

## ATTACHMENT B SCOPE OF SERVICES

- b) This deliverable includes, at a minimum:
  - (1) Post Implementation Report;
  - (2) Lessons Learned;
  - (3) Deliverable Closeout; and
  - (4) Monitoring information on the performance of the system/application during normal operations against original user requirements and any newly implemented requirements or changes.
  
- 22) PD-22: Operational Readiness Review (ORR)
  - a) The Vendor shall develop and submit an Operational Readiness Review (**PD-22**) which documents the EDW Solution is ready for go-live, including the people, processes, and technology to confirm preparedness for operations.
  
  - b) This deliverable includes, at a minimum:
    - (1) Operational Readiness Test Results; and
    - (2) Operational Readiness Walkthrough.
  
- 23) PD-23: Warranty Completion Report
  - a) 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 (**PD-23**) which shall detail all tasks completed during the warranty period and shall give a status of any remaining tasks which were not completed during the warranty period.
  
- 24) PD-24: Annual Operational Analysis (AOA)
  - a) The Vendor shall develop and submit an Annual Operational Analysis (**PD-24**) in accordance with the FXPLC in the **FX Design and Implementation Management Standards** document, located in the [EDW Procurement Library](#).
  
- 25) PD-25: 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 Vendor Turnover Plan (**PD-25**) as described in **B.3.1.2. EDW Solution Turnover** which shall include a proposed approach to turnover of the EDW Solution. This Plan shall be implemented to safeguard continued functionality of System and services as deemed appropriate by the Agency.

## ATTACHMENT B SCOPE OF SERVICES

- b) This deliverable includes, at a minimum:
- (1) Project Schedule;
  - (2) Turnover Work Breakdown Structure (WBS);
  - (3) Turnover Entrance and Exit Criteria;
  - (4) Documentation Updates and Inventory Analysis;
  - (5) System & User Documentation;
  - (6) Staffing Plan;
  - (7) Training Plan and Training;
  - (8) Coordination Plan and Turnover Agreement;
  - (9) Financial Reconciliation;
  - (10) Turnover Statement of Resources; and
  - (11) Turnover Results Report.

**d. List of Deliverables - Module Implementation Projects**

**Figure 7: Module Implementation Project Deliverables** below, provides the outline for development and revision guideline for the Module Implementation Projects.

**Figure 7: Module Implementation Project Deliverables**

#	Description	Initiation	Planning	Requirements Analysis	Design	Development	Testing	Implementation	O & M	Disposition
MP-1	Project Management Plan (Includes Vendor Resource Management Plan)		B	U	U	U	U	F	U	
MP-2	Project Schedule		B	I	I	I	I	F		
MP-3	High-Level Technical Design		U						U	
MP-4	System Security Plan						U		U	Y
MP-5	Requirements Document		U	U	U					
MP-6	Bill of Materials		U	U	U				U	Y
MP-7	Technical Infrastructure Plan				U					
MP-8	Requirement Traceability Matrix			U	U	U	U	U	U	
MP-9	System Design Document (Architecture Specifications)				U					
MP-10	Data Conversion and Migration Plan			P	I	F				
MP-11	Implementation Plan/Software Release Plan				P	I	F			
MP-12	Configuration Management and Release Management Plan		U	U	U					

## ATTACHMENT B SCOPE OF SERVICES

#	Description	Initiation	Planning	Requirements Analysis	Design	Development	Testing	Implementation	O & M	Disposition
MP-13	Contingency Plan (for Disaster Recovery and Business Continuity)		U	U	U	U			U	Y
MP-14	Interface Control Document (ICD)				P/F					
MP-15	Test Plan			U	U	U			U	
MP-16	Environmental Readiness Review (Includes Construction Completion Approval and Report)					P	F			
MP-17	Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report)						P/F			
MP-18	Training Plan					P/F			U	Y
MP-19	Operations and Maintenance Manual				U	U	U	U	U	
MP-20	Production Readiness Review						P/F			
MP-21	Post Implementation Report								P/F	
MP-22	Operational Readiness Review (ORR)							P/F		
MP-23	Warranty Completion Report								F	
MP-24	Annual Operational Analysis (AOA)								P/F	Y
MP-25	Vendor Turnover Plan								P/F	

Legend: **P** Preliminary; **B** Baseline; **I** Interim; **F** Final; **U** Update; **Y** Yearly Update.

**e. 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 located in the [EDW Procurement Library](#), **SEAS-NH-EDW-ReferenceGuide.pdf**, **EDW Reference Guide (Figure B: Deliverable Crosswalk)**.

**9. Project Life Cycle Review Requirements**

The Agency is defining the FX Project Life Cycle (FXPLC), as a system development life cycle based on the CMS eXpedited Life Cycle (XLC) customized to the 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 FXPLC, which are noted as deliverables, work products, and accompanying artifacts, as documented in **Section B.3.F.8. Deliverables Requirements**, for each specific FX Project. The Design and Implementation Management templates (attachments in the **FX Design and Implementation Management Standards** document) outline and

## ATTACHMENT B SCOPE OF SERVICES

organize suggested content, provide Vendor guidance and instructions, and include sample information tables for the minimum set of FXPLC Design and Implementation plans for an FX Project.

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

The Vendor shall produce a Project Reuse Plan to be incorporated in the CMS Reuse Plan, as part of the Project Management Plan and subsequent updates that describes the approaches used to maximize reuse. 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 FX 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. List of Required Project Life Cycle Reviews**

The Vendor shall provide materials and participate in reviews defined in FX Project Life Cycle. The FX Project Review Framework section in the FX Design and Implementation Management Standards describes the types of project life cycle reviews that will be performed for FX Projects. **Table: 40 - Project Phase Life Cycle Reviews** below, lists types of reviews performed for FX Projects.

