>Area</b>	<b>Description</b>
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.

<b>Figure 33: Compliance Requirements</b>	
<b>Area</b>	<b>Description</b>
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

## ATTACHMENT B SCOPE OF SERVICES

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 ( <b>WS-16: Operations and Maintenance Manual</b> ) 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 <a href="#">Procurement Library</a> .
Compliance	The Vendor's solution shall be compatible with multiple standard browsers in accordance to the Agency's IT Standards stated in <b>MES Project Management Standards</b> .
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.

## **ATTACHMENT B SCOPE OF SERVICES**

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.

## ATTACHMENT B SCOPE OF SERVICES

### 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.

### 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.

<b>Figure 34: Anticipated Roles - External Stakeholders</b>	
<b>Organization</b>	<b>Role</b>
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.
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.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 34: Anticipated Roles - External Stakeholders</b>	
<b>Organization</b>	<b>Role</b>
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

<b>Figure 35: Definitions and Acronyms</b>	
<b>Term</b>	<b>Definition</b>
<b>Affiliates</b>	A corporation that is related to another corporation by shareholdings or other means of control; a subsidiary, parent, or sibling corporation.
<b>Agency for Health Care Administration (Agency)</b>	The Agency for Health Care Administration is the single State agency responsible for the Medicaid program and children's health insurance program in Florida. For the purposes of this Contract, Agency refers to the Agency or its designee.
<b>Agency for Persons with Disabilities (APD)</b>	The Florida State agency responsible for support to individuals with developmental disabilities as defined in Chapter 393, Florida Statutes.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 35: Definitions and Acronyms</b>	
<b>Term</b>	<b>Definition</b>
<b>ARRA</b>	American Recovery and Reinvestment Act of 2009.
<b>Centers for Medicare and Medicaid Services (CMS)</b>	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.
<b>Certification</b>	The written acknowledgment by CMS that the operational FMMIS meets all legal and operational requirements necessary for Federal Financial Participation, FFP.
<b>Children's Health Insurance Program (CHIP)</b>	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).
<b>Contract Manager</b>	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.
<b>COTS</b>	Commercially Available Off-The-Shelf software.
<b>Covered Service</b>	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.
<b>Data Governance</b>	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.
<b>Department of Children and Families (DCF)</b>	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.
<b>Department of Elder Affairs (DOEA)</b>	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.
<b>Department of Health (DOH)</b>	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 monitoring, audit guidance, budget, forms, resources and issuing provider licenses.
<b>Direct Access or Medicaid Recipient</b>	Having, or expected to have, duties which involve access to personally identifiable information, protected health information, or financial information by any means including



## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 35: Definitions and Acronyms</b>	
<b>Term</b>	<b>Definition</b>
<b>or Provider Identifiable Data</b>	network shared drives, email, telephone, mail, computer systems, and electronic or printed reports.
<b>Disaster Recovery and Business Continuity Plan</b>	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.
<b>EDB (Enrollment Database)</b>	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.
<b>Electronic Data Interchange (EDI)</b>	EDI is the transfer of data from one source to another by standardized message formatting without the need for human intervention.
<b>Electronic Health Record (EHR)</b>	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)
<b>Electronic Medical Record (EMR)</b>	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)
<b>Electronic Remittance Advice (ERA)</b>	ERA is an electronic version of a payment explanation which provides details about providers' claims payments with any required explanations.
<b>Eligibility Verification</b>	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.
<b>Enterprise Content Management (ECM)</b>	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.
<b>Explanation of Medical Benefits (EOMB)</b>	The result of Medicare claims processing reported to a provider. Recipient EMOBs are produced by the Medicaid Agency and reported to the recipient.
<b>Florida Healthy Kids Corporation (FHKC)</b>	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.
<b>Florida Medicaid Management Information System (FMMIS)</b>	The Florida Medicaid Management Information System is the state's Medicaid claims processing and information system.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 35: Definitions and Acronyms</b>	
<b>Term</b>	<b>Definition</b>
<b>Functional and Non-Functional Requirements</b>	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.
<b>Healthcare Common Procedure Coding System (HCPCS)</b>	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.
<b>Health Information Exchange</b>	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.
<b>HIPAA (The Health Insurance Portability and Accountability Act of 1996)</b>	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.
<b>HITECH</b>	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.
<b>Independent Verification and Validation (IV&amp;V)</b>	The Agency contracted separately with a Vendor to provide IV&V services for the FX Program. 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.
<b>Integration Services and Integration Platform (IS/IP) Project</b>	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.
<b>KidCare</b>	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.
<b>Managed Care</b>	Systems of care designed to improve recipients' access to health care and continuity of care, while controlling the overall costs of care.

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 35: Definitions and Acronyms</b>	
<b>Term</b>	<b>Definition</b>
<b>Medicaid</b>	The Federal medical assistance program authorized in Title XIX of the Social Security Act.
<b>Medicaid Information Technology Architecture (MITA)</b>	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.
<b>Medicaid Management Information System (MMIS)</b>	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.
<b>FX Program</b>	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.
<b>National Provider Identifier (NPI)</b>	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: <a href="https://nppes.cms.hhs.gov">https://nppes.cms.hhs.gov</a> .
<b>Performance Standards</b>	The criteria by which Vendor performance is measured.
<b>Protected Health Information (PHI)</b>	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.
<b>Provider</b>	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.
<b>Statewide Medicaid Managed Care Program (SMMC)</b>	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

## ATTACHMENT B SCOPE OF SERVICES

<b>Figure 35: Definitions and Acronyms</b>	
<b>Term</b>	<b>Definition</b>
	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.
<b>SEAS Vendor</b>	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.
<b>Subcontractor</b>	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.
<b>Vendor</b>	The successful respondent with which the Agency has executed a contract.

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## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

The Vendor shall manage and report on all Deliverables and Performance Standards in accordance with **Attachment B**, Scope of Services. The following have been determined to be Key Phase Gate Deliverables along with the proposed Performance Standards. These Deliverables and Performance Standards will have Financial Consequences and may have Liquidated Damages as indicated for each.

### 1. Phase Gate Deliverables

<b>PP-1</b>	<b><u>DELIVERABLE</u></b>
	Project Management Plan (Includes MES Vendor Resource Management Plan)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Project Management Plan in accordance with Attachment B, Scope of Services B.10. Delays in completing the Project Planning Deliverables may impact the entire MES Program including the Agency, the users (internal and external), and other MES vendors.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	No later than sixty (60) calendar days following execution of this Contract
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
\$200.00 each business day the deliverable is overdue.	