<b>Table: 40 - Project Phase Life Cycle Reviews</b>		
<b>Item</b>	<b>Review Type</b>	<b>Description</b>
AOA	Annual Operational Analysis	Evaluate system performance, user satisfaction with the system, adaptability to changing business needs, and new technologies that might improve the system. This review is diagnostic in nature and can lead to development or maintenance activities. Ultimately AOA determines whether the IT Investment should continue, be modified or terminated.
AR	Architecture Review	Determine whether the proposed project potentially duplicates, interferes, contradicts or can leverage another investment that already exists, is proposed, under development, or planned for near-term disposition. The business need is assessed to determine if it is sound and conforms to the FX Enterprise Architecture.
DDR	Detail Design Review	Verify the final design satisfies the functional and nonfunctional requirements and is in conformance with FX's Technical Architecture; determine technical solution's completeness and consistency with FX

## ATTACHMENT B SCOPE OF SERVICES

Table: 40 - Project Phase Life Cycle Reviews		
Item	Review Type	Description
		standards; raise and resolve any technical and/or project-related issues, identify and mitigate project, technical, security, and/or business risks affecting continued detailed design and subsequent development, testing, implementation, and operations and maintenance activities.
DR	Disposition Review	Confirm the IT investment has been completely and appropriately transitioned /disposed thereby ending the life cycle of the IT project.
ERR	Environment Readiness Review	The ERR is a representation of three distinct reviews: Validation, Implementation, and Production. These reviews are needed to enter the various FX environments to test the solution and its contingency operations. Not all solutions will go through all environments. Specific requirements for running in each environment are provided by the environment's owner.
IRR	Implementation Readiness Review	Confirm the system/application completed thorough Integration Testing and is ready for turnover to the formal, controlled test environment for Production Readiness.
ISR	Investment Selection Review	Determine if it is sound, viable, and worthy of funding, support and inclusion in the FX Portfolio. The business need and objectives are reviewed to confirm the effort supports Agency's overall mission and objectives and will not compromise initiatives on the horizon. This is an outward focused review designed to safeguard funding and approval to proceed from senior leadership.
ORR	Operational Readiness Review	Confirm the system/application completed its implementation processes according to plan and that it is ready for turnover to the Operations and Maintenance team and operational release into the Production environment.
PBR	Project Baseline Review	Obtain management approval that the scope, cost and schedule that have been established for the project are adequately documented and that the project management strategy is appropriate for moving the project forward in the life cycle. The PBR includes review of the budget, risk, and user requirements for the investment; emphasis should be on the total cost of ownership and not only development or acquisition costs.
PDR	Preliminary Design Review	Verify the preliminary design satisfies the functional and nonfunctional requirements and is in conformance with the FX Technical architecture; determine technical solution's completeness and consistency with FX standards; raise and resolve any technical and/or project-related issues, to identify and mitigate project, technical, security, and/or business risks affecting

## ATTACHMENT B SCOPE OF SERVICES

Table: 40 - Project Phase Life Cycle Reviews		
Item	Review Type	Description
		continued detailed design and subsequent development, testing, implementation, and operations and maintenance activities.
PIR	Post Implementation Review	The purpose of the PIR is twofold: (1) To ascertain the degree of success from the project; the extent to which it met its objectives, delivered planned levels of performance, and addressed the specific requirements as originally defined; (2) To enable the team, and future teams, to learn lessons from the project to improve future FX work and solutions. In that context, the PIR examines whether the team achieved the results it planned for, what those results actually were, and what caused the results to be different from those planned for (if they are different).
PRR	Production Readiness Review	Confirm that the operational staff has the appropriate startup and shutdown scripts, accurate application architecture documentation, application validation procedures, and valid contact information for operability of infrastructure applications.
RR	Requirements Review	Verify that the requirements are complete, accurate, consistent, and problem-free; evaluate the responsiveness to the business requirements; confirm that the requirements are a suitable basis for subsequent design activities; confirm traceability between the business and system requirements; and affirm final agreement regarding the content of the Requirements Document by the Business Owner.
VRR	Validation Readiness Review	Confirm the system/application completed thorough Development Testing and is ready for turnover to the formal, controlled test environment for Validation testing.

### 10. Solution Component Specific Services Requirements

#### a. Solution Component Services – Data Modeling Tool

The Vendor shall enable integration between the data modeling tool and the requirements management component of the application lifecycle management solution. The Vendor shall ensure validation of requirement traceability to the element level.

### 11. Managed Service Requirements

This section describes requirements for any managed services provided or managed services used by the Vendor.

#### a. Provided Managed Services Requirements

**Table: 41 - Provided Managed Services Requirements** below, summarizes the MECT Core - Information Architecture Requirements for the EDW Solution.

## ATTACHMENT B SCOPE OF SERVICES

<b>Table: 41 - Provided Managed Services Requirements</b>	
<b>Req ID</b>	<b>Requirement</b>
SR-322	The Vendor shall communicate to the Agency any changes in capacity or changes in ability to support future usage levels of any provided managed service such that the Agency has adequate time to prevent business disruption or impact.
SR-323	The Vendor shall restrict access direct to any managed services that the Agency designates as requiring use of Enterprise integration platform processing functions (e.g. service authorization, usage accounting, sensitive content filtering).
SR-324	The Vendor shall provide information about changes to each Provided Managed Service to the Agency. The Vendor shall provide formatted content to communicate to audiences that are impacted by a change in the Provided Managed Service.

**b. Use of Managed Services Requirements**

**Table: 42 - Use of Managed Services Requirements** below, summarizes the Managed Services Information Architecture Requirements for the EDW Solution.

<b>Table: 42 - Use of Managed Services Requirements</b>	
<b>Req ID</b>	<b>Requirement</b>
SR-325	The Vendor shall provide documentation to establish and confirm that all hardware, software, and infrastructure provided by means of one or more Managed Service Providers (MSP) and utilized by the solution comply with State and Federal Data Residency Laws, Standards and Policies.
SR-326	<p>The Vendor shall provide documentation to establish and confirm that all employees, associates and subcontractors employed by a Managed Services Provider (MSP) and interacting with the solution shall meet one of the following employment eligibility criteria:</p> <ol style="list-style-type: none"> <li>1.) A Permanent Resident Card (also known as a Green Card),</li> <li>2.) An Employment Authorization Document (work permit)</li> <li>3.) An employment-related visa which allows you to work for a particular employer</li> <li>4.) A U.S. Citizen</li> </ol> <p>The Vendor shall provide an up-to-date version of this documentation to both AHCA and the SEAS Vendor on a quarterly basis.</p>
SR-327	The Vendor shall provide documentation to establish and confirm that all components of the solution implemented through a Managed Services Provider (MSP) shall meet all State and Federal regulations regarding standards for privacy, security, and individually identifiable health information. The Vendor shall implement, maintain, and operate all the solution systems in full compliance with HIPAA.
SR-328	Any MSP staff provided by the Vendor to meet either Key Staffing requirements or general staffing requirements must be named and documentation establishing

## ATTACHMENT B SCOPE OF SERVICES

Table: 42 - Use of Managed Services Requirements	
Req ID	Requirement
	residency, employment status, and percentage of time dedicated to the solution (along with all other relevant requirements set forth within this document) shall be provided to the Agency on a monthly basis.
SR-329	Any component of the solution implemented by the Vendor via the utilization of one or more Managed Services Providers shall be available and functioning as specified 99.982% twenty-four (24) hours a day, seven (7) days a week, excluding Agency approved planned downtime.
SR-330	Any Managed Services Provider utilized by the Vendor shall be required to maintain physical access credentials and controls (e.g. employee badge and security video) for all staff having access to system, data, and processing location(s) and shall provide documentation affirming the aforementioned credentials and controls.
SR-331	The Vendor shall provide documentation affirming that for any component of the solution implemented via Managed Services Providers, all facilities utilized by a Managed Services Provider shall be housed in a secure area, protected by a defined security perimeter, with appropriate security barriers and entry controls to regulate physical access; record and control access by visitors, and regularly review and update access rights to the facilities.
SR-332	For any component of the solution implemented via Managed Services Providers, 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 twenty-four (24) hours of receipt of request from the Agency.

### 12. Data Management Requirements

#### a. Contract Wide Data Management Requirements

The Vendor shall provide an EDW Solution that meets the data management, business intelligence and analytic capabilities that support the data sharing needs of Agency Stakeholders.

**Table: 43 - Contract Wide Data Management Requirements** below summarizes Common Data Management Requirements for the EDW Solution.

Table: 43 - Contract Wide Data Management Requirements	
Req ID	Requirement
SR-333	The Vendor's solution shall support the data needs (real-time, near real-time, current and historical) for future FX modules implemented by other vendors.
SR-334	The Vendor's solution shall provide data management, business intelligence, and analytic capabilities to support the data sharing needs of the Agency with State Agencies that support Medicaid.



## ATTACHMENT B SCOPE OF SERVICES

Table: 43 - Contract Wide Data Management Requirements	
Req ID	Requirement
SR-335	The Vendor's solution shall provide data management, business intelligence, and analytic capabilities to support the data sharing needs of the Agency with CMS and other Federal Agencies.
SR-336	The Vendor's solution shall provide data management, business intelligence, and analytic capabilities to support the data sharing needs of the Agency with identified organizations and partners (e.g. county organizations, non-profits, health plans, hospitals, provider and recipient organizations, academic institutions, etc.).
SR-337	The Vendor's solution shall support the data needs for third party data analytic service providers contracted with the Agency.

**b. List of Data Types Managed**

The list of data types that the EDW Vendor will manage in the EDW Solution is located in the [EDW Procurement Library](#). The list of data types includes the name, description, expected inclusion, and management of the data type in the Operational Data solution, EDW Solution or Content Management Solutions, the data sensitivity classification and the data retention and purge requirements for each data type. Note: Data types correspond closely to State record types defined by the Florida Department of State in **Section 408.061, Florida Statutes**, which provides guidance on healthcare data collection and public records processing.

**c. Data Type Specific Service Requirements**

1) Data Storage and Retention Requirements

The Agency is actively updating and defining data retention policy for all type of Data managed by the Agency. The Vendor shall provide storage and retention services in compliance with the policies defined by the Agency.

**G. Additional Innovation Opportunities**

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

**H. Vendor Staffing Requirements**

**1. General Staffing Requirements**

The Vendor shall provide a staffing solution that meets the staffing requirements to complete projects on schedule and adhere to the quality standards set by the Agency.

**Table: 44 - General Staffing Requirements** below, summarizes the Staffing Requirements for the EDW Solution.

## ATTACHMENT B SCOPE OF SERVICES

Table: 44 - General Staffing Requirements	
Req ID	Requirement
SR-338	The Vendor shall conduct all aspects of this Contract in a timely, efficient, productive, consistent, courteous, and professional manner as representatives of the Agency.
SR-339	The Vendor shall recruit highly qualified staff to provide all aspects of the services required by this Contract.
SR-340	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.
SR-341	All persons assigned to the performance of this Contract shall be employees of the Vendor (or specified subcontractor) and shall be fully qualified to perform the services required in this Contract.
SR-342	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.
SR-343	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.
SR-344	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. All other general staff shall be replaced within thirty (30) business days. If additional staff is required, they shall be provided by the Vendor at no additional cost.
SR-345	The Vendor shall have staff available during normal business hours. Normal business hours are defined as 8:00 AM to 6:00 PM, ET, Monday through Friday, excluding State of Florida observed holidays. The Vendor shall also have staff on call and available outside of normal business hours.