<b>PP-2</b>	<b><u>DELIVERABLE</u></b>
	Project Schedule
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Project Schedule in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> . Delays in completing the Project Planning Deliverables may impact the entire MES Program including the Agency, the users (internal and external), and other MES Vendors.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	No later than sixty (60) calendar days following execution of this Contract
	<b><u>AMOUNT</u></b>
	See Liquidated Damages and Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
<b><u>LIQUIDATED DAMAGES</u></b>	
<b>\$2,000.00</b> each business day the deliverable is overdue.	
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PP-3</b>	<b>DELIVERABLE</b>
	High-Level Technical Design (Includes Technical Integration Plan)
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the High-Level Technical Design (Includes Technical Integration Plan) in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> . Delays in completing the Project Planning Deliverables may impact the entire MES Program including the Agency, the users (internal and external), and other MES Vendors.
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	No later than ninety (90) calendar days following execution of this Contract
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

<b>PP-4</b>	<b>DELIVERABLE</b>
	System Design (Includes Integration Architecture Specifications)
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the System Design (Includes Integration Architecture Specifications) in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> . Delays in completing the Project Planning Deliverables may impact the entire MES Program including the Agency, the users (internal and external), and other MES Vendors.
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	No later than ninety (90) calendar days following execution of this Contract
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PP-5</b>	<b>DELIVERABLE</b>
	System Security Plan
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the System Security Plan in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> . Delays in completing the Project Planning Deliverables may impact the entire MES Program including the Agency, the users (internal and external), and other MES Vendors.
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	No later than ninety (90) calendar days following execution of the resulting Contract
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

**EXHIBIT B-1  
DELIVERABLES AND PERFORMANCE STANDARDS**

<b>WS-6 (A,B,C)</b>	<b>DELIVERABLE</b>
	Bill of Materials
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Bill of Materials for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

<b>WS-7 (A,B,C)</b>	<b>DELIVERABLE</b>
	Requirements Specification Document
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Requirements Specification Document for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	



## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>WS-8 (A,B,C)</b>	<b>DELIVERABLE</b>
	System Design Specification Document
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the System Design Specification Document for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

<b>WS-9 (A,B,C)</b>	<b>DELIVERABLE</b>
	Configuration Management and Release Management Plan
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Configuration Management and Release Management Plan for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>WS-10 (A,B,C)</b>	<b>DELIVERABLE</b>
	Contingency Plan (for Disaster Recovery and Business Continuity)
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Contingency Plan (for Disaster Recovery and Business Continuity) for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

<b>WS-11 (A,B,C)</b>	<b>DELIVERABLE</b>
	Interface Control Document (ICD)
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Interface Control Document (ICD) for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b>AMOUNT</b>
	See Liquidated Damages and Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b>LIQUIDATED DAMAGES</b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>WS-12 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	Test Plan
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Test Plan for each workstream in accordance with Attachment B, Scope of Services B.10.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
\$200.00 each business day the deliverable is overdue.	

<b>WS-13 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	Environmental Readiness Review (Includes Construction Completion Approval and Report)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Environmental Readiness Review (Includes Construction Completion Approval and Report) for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Liquidated Damages and Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
<b><u>LIQUIDATED DAMAGES</u></b>	
<b>\$1,000.00</b> each business day the deliverable is overdue.	
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$200.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>WS-14 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report) for each workstream in accordance with <b>Attachment B, Scope of Services, Section B.10.</b>
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Liquidated Damages and Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b><u>LIQUIDATED DAMAGES</u></b>
	<b>\$500.00</b> each business day the deliverable is overdue.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$100.00</b> each business day the deliverable is overdue.	

<b>WS-15 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	Training Plan
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Training Plan for each workstream in accordance with Attachment B, Scope of Services B.10.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
	<b>\$200.00</b> each business day the deliverable is overdue.

**EXHIBIT B-1  
DELIVERABLES AND PERFORMANCE STANDARDS**

<b>WS-16 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	Operations and Maintenance (O&M) Plan
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Operations and Maintenance (O&M) Plan for each workstream in accordance with Attachment B, Scope of Services B.10.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
\$500.00 each business day the deliverable is overdue.	

<b>WS-17 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	Production Readiness Review and Stage Gate Review
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Production Readiness Review and Stage Gate Review for each workstream in accordance with <b>Attachment B</b> , Scope of Services, <b>Section B.10</b> .
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Liquidated Damages and Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.
	<b><u>LIQUIDATED DAMAGES</u></b>
	<b>\$2,500.00</b> each business day the deliverable is overdue.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

**EXHIBIT B-1  
DELIVERABLES AND PERFORMANCE STANDARDS**

<b>WS-18 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	System Implementation Report
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the System Implementation Report for each workstream in accordance with Attachment B, Scope of Services B.10.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.

<b>WS-19 (A,B,C)</b>	<b><u>DELIVERABLE</u></b>
	Warranty Completion Report
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Warranty Completion Report for each workstream in accordance with Attachment B, Scope of Services B.10.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	To be documented in the Deliverable Expectation Document.
	<b><u>DUE DATE(S)</u></b>
	Developed and delivered for each workstream according to the Agency approved IS/IP PP-2: Project Schedule
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	This metric supports the workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the MES Program. The metric is calculated by totaling the number of business days between the agreed upon due date(s) and the date the deliverable is accepted by the Agency.

**EXHIBIT B-1  
DELIVERABLES AND PERFORMANCE STANDARDS**

**2. Performance Metrics**

<b>PM-1</b>	<b><u>PERFORMANCE METRIC</u></b>
	Incident Tickets
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	Level 1 (Critical) incident ticket is defined as critical system processing has stopped, and users are unable to perform. No workaround, bypass, or alternative is available. Major service delivery impact condition exists.
	Level 2 (High) incident ticket is defined as a key component, application, critical system, or network is down, degraded, or unusable. Processing or work is highly impacted, and no acceptable workaround, alternative, or bypass exists. Service delivery impact condition exists.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a Monthly Performance Standards Report Card which lists the incidents tickets by category and shows the incidents which were completed on time and which ones were not completed within the agreed upon timeframe.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$500.00</b> each calendar day Level 1 (Critical) incident ticket open for more than twenty-four (24) hours. <b>\$250.00</b> each calendar day Level 2 (High) incident ticket open for more than forty-eight (48) hours.	

<b>PM-2</b>	<b><u>PERFORMANCE METRIC</u></b>
	Enterprise Service Bus (ESB) End-to-End Response Time
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's Integration Services Integration Platform (IS/IP) solution shall minimize processing impact to end-to-end response time and average Enterprise Service Bus (ESB) processing transaction speed. ESB response time for all transactions shall be less than one (1.000) second. Response time is the amount of time between the submit and response receipt of a transaction by the ESB with the system.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions, the average response time per day and the number of ESB transactions each month which are more than 1.000 second.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
<b>\$100.00</b> each calendar day the average transaction response time is greater than one (1.000) second.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PM-3</b>	<b><u>PERFORMANCE METRIC</u></b>
	Enterprise Service Bus (ESB) Transactions Errors
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's Integration Services Integration Platform (IS/IP) solution shall provide efficient and error-free ESB system processing. This metric is calculated as the number of transaction errors divided by the number of transactions per calendar day. Each calendar day ESB transaction errors exceeds .001% per calendar day, the Agency shall consider this the threshold for incurring financial consequences.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions and the number of ESB transactions errors each calendar day, with a calculation for each calendar day to show the daily error rate.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$100.00</b> each calendar day the ESB transaction errors exceed .001%.	

<b>PM-4</b>	<b><u>PERFORMANCE METRIC</u></b>
	Application and System Availability
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's Integration Services Integration Platform (IS/IP) solution shall system shall be available 99.5% of the time, twenty-four (24) hours a day, seven (7) days a week. This metric is calculated as the number of seconds the application is available to all users for their use divided by the total number of seconds in that month. The actual seconds in each month vary between 28, 29, 30, and 31-day months. Each month the ESB system availability falls below 99.5% the Agency shall consider this the threshold for incurring financial consequences.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows the amount of total time the ESB system was unavailable and the calculated percent of availability time for the month.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$1,000.00</b> for each month that the ESB availability is below 99.50%.	



## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PM-5</b>	<b><u>PERFORMANCE METRIC</u></b>
	Staffing Levels
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall maintain agreed upon staffing levels sufficient to properly complete and support the services specified in this Contract according to the Vendor Resource Management Plan. If the Vendor fails to replace Named Resources within twenty (20) business days, or 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.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of agreed upon staff and the number of vacant positions. Staffing level is calculated by dividing the total active staff by the number of agreed upon staff for the month.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$500.00</b> for each month that the staffing level falls below ninety-five percent (95%).	

<b>PM-6</b>	<b><u>PERFORMANCE METRIC</u></b>
	Production Reports
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide production reports ninety-nine percent (99.0%) on time as per the agreed upon schedule. This metric shall serve to support production reporting and report accessibility for both internal and external users. If the scheduled availability production reports fall below ninety-nine percent (99.0%) for the month the Vendor shall be in non-compliance and will incur financial consequences.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows the total number of production reports scheduled and the number of reports delivered or available as scheduled. This metric is calculated by dividing the number of reports delivered or accessible on time each month, divided by the total number reports scheduled for the month.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$250.00</b> for each month that the production report level falls below ninety-nine percent (99.0%).	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PM-7</b>	<b><u>PERFORMANCE METRIC</u></b>
	Master Data Management (MDM) Performance
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's Integration Services Integration Platform (IS/IP) solution shall minimize processing impact to end-to-end response time and average Enterprise Service Bus (ESB) processing transaction speed. ESB Identity linkage update transactions shall be less than two (2.000) minutes and the average response time for daily transactions shall be less than 0.400 second. Response time is the amount of time between the submit and response receipt of a transaction by the ESB with the system.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows MDM transactions, the average transaction time each calendar day and the number of MDM linkage updates each month greater than two (2.000) minutes and number of daily linkage average retrieval times greater than 0.400 seconds.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
<b>\$100.00</b> for each linkage update greater than two (2.000) minutes. <b>\$100.00</b> for each day the average linkage retrieval time is greater than 0.400 seconds.	

<b>PM-8</b>	<b><u>PERFORMANCE METRIC</u></b>
	Performance Reports
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide monthly performance reports produced by the Performance Reporting System in a manner acceptable to the Agency within fourteen (14) business days of the end of the month. Financial Consequences will be administered by reduction in next invoiced payment.
	This metric shall serve to support performance reporting for the Agency and the Vendor. If the scheduled performance reports are not delivered to the Agency at the agreed upon time the month, the Vendor shall be in non-compliance and will incur financial consequences.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation Section.
	<b><u>DUE DATE(S)</u></b>
	Reported on the Monthly Performance Standards Report Card.
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit Monthly Performance Reports which shows the agreed to performance metrics. The Financial Consequences for failure to provide the report timely or in a manner acceptable to the Agency shall be <b>\$500.00</b> a day for each business day the report is not received or acceptable.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$500.00</b> for each day past the due date.	

## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: APPLICATIONS DEVELOPMENT**

Manager, Applications Development

Job#: 1210

#### **General Characteristics**

Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of Information Technology (IT) and business work experience including managing team(s) in systems analysis and/or programming functions.

##### **Breadth:**

Middle level management in systems analysis and programming functions. Typically manages and mentors supervisors, project leads and/or technical staff. Works under general direction of senior level management. Frequently reports to a Director, Systems and Programming, Departmental IT Executive or Operating Unit IT Executive.

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## EXHIBIT B-2 STAFFING POSITIONS

### JOB FAMILY: APPLICATIONS DEVELOPMENT

Applications Architect

Job#: 1220

#### General Characteristics

Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes—either individually or in concert with project team. Will assist in the most difficult support problems.

Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

#### Dimensions

##### Education:

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### Experience:

Typically has seven (7) to ten (10) years of experience in multiple IT areas and two (2) to three (3) years of relevant architecture experience. Requires advanced to expert level knowledge and understanding of architecture, applications systems design and integration.