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.**

### 2. Key Staff

The Vendor shall employ key staff as identified in **Figure 8: 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.

## ATTACHMENT B SCOPE OF SERVICES

**Figure 8: Key Staff Responsibilities and Qualifications**

<b>Key Staff Responsibilities and Qualifications</b>		
<b>Key Position</b>	<b>Roles and Responsibilities</b>	<b>Minimum Qualifications</b>
<p>Account Manager/Project Director</p> <p>Serves during the full term of the EDW Contract</p>	<p>Accountable for day-to-day operations;</p> <p>Accountable for Vendor staff including staffing levels, hiring, training, assignments, performance evaluations, and issue resolution;</p> <p>Accountable for the activities of all staff;</p> <p>Work in collaboration with the FX Project Team, and other Vendors to support the communications and activities necessary to meet the objectives of the EDW Project;</p> <p>Accountable for the quality and timeliness of all deliverables, documentation, and reports as described in this Contract; and</p> <p>Accountable for all staff the Vendor assigns to complete requirements under this Contract meet the qualifications needed for the work to which they are assigned.</p>	<p>Five (5) years senior leadership management experience;</p> <p>Preference given for an active Project Management Professional (PMP) certification;</p> <p>Full-time employee of the prime Vendor and is not a sub-contracted or independently contracted (1099) employee;</p> <p>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</p> <p>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.</p>
<p>Deputy Project Director</p> <p>Serves during the full term of the EDW Contract</p>	<p>Works full-time at the project site and is available to meet with members of the FX Project Team at the request of the Agency;</p> <p>Manages the project in accordance with the Agency-approved FX Project Management Standards, located in the <a href="#">EDW Procurement Library</a>;</p> <p>Responsible for Managing activities of all Vendor staff;</p> <p>Work in collaboration with the FX Project Team, and other Vendors to support the communications and activities necessary to meet the objectives of the EDW Project;</p> <p>Responsible for the quality and timeliness of all deliverables, documentation, and reports as described in this Contract;</p> <p>Act as a liaison with the FX Project Team as it relates to Integrated</p>	<p>Ten (10) years' senior project management experience with a demonstrated track record of delivering business value using technology solutions;</p> <p>Active Project Management Professional (PMP) certification;</p> <p>Full-time employee of the prime Vendor and is not a sub-contracted or independently contracted (1099) employee;</p> <p>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;</p> <p>Five (5) years' experience performing a lead role in a system integration. Preference given for experience in large transformational projects;</p>

## ATTACHMENT B SCOPE OF SERVICES

Key Staff Responsibilities and Qualifications		
Key Position	Roles and Responsibilities	Minimum Qualifications
	<p>Organizational Change Management activities, including the training requirements found in the deliverable <b>PD-18: Organizational Change Management Plan</b> (includes Training Plan); and</p> <p><b>May serve as the Contract Manager handling contract-related activities.</b></p>	<p>Five (5) years' experience performing systems development life cycle on an enterprise-wide deployment and/or maintenance and operations;</p> <p>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;</p> <p>Preference given for Medicaid, MECT and MITA experience;</p> <p>Preference given for experience in both business and systems architectures; and</p> <p>Preference given for advanced experience using MS Project including resource- and cost-loading, resource-leveling, and earned value management.</p>
<p>Implementation Manager</p> <p>Serves during the design, development, and implementation phase of the EDW Contract</p>	<p>Manage the design, configuration/build, integration, defect management, and implementation of the scope of work;</p> <p>Provide technical leadership to the team to maintain high quality by developing, establishing, and maintaining best practices;</p> <p>Provide guidance and insight to upper management and procure buy-in;</p> <p>Delegate technical responsibilities and monitor progress of projects;</p> <p>Oversee user testing and report results—adjust requirements as needed;</p> <p>Work closely with project director during all phases of development life cycle;</p> <p>Review all work produced by development team;</p> <p>Conduct regular status meetings with all necessary stakeholders;</p> <p>Identify and foster areas for growth and improvement within the team;</p> <p>Research and evaluate a variety of alternative software products and make the necessary</p>	<p>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;</p> <p>Experience must involve directing multi-discipline technical teams producing enterprise data service solutions;</p> <p>Three (3) years' experience in project management;</p> <p>Preference given for a Bachelor's Degree in Computer Science or a related field;</p> <p>Preference given for experience in managing enterprise projects, either having delivered projects to a state or worked in state government delivering healthcare related projects;</p> <p>Preference given for Medicaid, MECT and MITA experience;</p> <p>Preference given for experience in both business and systems architectures; and</p> <p>Active Project Management Professional (PMP) certification;</p>