##### Complexity:

Expert/lead technical role. Typically works on multiple IT projects as a project leader. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: APPLICATIONS DEVELOPMENT**

Enterprise Application Integration (EAI) Engineer

Job#: 1230

#### **General Characteristics**

Responsible for developing and deploying integrated solutions aimed at modernizing, consolidating and coordinating the independently designed applications within and across the enterprises. Determines how existing applications, legacy systems, databases, Web interfaces and/or hardware logic, which may be currently operating on multiple platforms, work together to meet the new and emerging enterprise requirements. Develops methods to efficiently reuse existing components. Works with users to gather business requirements, performs database analysis, codes and tests middleware routines to ensure successful and seamless communication among the various IT systems and applications components. Participates in component and data architecture design, software product evaluation and buy vs. build recommendations. Possesses skills and knowledge of Enterprise Application Integration (EAI) methodologies and processes such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture, enterprise-wide content and data distribution using common databases and data standards implemented with the Extensible Markup Language (XML), middleware applications and message queuing approaches.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has five (5) to seven (7) years of programming/systems analysis experience with emphasis in applications and systems architectural design and development, database and middleware technologies.

##### **Complexity:**

Advanced professional level role. Works on projects that may span a broad range of systems and enterprise-wide complex components. Requires in-depth knowledge across multiple technical environments and possesses increased level of business knowledge. Works on major projects providing subject matter expertise and technical direction to more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: APPLICATIONS DEVELOPMENT**

Systems Analyst

Job#: 1240

#### **General Characteristics**

Responsible for the design and development of IT systems. Develops design and functional specifications, produces deliverables related to the project(s) assigned and assists in post implementation support and system enhancements. Responsible for selecting appropriate Computer Aided Software Engineering (CASE) tools to develop systems and software. Responsible for gathering, compiling and synthesizing information with regard to technology processes or systems. Possesses experience in minicomputer or client/server environments including the implementation and support of resource planning, sales automation, marketing, financial and distribution systems.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of systems analysis/programming experience.

##### **Complexity:**

Intermediate professional level role. Develops systems solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one (1) or more projects as a project team member or sometimes as a project lead. May coach more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: APPLICATIONS DEVELOPMENT**

Applications Development Analyst

Job#: 1250

#### **General Characteristics**

Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.

##### **Experience:**

Typically has two (2) to five (5) years of programming/systems analysis experience.

##### **Complexity:**

Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one (1) or more projects as a project team member or occasionally as a project lead. May coach more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: DATA STRATEGY AND MANAGEMENT**

Data Architect

Job#: 1410

#### **General Characteristics**

Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of experience with large and complex database management systems.

##### **Complexity:**

Expert/lead technical role. Defines and plans database architectures for enterprise systems. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: QUALITY ASSURANCE**

Quality Assurance Analyst

Job#: 1620

#### **General Characteristics**

Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or similar. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of systems development, testing and/or business experience.

##### **Complexity:**

Intermediate professional level role. Works on projects of moderate to high complexity within one (1) or more development environments. Works on multiple programs/systems as a project team member. Considered a subject matter expert for a single program/system. May coach more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: TECHNOLOGY RESEARCH**

Manager, Technology Research

Job#: 1800

#### **General Characteristics**

Understands the strategic direction of enterprise and the supporting IT systems and architectures. Maintains knowledge of emerging technological trends and utilizes this knowledge to educate both IT and the business on opportunities to build better IT solutions that support and drive business decisions. Assists in the definition of the architecture and technology needs of the organization based on new and emerging technologies and establishes priorities and strategies consistent with business goals and economic viability. Establishes foundation architecture for organization to standardize on hardware and software usage. Serves as a consultant and advisor to senior IT leadership on advanced technologies and evaluates the business impact through cost/benefit analysis. Recommends and incorporates technology with long-term business plans. Transfers knowledge of key learnings throughout the enterprise and establishes and communicates strategic and technological plans.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT work experience including managing team(s) responsible for systems development and architecture functions.

##### **Breadth:**

Middle level management in technology research area. Works under general direction from senior level management. Works on multiple programs as a project team leader and a subject matter expert. Manages and mentors supervisors, project leaders and/or technical staff. Frequently reports to a Chief Technology Officer, Operating Unit IT Executive or Departmental IT Executive.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: TECHNOLOGY RESEARCH**

Technology Research Analyst

Job#: 1810

#### **General Characteristics**

Maintains a strong understanding of the enterprise's IT systems and architectures. Assists in the analysis of the requirements for the enterprise and applying emerging technologies to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture. Supports research projects to identify and evaluate emerging technologies. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise, consistent with the goal of improving existing systems and technologies and in meeting the needs of the business. Analyzes and researches process of deployment and assists in this process.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of IT work experience in architecture design, systems analysis and development.

##### **Complexity:**

Intermediate professional level role. Works on projects of moderate to high complexity across multiple computing environments. Works on multiple projects as a project team member. May coach more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT**

Business Intelligence Architect

Job#: 3420

#### **General Characteristics**

Responsible for leading the design and support of enterprise-wide business intelligence applications and architecture. Works with enterprise-wide business and IT senior management to understand and prioritize data and information requirements. Solves complex technical problems. Optimizes the performance of enterprise business intelligence tools by defining data to filter and index that add value to the user. Creates testing methodology and criteria. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise-wide business intelligence solutions.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of experience with large and complex database management systems, business intelligence tools and systems.

##### **Complexity:**

Expert/lead technical role. Provides technical expertise and direction for the development of complex enterprise-wide business intelligence and decision support systems solutions. Works on multiple projects as a project leader or sometimes as a business subject matter expert. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT**

Manager, Decision Support

Job#: 3600

#### **General Characteristics**

Acts as liaison between business and IT leadership regarding the identification of business critical information and knowledge (e.g., customer and market data), and its usage and availability. Manages the Decision Support staff to ensure that the Decision Support Systems (DSS) and Executive Information Systems (EIS) are built to meet the information needs of the business leaders and various business units. Has full understanding of corporate strategies and must manage the diversity of needs and prioritize those needs based on the overall business strategy of the organization. Works closely with key business leaders to define critical information needs, providing guidance regarding availability of data, capability of systems to deliver information needs, and subject matter expertise regarding current systems and emerging technology. Leads the research, evaluation and selection of new technologies. Leads cost and feasibility studies. Ensures project management process is in place, provides resource management and ensures quality and timely solutions. Needed knowledge includes process and data modeling, data architectural development methodology, IT planning methodology, consulting and facilitation, project management and extensive knowledge of the enterprise's data and decision-making processes.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT work experience including managing team(s) responsible for database, data warehouse, decision support systems and executive information systems development, support and administration.