## ATTACHMENT B SCOPE OF SERVICES

Key Staff Responsibilities and Qualifications		
Key Position	Roles and Responsibilities	Minimum Qualifications
	<p>recommendations to the project leadership after thorough testing; and</p> <p>Participate and lead the EDW Project team to provide support as needed to other FX Vendors for CMS module certification activities.</p> <p><b>May serve as the Operational and Maintenance Manager.</b></p>	
<p>Business Analysis Manager</p> <p>Serves during the design, development, and implementation phase of the EDW Contract.</p>	<p>Manage team development efforts towards successful project delivery;</p> <p>Provide leadership to the team to maintain high quality by developing, establishing, and maintaining best practices;</p> <p>Assist in the collection, review, and documentation of user's requirements, development of user stories, estimates and work plans;</p> <p>Manage the packaging and support deployment of releases, fixes and builds;</p> <p>Manage the research and evaluation a variety of alternative software products and make the necessary recommendations to the project leadership after thorough testing.</p>	<p>Minimum five (5) years' experience in system design and implementation of projects similar in size and scope to this project;</p> <p>Experience with service-oriented application development techniques and theories;</p> <p>Experience improving solutions, systems, and processes;</p> <p>Prior experience in modern data warehouse development;</p> <p>Prior experience in technical leadership position with Systems Development emphasis; and</p> <p>Preference given for a Bachelor's Degree in Computer Science or a related field.</p>
<p>Technical Manager</p> <p>Serves during the design, development and implementation phase of the EDW Contract.</p>	<p>Manage technology team and technology infrastructure efforts towards successful project delivery;</p> <p>Provide leadership to the technology team to maintain high quality by developing, establishing, and maintaining technology infrastructure best practices;</p> <p>Provide technical expertise and oversight for the engineering, configuration, implementation, maintenance, and support of technology infrastructure;</p> <p>Manage the packaging and support deployment of hardware and software infrastructure releases, fixes, and upgrades; and</p>	<p>Minimum five (5) years' experience in system develop and implementation of projects similar in size and scope to this project;</p> <p>Experience with service-oriented application development techniques and theories;</p> <p>Experience improving solutions, systems, and processes;</p> <p>Prior experience in technical leadership position with Systems Development emphasis; and</p> <p>Preference given for a Bachelor's Degree in Computer Science or a related field.</p>

## ATTACHMENT B SCOPE OF SERVICES

Key Staff Responsibilities and Qualifications		
Key Position	Roles and Responsibilities	Minimum Qualifications
	Manage relationships with third party service providers including COTS, cloud solutions, web apps, and operational systems.	
Operational & Maintenance Manager  Serves during Operations and Maintenance phase of the EDW Contract.	<p>Manage Technical Integration and Technical Operations and Maintenance team;</p> <p>Manage the design, configuration/build, integration, defect management, implementation, and operations of the scope of work;</p> <p>Maintain quality control through establishing and maintaining technical operations standards;</p> <p>Provide guidance and insight to upper management and procure buy-in;</p> <p>Delegate technical responsibilities and monitor progress of projects;</p> <p>Oversee user testing and report results—adjust requirements as needed;</p> <p>Work closely with project director during all phases of development life cycle;</p> <p>Review all work produced by development team;</p> <p>Conduct regular status meetings with all necessary stakeholders;</p> <p>Identify and foster areas for growth and improvement within the team;</p> <p>Research and evaluate a variety of alternative software products and make the necessary recommendations to the project leadership after thorough testing; and</p> <p>Participate and provide support as needed to the Module Vendors for CMS module certification activities.</p> <p><b>May serve as the Implementation Manager.</b></p>	<p>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;</p> <p>Experience must involve directing multi-discipline technical teams producing and maintaining integration solutions;</p> <p>Three (3) years' experience in project management;</p> <p>Preference given for a Bachelor's Degree in Computer Science or a related field;</p> <p>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;</p> <p>Preference given for Medicaid, MECT and MITA experience; and</p> <p>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.</p>
Operational Technical Manager	Provide leadership to the business analyst and technical team to maintain high quality by developing,	Minimum five (5) years' experience in system operations of projects similar in size and scope to this project;

## ATTACHMENT B SCOPE OF SERVICES

<b>Key Staff Responsibilities and Qualifications</b>		
<b>Key Position</b>	<b>Roles and Responsibilities</b>	<b>Minimum Qualifications</b>
<p>Serves during Operations and Maintenance phase of the EDW Contract.</p>	<p>establishing and maintaining best practices;</p> <p>Assist in the collection, review and documentation of user's requirements, development of user stories, estimates and work plans;</p> <p>Manage the packaging and support deployment of releases, fixes and builds;</p> <p>Manage the research and evaluation a variety of alternative software products and make the necessary recommendations to the project leadership after thorough testing;</p> <p>Provide technical expertise and oversight for the engineering, configuration, implementation, maintenance, and support of technology infrastructure;</p> <p>Manage the packaging and support deployment of hardware and software infrastructure releases, fixes, and upgrades; and</p> <p>Manage relationships with third party service providers including COTS, cloud solutions, web apps, and operational systems.</p>	<p>Experience with service-oriented application development techniques and theories;</p> <p>Experience improving solutions, systems, and processes;</p> <p>Prior experience in technical leadership position with Systems Development emphasis;</p> <p>Preference given for a Bachelor's Degree in Computer Science or a related field;</p> <p>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;</p> <p>Preference given for Medicaid, MECT and MITA experience; and</p> <p>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.</p>
<p>Enterprise Architect</p> <p>Serves during the full term of the EDW Contract</p>	<p>Provide recommendations and participates in activities related to the design, development, and maintenance of the Enterprise Architecture (EA);</p> <p>Establish system information requirements in the development of enterprise-wide or large-scale information systems;</p> <p>Build a long-term strategic roadmap for Integration of IT systems architecture, and recommend to the Agency for approval;</p> <p>Advise and recommends enterprise architecture strategies, processes and methodologies;</p>	<p>Minimum five (5) years' experience in extensive experience with enterprise architecture which includes designing, integrating, and managing complex Integration solutions;</p> <p>Minimum three (3) years' experience engineering system hardware, software, and applications;</p> <p>Minimum three (3) years' experience with business process and performance modeling, benchmarking, and financial analysis;</p> <p>Preference given for Medicaid and MITA experience; and</p> <p>Preference given for a Bachelor's Degree in Computer Science or a related field.</p>