##### **Breadth:**

Middle level management in the data warehouse function. Works under general direction of senior level management. Typically manages and mentors supervisors, project leaders and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Director, Data Warehouse or Director, Systems and Programming.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT**

Knowledge Engineer

Job#: 4000

#### **General Characteristics**

Responsible for developing an infrastructure and process to capture knowledge gained by the organization through successful system interventions and enabling its shared use. Oversees the identification of critical knowledge, its usage, availability and the needs of various business groups. Involved in modeling information sources, flows and critical paths, as well as understanding how information is turned into knowledge and the relationship of knowledge and how it supports and enables key business processes. Facilitates the development of supporting knowledge architecture and standards. Works with operations staff to define an operational framework that defines, develops and implements delivery systems, systems management, policies and security frameworks to ensure delivery of knowledge and information to appropriate groups. Possesses expertise in process and data modeling, architectural development methodologies, IT planning methodologies and extensive knowledge of the enterprise's business and decision-making processes. Must possess strong leadership skills to gain credibility with various business leaders and stakeholders. Makes complex IT and business decisions. Works with other IT groups to ensure solid cross-functional decisions are made as a team.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT and business/industry work experience. Experience with document management, groupware, relational database systems, data warehouse and data mining, Web and systems analysis/development.

##### **Complexity:**

Expert/lead technical role. Develops infrastructure and process for identifying and sharing enterprise's core technical and business knowledge. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)**

ERP Team Lead

Job#: 4200

#### **General Characteristics**

Accountable for providing overall direction and integration for a specific ERP module, functional and/or business area. Understands the business strategy of a particular function/area and works with the team to define business requirements. Communicates and coordinates with other Team Leads, business leadership, and Project Manager to ensure appropriate integration of processes and modules across the enterprise. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required ERP configuration. Must possess an in-depth understanding of the business function/process supported, and also be viewed as a credible representative of that business function/process. Successful implementation is dependent on the ability of the incumbent to influence business leadership and management decisions and drive ownership and acceptance of changes to the business.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT and business work experience including managing team(s) responsible for systems implementation and/or infrastructure support. Often is recruited internally from high-level management positions in the organization.

##### **Breadth:**

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Degree of integration driven by ERP requires a consensus decision making process across Team Leads. Once key decisions are made, Team Lead then has autonomy for the technical decisions to support the business, but business process decisions are made through constant education and negotiation with business leadership and management. Works on complex business issues, which have a significant impact to the enterprise and across enterprise processes and functions due to the integration of ERP. Frequently reports to a Chief Technology Officer, Competency Center Leader or Departmental IT Executive.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)**

ERP Team Member

Job#: 4210

#### **General Characteristics**

Responsible for documenting the “to-be” processes, defining performance metrics and identifying and resolving process gaps. Has a strong understanding and experience in the ERP methodology used by the organization. Responsible for mapping the business processes to ERP modules (often in conjunction with consultants) and participates in user acceptance testing. Often is involved in the creation of documentation and training materials, and may deliver training during implementation. May also act in a system support role immediately after implementation. Incumbents in this position come from the business, with an expert level of understanding of all of the business processes of the function they represent. They also serve as a communications liaison to the business during the implementation.

#### **Dimensions**

##### **Education:**

Bachelor’s Degree in function represented in the business. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of business and/or ERP implementation experience.

##### **Complexity:**

Intermediate professional level role. Works on multiple projects as a project team member, occasionally as a technical leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT**

Manager, Vendor Relationships

Job#: 5000

#### **General Characteristics**

Develops and implements the strategic sourcing and vendor relationship strategies. Manages the selection, acquisition and monitoring of contractual agreements for hardware, software and IT services for the enterprise. Works closely with the business and IT to understand their needs and serves as the IT point of contact for all purchases, deliveries and problems with products and services. Articulates and negotiates service level agreements. Works with Asset Management to ensure appropriate use of corporate funds. Develops, or assists in the development of Request for Information (RFIs), Request for Proposal (RFPs) and business cases. Qualifies vendors and maintains an approved vendor database and tracking system. Establishes standards and procedures for evaluating products and services. Serves as the primary interface between the service provider and the business. Maintains contact with vendors to manage the status and quality of orders and the progress toward contractual commitments. Provides status updates on purchases, escalates delivery problems as necessary to affect minimal impact to the operation. Follows up with IT management to ensure satisfaction with delivered products and services and addresses any problems or concerns. Participates in the budget process, such as annual budget planning, providing cash flow for other departments, quarterly reconciliation and ad hoc expense reports. Continually seeks optimal value in service from vendors, reviewing and monitoring performance and return-on-investment metrics and initiating contract modifications. Pursues new vendor relationships as needed. Must have a basic understanding of all product and service needs, and must maintain knowledge of changing technologies.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of experience including managing team(s) responsible for vendor relationship management, contract negotiation, contract administration, project or asset management in a technology environment.

##### **Breadth:**

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Develops strategic outsourcing strategy and plans, provides management direction to the team(s). Supports multiple contracts or complex enterprise agreements. Works on projects that range in size, complexity and contract duration. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Chief Information Officer, Chief Financial Officer or Chief Sourcing Officer.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT**

Technical Advisor

Job#: 5200

#### **General Characteristics**

In an outsourcing environment, works with service providers to ensure their in-scope technical solutions are consistent with enterprise's business strategy and architecture. Works closely with business unit performance managers and quality assurance staff to review service provider problems, to analyze and validate the accuracy of information and the feasibility of solutions. May troubleshoot performance issues and resolve problems with service providers. Tracks industry trends and maintains knowledge of new technologies in the area of expertise to better evaluate business unit service requests and service provider proposals. Keeps current on the participating business strategies and advises when solutions may or may not be leveraged across the enterprise. Understands the value of technology in the enterprise's business processes, works with service providers to identify opportunities for innovation, cost reduction and improved efficiencies and reviews service provider solutions. In addition, this role provides input into the in-scope technical architecture for outsourcing projects.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT experience within one or more specialty areas. Has a deep level of understanding surrounding information systems, networking theory and architecture standards in areas of expertise.

##### **Complexity:**

Expert/lead technical role. Works on one (1) or more projects as the subject matter expert or technical leader/consultant. When involved with a project team, acts in a consultative manner and typically does not provide administrative or management type of support. Works on complex tasks, projects or supports issues that involve a high degree of risk, impacts business unit performance and makes use of the individual's high level of knowledge within one (1) or more areas of specialty. Coaches and mentors more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS MANAGEMENT**

Documentation Specialist/Technical Writer

Job#: 5800

#### **General Characteristics**

Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps. Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Journalism, Technical Writing, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of business or technical writing experience and working knowledge of multiple software and graphics packages.

##### **Complexity:**

Intermediate professional level role. Works on several moderately complex, to complex document management projects as a project team member. May coach more junior staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS MANAGEMENT**

Manager, IT Finance

Job#: 6000

#### **General Characteristics**

Provides financial management for the IT organization. Leads the analysis, development and implementation of financial services for IT planning and control. Analyzes and prepares IT budget and develops proposals with supporting documentation and justification. Leads analysis on IT financial conditions, business compliance matters and effectiveness of strategies and programs to business objectives, develops recommendations for senior IT leadership team for a variety of business issues. Provides financial statements for IT leadership team such as monthly budgets and summary reports. Audits and approves invoices for contract payment. Develops financial metrics and conducts audits to ensure compliance. Drives common accounting practices, reconcilements and consistent reporting. Ensures the compliance with all Federal and State legislations as well as internal policies and procedures. May be in charge of developing an appropriate pricing model and chargeback scheme for IT services.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Finance, Economics, Accounting, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has six (6) to eight (8) years of financial management experience including managing team(s) responsible for financial analysis, planning, cost analysis, market capitalization, Price Earning (P/E) ratios and financial statements.

##### **Breadth:**

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or professional staff. Responsible for supporting complex IT financial activities on an IT enterprise-wide basis and/or business unit level. Frequently reports to a corporate Chief Financial Officer, Chief Information Officer, IT Chief Operating Officer or Operating Unit IT Executive.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS MANAGEMENT**

Director, IT Risk and Compliance

Job#: 6100

#### **General Characteristics**

Leads, develops and maintains the IT risk and compliance management strategy. Develops and maintains policy, standards, processes and procedures to assess, monitor, report, escalate and remediate IT risk and compliance related issues. Works collaboratively with corporate compliance, internal auditing and corporate risk management and various technical teams in the design and implementation of audit, risk assessment and regulatory compliance practices for IT. Leads cross-functional teams in performing reviews and tests of IT internal controls to ensure that existing IT systems are operating as designed and that they contain adequate controls. Facilitates risk assessments and identifies risk themes. Proactively promotes enhancement of technology-related internal controls awareness and training across IT and business units. Monitors and analyzes technology risk trends, recommends appropriate IT policies, procedures and practices to strengthen internal operations. Directs IT functional teams in the development, implementation, monitoring and reporting of control processes, documentation and compliance routines. Advises IT and business executives on the status of technology risk and compliance issues based on assessment results and information from various monitoring and control systems. Educates IT and business executives on appropriate mitigation strategies and approaches. Provides oversight regarding audit, regulatory and risk management activities across IT functional areas, such as the development and maintenance of regulatory documentation (e.g., Sarbanes-Oxley Act compliance). Coordinates the IT component of both internal and external audits, Federal and State examinations. Possesses detailed knowledge of industry regulatory environment and risk management practices, and thorough understanding of local and Federal regulations such as Sarbanes-Oxley, Basel II, and the Health Insurance Portability and Accountability Act (HIPAA).

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has ten (10) to fifteen (15) years of IT and business work experience including managing team(s) responsible for risk management, compliance and audit, information security management.

##### **Breadth:**

Senior level management in risk and compliance management. Has overall responsibility for department decisions and management. Provides strategic direction, coaches and mentors more junior management staff and/or senior level professionals. Has accountability for IT functional/departmental results. Frequently reports to a corporate risk management executive, Chief Financial Officer or Chief Information Officer.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS MANAGEMENT**

Business Management Specialist

Job#: 6400

#### **General Characteristics**

Assists with the daily operations and provides general administrative support to the assigned IT organization. Responsibilities may include participating and assisting in the preparation of annual business plan for the assigned IT functional area, coordinating the contract management efforts, such as the development of requests for proposals (RFP) and supporting the development and final execution of contracts. Maintains annual expense budgets utilizing proper accounting/budgeting controls, enters financial data into tracking system and provides regular and ad-hoc financial status reports. Implements cost allocation program, and responds to basic questions and concerns from the business areas. Reviews contract invoices, identifies disparities and resolves basic issues with the vendors. May serve as the liaison between IT technical teams, resource manager and human resources organization to develop and implement appropriate IT talent management activities. May participate in the development, implementation and maintenance of IT communication strategies and plans.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration or other related field. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of relevant IT and business work experience.

##### **Complexity:**

Intermediate professional level role. Performs assigned tasks of moderate to high complexity using established procedures, standards and guidelines. Works independently or on multiple projects as a project team member, occasionally as a project leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: SECURITY MANAGEMENT**

Security Analyst

Job#: 6810

#### **General Characteristics**

Develops and manages security for more than one IT functional area (e.g., data, systems, network and/or Web) across the enterprise. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Responsible for the tracking and monitoring of software viruses. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for security related issues. Educates IT and the business about security policies and consults on security issues regarding user built/managed systems. Represents the security needs of the organization by providing expertise and assistance in all IT projects with regard to security issues. Must have extensive knowledge in networking, databases, systems and/or Web operations. More junior level position primarily focuses on security administration; a more senior level position is involved in developing enterprise security strategies, management of security projects and the most complicated security issues.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has four (4) to six (6) years of combined IT and security work experience with a broad range of exposure to systems analysis, applications development, database design and administration; one (1) to two (2) years of experience with information security. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

##### **Complexity:**

Intermediate professional level role. Works independently or on multiple IT security projects as a project team member, occasionally as a project leader. Works on small to large, complex security issues or projects that require increased skill in multiple IT functional areas. May coach more junior staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: SECURITY MANAGEMENT**

Data Security Specialist

Job#: 6820

#### **General Characteristics**

Responsible for the planning, design, enforcement and audit of security policies and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies, and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives. Evaluates and recommends security products, services and/or procedures to enhance productivity and effectiveness. Oversees security awareness programs and provides education on security policies and practices.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has four (4) to six (6) years of IT work experience with a broad range of exposure to systems analysis, applications development, database design and administration; one (1) to two (2) years of experience with information security. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