## ATTACHMENT B SCOPE OF SERVICES

Key Staff Responsibilities and Qualifications		
Key Position	Roles and Responsibilities	Minimum Qualifications
	<p>Recommend and participates in the development of architecture blueprints for related systems;</p> <p>Design 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;</p> <p>Validate the solution is compatible and in compliance with the standards for architecture, integration and security;</p> <p>Share 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</p> <p>Participate in the design and implementation of IT service management standards, tools and methodologies.</p>	
<p>Quality Assurance / Testing Manager</p> <p>Serves during the full term of the EDW Contract</p>	<p>Manage team of Quality Assurance (QA) &amp; Testing analysts;</p> <p>Apply process improvement, reengineering methodologies and principles to conduct process modernization projects;</p> <p>Key coordinator between multiple project teams to confirm enterprise-wide integration;</p> <p>Lead the planning, design, implementation and execution of automated functional test strategies, including guiding and adapting the automation strategy;</p> <p>Document and follow through on issues determined for prompt resolution;</p> <p>Enhance QA / testing methodology for test and defect management and tools supporting processes;</p>	<p>Bachelor's Degree;</p> <p>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;</p> <p>Minimum three (3) years' experience championing quality practices within a team or within the organization;</p> <p>Minimum three (3) years' experience with automated testing frameworks;</p> <p>Minimum three (3) years' experience with modern business methods, best practices and performance measurements; and</p> <p>Minimum three (3) years' experience testing methodology, life cycle and all artifacts required to successfully validate the solution.</p>



## ATTACHMENT B SCOPE OF SERVICES

Key Staff Responsibilities and Qualifications		
Key Position	Roles and Responsibilities	Minimum Qualifications
	<p>Offer continuous improvement by assessing customer issues for root cause and future prevention; and</p> <p>Conduct tests, demos and inspections to certify product readiness for quality gates.</p>	
<p>Reporting and Analytics Manager</p> <p>Serves during the full term of the EDW Contract</p>	<p>Manage reporting and analytics team efforts towards successful project delivery;</p> <p>Manage internal and external data analytics projects, custom data deliverables and user training;</p> <p>Analyze data, identify anomalies, and provide usable insight to internal and external customers;</p> <p>Manage external customer data requests, including: project scope, consultation, conception, build, production, and end user delivery;</p> <p>Manage teams to develop custom data deliveries using reporting and data analytics tools; and</p> <p>Stay current with data analytics, reporting techniques and technologies.</p>	<p>Minimum five (5) years' experience in management and professional data analytics;</p> <p>Experience with analytical tools, relational data bases, data stores, data warehouses and unstructured data;</p> <p>Experience improving analytical solutions and reporting as well as analyzing data for internal and external users/customers; and</p> <p>Preference given for a Bachelor's Degree in Business Analytics or a related field.</p>

Key staff are subject to Agency approval. 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 Design, Development, and Implementation (DDI) and Operations as designated. 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 deliverables. Should any key staff positions become vacant, the Vendor shall provide a replacement within twenty (20) business days.

The Vendor shall not replace or reassign key staff without prior Agency written approval or direction, including all phases of the Contract, which shall not be unreasonably withheld.

Key staff shall respond to electronic communication from the Agency within one (1) business day, excluding approved absence. Key staff shall provide a written delegation of authority for approved days of absence.

Key staff and additional staff identified by the Vendor shall be available to meet with the Agency in person and perform this Contract requirements which require an on-site presence as described in **Section B.3.H.6. Corporate**

## **ATTACHMENT B SCOPE OF SERVICES**

**Capability/Service Location**, at the Agency's headquarters location in Tallahassee, Florida, as often as needed.

### **3. Qualification Documents Required**

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

The Vendor shall submit the following qualification and experience documentation for key staff:

- Resume including educational experience and work experience with detailed descriptions;
- Supervisor contact information including name, phone number, and email address for the qualifying work experience;
- Proof of professional certification(s), if applicable; and
- Originally signed attestation 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.

The Vendor shall submit the following qualification and experience documentation for any replacement staff that join the EDW Project prior to staff acquisition for Agency's review and approval:

- Resume, including educational experience and work experience with detailed descriptions;
- Supervisor contact information including name, phone number, and email address for the qualifying work experience;
- Proof of professional certification(s), if applicable; and
- Originally signed attestation 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.

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

### **4. Staffing Levels**

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 to support work products, including during periods in which work on multiple projects is underway. The Vendor shall use 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 Deputy Project Director) who is available as needed to support this Contract. The Vendor shall provide enough resources to assist in business intelligence, reporting, analytics and training.

The Vendor shall also be prepared to release staff, as needed, when additional staff are no longer needed for the current status of the EDW 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.

## **ATTACHMENT B SCOPE OF SERVICES**

### **5. Subcontracting**

The successful respondent shall not subcontract, assign, or transfer any work identified under this Contract, without prior written consent of the Agency. The Agency shall approve any work delegated to Agency approved subcontractors.

The successful respondent shall not subcontract with any vendor that would be a conflict of interest to the successful respondent during the term of this Contract in accordance with Federal and State conflict of interest laws.

Any subcontract changes subsequent to this Contract award, constitutes a change in the approved subcontractor. Changes in subcontracts require justification for change and approval in writing by the Agency's Contract Manager thirty (30) calendar days prior to the effective date of any subcontract.

The successful respondent shall notify the Agency in writing of any subcontractor changes within one (1) business day of the occurrence and provide information on the subcontract replacement within ten (10) business days. If an additional subcontractor is required, they shall be provided by the successful respondent at no additional cost.

### **6. 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, unless otherwise approved by the Agency. The Agency's headquarters location is: 2727 Mahan Drive, Tallahassee, Florida 32308. The Vendor shall provide the facility at no additional cost to the Agency. Key Vendor staff shall work full-time at the Vendor's facility, unless otherwise approved by the Agency.

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.

## **I. Contract Requirements**

### **1. Standard Contract Requirements**

#### **a. Prohibition of Marketing**

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

#### **b. 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.

#### **c. 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.

#### **d. 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,

## **ATTACHMENT B SCOPE OF SERVICES**

testifying, depositions, or other needs as requested by the Agency 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**.

**e. Performance Standards, Liquidated Damages and Financial Consequences**

1) Performance Standards

The Agency has listed performance measure service levels for this Scope of Services contract as outlined in **Table: 9 - Performance Standards** below, and documented in **Attachment B, Exhibit B-1: Deliverables and Performance Standards**. The Vendor shall meet the performance measures listed in **Table: 9 - 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.

2) Liquidated Damages

The Agency may impose liquidated damages when the Vendor has failed to meet the performance standard deliverable requirements as described in **Attachment A, Instructions and Special Conditions**, and in **Attachment B, Exhibit B-1: Deliverables and Performance Standards**.

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.

3) Financial Consequences

The Agency may impose Financial Consequences as per **Section 215.971 and 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 this Contract, and enhance the investment made by the Agency and Federal government in the administration of the FX. The Agency will identify areas of Vendor performance where quality is critical to the mission of the FX Vision.

During the **PD-17: Implementation Readiness Review**, the Agency will reach agreement with the Vendor concerning the levels of quality which are desirable, acceptable, and substandard for each Performance Standard measure. The Agency and Vendor shall develop means to measure those quality levels on a

## ATTACHMENT B SCOPE OF SERVICES

monthly basis, using the Performance Reporting System. Optionally, if requested by the Agency, the EDW Vendor shall work in partnership with each Module Vendor to support enterprise performance standards and metrics.

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.3.1.2**, 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.

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 shall 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.

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

- 76 - 100 points = Meets or Exceeds Contract Requirement;
- 51 - 75 points = Minor deficiencies;
- 1 - 50 points = Significant deficiencies; or
- 0 points = Does Not Meet Contract Requirement.

The Financial Consequences for performance measure areas are:

- 76 - 100 points = No Financial Consequence;
- 51 - 75 points = **\$1,000.00** Financial Consequences;
- 1 - 50 points = **\$5,000.00** Financial Consequences; or
- 0 points = **\$10,000.00** Financial Consequences.

- 4) Performance Standards Monitoring and Compliance
  - a) The EDW Vendor shall comply with all requirements and performance standards set forth in this Contract.
  - b) The Agency's Contract Manager will monitor the Vendor's performance in accordance with the monitoring requirements of this Contract. Failure by the Vendor to meet the established minimum performance standards

## ATTACHMENT B SCOPE OF SERVICES

may result in the Agency, in its sole discretion, finding the Vendor to be out of compliance, and all remedies provided in this Contract and under law, shall become available to the Agency.

- c) The Agency reserves the right to impose liquidated damages upon the Vendor for failure to comply with the performance standard requirements set forth in **Table: 45 Performance Standards and Liquidated Damages**, below.

<b>Table: 45 - 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 ten percent (10%) of the total annual amount of this Contract shall be furnished to the Agency by the Vendor within thirty (30) calendar days after execution of this Contract and prior to commencement of any work under this 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 ten percent (10%) 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</b> to <b>\$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</b> to <b>\$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.
<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.

## ATTACHMENT B SCOPE OF SERVICES

Table: 45 - Performance Standards and Liquidated Damages	
Performance Standard Requirement	Liquidated Damages to be Imposed
<b>Security Rating Score</b>	
Failure to annually maintain a top tier security rating score from the Agency's selected information security rating service.	<b>\$5,000.00</b> per occurrence and <b>\$250.00</b> per day, if the Vendor does not improve to a top tier security rating score within three (3) months after its initial failure notification by the Agency, to annually obtain a top tier security rating score.
<b>SOC 2 Type II Audit</b>	
Failure to annually submit the SOC 2 Type II audit report within ninety (90) days of Vendor receipt of each Contract year.	<b>\$1,000.00</b> per calendar day for each calendar day beyond the due date.

**f. Sanctions**

- 1) In the event the Agency identifies a violation of or other non-compliance with this Contract (to include the failure to meet performance standards), the Agency may sanction the Vendor pursuant to Section 409.912(4), F.S. The Agency may impose sanctions in addition to any financial consequences or liquidated damages imposed pursuant to this 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.

**g. Disputes**

- 1) To dispute financial consequences, liquidated damages, sanctions and/or contract interpretations, the Vendor must request that the Agency's Deputy Secretary for Medicaid 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 a major 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

## **ATTACHMENT B SCOPE OF SERVICES**

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 this Contract by U.S. mail and/or major commercial courier service, shall submit such appeal or dispute to the following mailing address:

Medicaid Appeals/Disputes  
Agency for Health Care Administration  
Mail Stop 70  
2727 Mahan Drive  
Tallahassee, FL 32308

Regardless of whether delivered by U.S. mail or major 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. The exclusive venue of any legal or equitable action that arises out of or relating to this 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 this Contract, the Agency will notice the Vendor of the appropriate administrative remedy.

### **2. EDW Solution Turnover**

The EDW Vendor shall describe its actions and plan to fulfill the turnover and project closeout requirements described below as part of **PD-25: Vendor Turnover Plan**.

#### **a. EDW Vendor Responsibilities:**

- 1) The EDW Vendor shall cooperate with the Agency, six (6) months prior to Contract completion, in transitioning the EDW Solution responsibilities of this Contract to the Agency or another Vendor.