##### **Complexity:**

Intermediate professional level role. Works on multiple projects as a team member and leads the data-related security components. Develops security solutions for medium to highly complex assignments. May coach more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: SECURITY MANAGEMENT**

Systems Security Specialist

Job#: 6840

#### **General Characteristics**

Develops, evaluates and manages systems security across the enterprise. Areas of concentration include account management, password auditing, network based and Web application based vulnerability scanning, virus management and intrusion detection. Requires technical expertise in systems administration and security tools, combined with the knowledge of security practices and procedures. Assists in the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines). Prepares status reports on security matters to develop security risk analysis scenarios and response procedures. Enforces security policies and procedures by administering and monitoring security profiles, reviews security violation reports and investigates possible security exceptions, updates, and maintains and documents security controls. Involved in the evaluation of products and/or procedures to enhance productivity and effectiveness. Provides direct support to the business and IT staff for systems security related issues. Educates users on systems security standards and procedures. Must have broad technical knowledge of network operating systems.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has two (2) to five (5) years of combined IT and security work experience with a broad exposure to infrastructure/network and multi-platform environments. Requires knowledge of security issues, techniques and implications across all existing computer platforms.

##### **Complexity:**

Intermediate professional level role. Develops security solutions for medium to high complex assignments. Works on multiple projects as a team member and lead systems-related security components. May coach more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION**

Systems Architect

Job#: 7410

#### **General Characteristics**

Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals. Develops and documents the framework for integration and implementation for changes to technical standards. Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. Tracks industry trends and maintains knowledge of new technologies to better serve the enterprise's architecture needs.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT work experience in infrastructure/systems environments performing systems planning, architecture design, engineering (hardware and software) and optimization.

##### **Complexity:**

Expert/lead technical role. Defines systems architecture and design for the enterprise. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS ANALYSIS AND PLANNING**

Director, Enterprise Architecture

Job#: 7500

#### **General Characteristics**

Leads the creation and/or evolution of the enterprise architecture function/program including coordination of an appropriately balanced pursuit of enterprise business, information, technical and solution architectures. Leads the identification and analysis of enterprise business drivers to develop enterprise architecture requirements. Analyzes technology industry and market trends and determines potential impact upon the enterprise. Leads the development of enterprise architecture governance structure based on business and IT strategies. Oversees enterprise architecture implementation and ongoing refinement activities. Directs the development and execution of a communication (including education) plan for enterprise architecture standards. Acts as a sounding board or consultant to IT and business leaders in the development of IT solutions for business needs.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has ten (10) to fifteen (15) years of IT and business/industry work experience including architecture design and deployment, systems lifecycle management and infrastructure planning and operations, with three (3) years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders.

##### **Breadth:**

Senior level management. Participates in the technical aspects of strategic decisions regarding IT for the enterprise. Implements and manages those initiatives with complete autonomy. Makes decisions for the organization based on the highest degree of technical complexity and through understanding the far-reaching implications across the IT organization. Frequently reports to a Chief Information Officer or Chief Technology Officer of an enterprise.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS ANALYSIS AND PLANNING**

Manager, IT Business Planning

Job#: 7600

#### **General Characteristics**

Assists the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT and business leaders to create the business plan for IT. Assists in the cascading of plans to the various IT divisions/departments. Scans the external IT environment to provide a common set of planning assumptions, competitive analysis, current and future market assessments for products and services to the business, and a common set of planning processes and tools to assist those with planning responsibility in IT. Assists IT and business leadership in actualizing the business plans within their own area of responsibility, working with them to ensure that technical and resource decisions link to the overall IT plan. Works closely with the enterprise's business planning leaders to ensure alignment. Responsible for ensuring that business planning and purpose is considered in all key IT decisions, and therefore must be involved in the discussion and decision making process for technology, business, and human resource investments on an on-going basis. Works with Finance and Human Resources to represent the needs of IT and understand the cost and human resources impact of those needs in creating, implementing and adjusting business plans. This position typically reports to the Chief Information Officer. Ensures alignment of the IT strategy to the business strategy. Responsible for ensuring integration of all work performed across all business units. Responsible for educating senior business leaders on the IT strategy as well as educating senior IT leadership on the direction of the business. High degree of business complexity and impact to overall success of IT in meeting business needs.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Finance, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT and business work experience with a broad range of exposure to various technical environments and business segments. Experience with managing team(s) responsible in strategic planning, infrastructure and operational support functions.

##### **Breadth:**

Middle level management. Works under general direction of senior level management. Typically manages and mentors supervisors, project leads and/or technical staff. Works on multiple, complex projects as a project leader and a subject matter expert. Frequently reports to a Chief Information Officer, IT Chief Operating Officer, Chief Technology Officer or Operating Unit IT Executive.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS ANALYSIS AND PLANNING**

Enterprise Architect

Job#: 7610

#### **General Characteristics**

Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the corporate business strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one (1) or more areas of technical expertise in which they concentrate. Interfaces across several business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT work experience in multiple IT areas and two (2) to three (3) years of relevant enterprise-wide architecture experience in one (1) or more specialty areas.

##### **Complexity:**

Expert/lead technical role. Defines enterprise-wide architectures and designs across multiple IT functional areas. Works on multiple projects as a project leader or as the subject matter expert. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS ANALYSIS AND PLANNING**

Business Process Consultant

Job#: 7620

#### **General Characteristics**

Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements. Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization's business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management and business systems requirements definition.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT experience, four (4) years of experience in process engineering and two (2) years' experience in project management.

##### **Complexity:**

Expert/lead technical role. Works on large, complex projects that have enterprise-wide impact and require subject matter expertise of multiple process improvement areas and mastery of process improvement tools. Works as a project team member on multiple projects to facilitate process improvements involving multiple sites or business areas, often as a project leader. Coaches and mentors more junior staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS ANALYSIS AND PLANNING**

IT Business Consultant

Job#: 7630

#### **General Characteristics**

Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations. Has a strong understanding of information systems, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has seven (7) to ten (10) years of relevant technical and business work experience.

##### **Complexity:**

Expert/lead technical role. Works with business senior management in one business segment and corporate staff executives to align technology solutions with business strategies. Demonstrates breadth and in-depth knowledge of a business area to identify and communicate how IT solutions can add value. Supports one or more key business functions. Issues and interactions tend to be highly complex and have significant strategic importance. Serves as a project team member for strategic planning or as a team lead.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS ANALYSIS AND PLANNING**

Business Analyst

Job#: 7640

#### **General Characteristics**

Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in the business unit(s) they support, as well as, an understanding of the IT organization's systems and capabilities. Analyzes business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Possesses an understanding of technological trends and uses this knowledge to bring solutions to business units supported to enhance the enterprise's competitive edge. May make recommendations for buy vs. build decision.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of relevant technical or business work experience.

##### **Complexity:**

Intermediate professional level role. Works with business partners within one (1) business function to align technology solutions with business strategies. Demonstrates an informed knowledge of a business area to resolve problems on an ongoing business. Supports several moderately complex business processes. Works on multiple projects as a project team member, occasionally as a project leader. May coach more junior staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: BUSINESS ANALYSIS AND PLANNING**

Director, Business Relationships

Job#: 7700

#### **General Characteristics**

Overall responsibility for serving as the strategic interface with assigned business units for the purpose of business/IT strategy development, solution discovery, service management, risk management and relationship management. Serves as the business relationship linkage between the business units and IT (at the executive level). Provides highly-valued strategic consulting level support and guidance through key IT initiatives. Communicates decisions, priorities and relevant project information to appropriate levels of staff regarding business unit requests, projects and initiatives. Proactively shares knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness of business units. Proactively serves as a “trusted advisor”, and is the primary point of contact from IT for business line executives, managers and key contacts and represents IT in selling IT services and capabilities. Provides support in delivering technology products and services to ensure business satisfaction. Strives to be a valued and preferred IT service provider to all business partners. Focuses on strategic initiatives and plans, proactive, anticipatory and driving in nature and provides significant value to business units. Facilitates the planning and execution of business changes through the use of technology. Serves a lead role in enabling the business to achieve their objectives through the effective use of technology.

#### **Dimensions**

##### **Education:**

Bachelor’s or Master’s Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has ten (10) to fifteen (15) years of IT and business work experience with a broad range of exposure to various technical environments and business segments. At least three (3) years of experience with managing team(s) responsible in strategic planning, business development or client management and working with a broad range of diverse and complicated business units. Must possess very strong business acumen.

##### **Breadth:**

Senior level management. Works with business unit and corporate staff executives to develop a technology strategy that aligns with IT and across all business units. Must have strong understanding of each business unit to include their business drivers for success, process and approaches to business models. Frequently reports to a Chief Information Officer, IT Chief Operating Officer or Chief Technology Officer.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: PROGRAM MANAGEMENT**

Program Manager

Job#: 8210

#### **General Characteristics**

Responsible for managing one or more highly complex or enterprise-wide IT program(s) consisting of multiple projects. Develops the program strategy, supporting business case and various enterprise-wide high-level project plans. Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business. Communicates with IT leadership, business leadership and IT Business Consultants to communicate program strategy, direction and changes. Responsible for delivering all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements. Responsible for tracking key project milestones and recommending adjustments to Project Managers. Partners with senior leadership of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools. This is a single or multiple incumbent(s) position that typically exists in a small to medium size enterprise with multiple project managers, project leaders and/or project support staff as direct reports.

#### **Dimensions**

##### **Education:**

Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is required.

##### **Experience:**

Typically has ten (10) to fifteen (15) years of IT and business/industry work experience, with at least three (3) years of leadership experience and five (5) years in managing projects.

##### **Breadth:**

Senior level management with overall responsibility for the management of one (1) highly complex or enterprise-wide program consisting of multiple projects. Responsible for managing all aspects of the design, development and implementation of the program. Directs and mentors a team of project managers, portfolio managers and/or other project management staff. Frequently reports to a Chief Information Officer, Chief Technology Officer, IT Chief Operating Officer or Director, Program Management.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: PROGRAM MANAGEMENT**

Project Manager

Job#: 8220

#### **General Characteristics**

Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed. Assists Program Manager(s) in partnering with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of project management methodologies and tools, resource management practices and change management techniques. This is a management role with human resource management responsibilities (e.g., hiring, performance management). Manages one (1) or more cross-functional projects of medium to high complexity. More senior role has responsibility for multiple large, complex projects with greater impact to the enterprise.

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience. Project Management certification or successful completion of a recognized project management curriculum is required.

##### **Experience:**

Typically has seven (7) to ten (10) years of IT work experience, including four (4) or more years managing projects. Experience with projects in multiple technologies and functions.

##### **Breadth:**

Middle level management. Works under general direction of senior level management. Responsible for the management of one (1) or more medium to large-sized, moderately to highly complex projects. Typically manages and mentors project leaders and project management staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: PROGRAM MANAGEMENT**

Project Management Specialist

Job# 8235

#### **General Characteristics**

Designs, implements, evaluates and audits project management processes and templates for the project management office (PMO). Compiles metrics relating to IT project success, project attributes, and individual productivity and adherence to defined processes. May track costs and performance, service levels and other metrics required to ensure project goals and objectives are met. Serves as a resource to project managers and project leaders to educate and assist them with implementing project management processes and making improvement/changes. Provides administrative support to project managers and project leaders. Ensures project control systems are in place and integrates project data for decision makers. Administers and maintains project management software and tools (e.g., Microsoft Project Server). Organizes and publishes project-related documentation in various sources. Knowledge of project management tools, methods and best practices such as those defined by the Project Management Body of Knowledge (PMBOK).

#### **Dimensions**

##### **Education:**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

##### **Experience:**

Typically has three (3) to five (5) years of project support/management experience.

##### **Complexity:**

Intermediate professional level role. Works independently or on a team. Performs tasks of moderate to high complexity that require increased knowledge of multiple technical environments and knowledge of business areas that IT supports. May coach more junior staff.

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## **EXHIBIT B-2 STAFFING POSITIONS**

### **JOB FAMILY: MANAGEMENT CONSULTING STC**

Program & Administrative Support

#### **General Characteristics**

Provides administrative support as needed.

#### **Dimensions**

##### **Education:**

High school diploma.

##### **Experience:**

Effective written and verbal communication skills and reading comprehension skills. Good time management skills. Knowledge of administrative and clerical procedures and systems. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Knowledge of computer software including applications. Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.

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