## **ATTACHMENT B SCOPE OF SERVICES**

- 2) The Vendor shall design, develop, and document an Agency approved **PD-25: 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 and maintain a turnover Project Schedule to include activities, milestones and key deliverables subject to Agency approval.
- 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 their documentation repository.
- 5) The Vendor shall maintain required staffing throughout the Contract term, in accordance with this Contract requirement.
- 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 EDW Solution(s).
- 9) The Vendor shall complete financial reconciliation of this Contract, including liquidated damages or financial consequences, if applicable.
- 10) 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 **PD-25: 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 to the successful 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

## ATTACHMENT B SCOPE OF SERVICES

- g) Identification of risks and barriers associated with the transition of services to a new Vendor and solutions for overcoming them.
- 11) 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.
- 12) The Vendors transition services solution shall include the ability to:
  - a) Provide the Agency and Agency authorized vendors with on-demand access to all solution components, including source, configuration, executables, models, artifacts, processes, and solution data;
  - b) Transition quickly to alternative hosting, infrastructure and service providers;
  - c) Use vendor, contracted, or sub contracted services and assets, and multiple solution providers;
  - d) Operate in parallel during transition to an alternate solution;
  - e) Continue operation at an equivalent cost of service; and
  - f) Provide timely and accurate transition materials including documentation and training.
- 13) The Vendor shall provide six (6) months post turnover support as needed by the Agency at no additional cost.

**b. Agency Responsibilities:**

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

- 1) Notify the Vendor of the Agency's intent to transfer or replace the system/services at least twelve (12) months prior to the end of this Contract;
- 2) Provide the Vendor with information needed to create a Work Breakdown Structure and project schedule for the Turnover Phase;
- 3) Review and approve **PD-25: Vendor Turnover Plan** to facilitate transfer to the Agency or to its designated agent;
- 4) Review and approve a statement of resources, which would be required to take over operations;
- 5) Coordinate the transfer of documentation, software, and data files;
- 6) Review and approve a Turnover Results Report which documents completion of each step of the **PD-25: Vendor Turnover Plan**; and
- 7) Obtain post turnover support from the Vendor in the event of software malfunction.

# ATTACHMENT B

## SCOPE OF SERVICES

### B.4. Cost Proposal

#### A. Overview of Cost Proposal

Vendors 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

##### 1. Fixed Price Deliverables

###### a. Solution

For costs related to the development of the Enterprise Data Warehouse Platform (Operational Data Store, Content Management, Enterprise Data Warehouse, and Persona Optimized Analytics and Report capabilities), the Vendor shall be paid based on the deliverables presented in **Attachment B**, Section B.3.F.8.b. With the exception of Deliverables **PD-1** and **PD-2**, payment for Deliverables will be authorized upon acceptance of the final product. Payment will be authorized for Deliverables **PD-1** and **PD-2** upon acceptance of the baseline and final plan. Cost associated with Interim, Preliminary, or Updates to deliverables should be included in the Base or Final deliverable pricing. Cost presented should be all inclusive, and the Vendor shall provide estimated hours and hourly costs for all resources supporting the deliverable.

###### b. Services

For costs related to implementation components as defined in **Attachment B**, Section B.3.E.2. and B.3.E.3 of the Enterprise Data Warehouse Platform (FMMIS/ODS Replication, Content Management and Training), the Vendor shall be paid based on the deliverables presented in **Attachment B**, Section B.3.F.8.b. Cost presented should be all inclusive, and the Vendor shall provide estimated hours and hourly costs for all resources supporting the deliverable.

##### 2. Fixed Price Deliverables Based on Complexity

a. The Vendor shall propose the number of Data Marts and Specialized Data Stores (SDS) as defined in **Attachment B**, Section B.3.E.2., which will be included in the fixed price proposed for payment deliverables (**PD-1** through **PD-25**) presented in **Attachment B**, Section B.3.F.8.b. In the event that additional Data Marts or SDS are requested by the Agency, the Vendor shall provide the cost associated based on defined scale and complexity factors (Simple, Medium, Complex) that are published in the [EDW Procurement Library](#) Services

b. For cost related to implementation components the Vendor shall propose a fixed number (Reports, Dashboards, and existing Agency Application's Data Migration to the ODS) that will be included in the base fixed price proposed for the deliverables presented in **Attachment B**, Section B.3.F.8.b. The Vendor shall provide the cost associated for additional reports, dashboards and further migration of Agency applications based on defined scale and complexity factor (Simple, Medium, Complex) in

## ATTACHMENT B SCOPE OF SERVICES

**Attachment B**, Section B.3.E.1.d and published in the [EDW Procurement Library](#).

- c. For cost related to the data management framework in **Attachment B**, Section B.1.B.4, B.3.F.3, and B.3.F.12, the Vendor shall propose a fixed number of updates that will be included in the base fixed price for data management services related to (Data Models, Data Migration, Establishing Data Services, RDS/EDW/Data Mart Models) in payment deliverables **PD-1** through **PD-25**. The Vendor shall provide the cost associated for additional updates based on defined scale and complexity factors (Simple, Medium, Complex) in **Attachment B**, Section B.3.E.1.d and published in the [EDW Procurement Library](#).

The Vendor shall provide costs associated with each One-time Deliverable (**PD-1**, through **PD-4**, and **PD-25**) and Deployment Deliverables (**PD-5** through **PD-24**) in **Attachment A**, Instructions and Special Conditions, **Exhibit A-5-a**, Detailed Budget. The fixed cost should include all Payment Deliverables including those deliverables associated with a fixed cost based on defined scale and complexity.

For the deliverable titled **PD-6: Bill of Materials**, costs shall be presented for the effort to conduct the work at a fixed price and for the Bill of Materials. The Agency will determine whether the items on the Bill of Materials will be purchased as a cost reimbursement to the Agency and paid as a cost reimbursement to the Vendor, or whether the items will be purchased directly by the Agency. For those items purchased by the Vendor, these materials are to be purchased for and licensed to the Agency. Actual expenditures for specified items made on the Agency's behalf will be reimbursed without profit or overhead for the term of this Contract.

The cost sum of the deliverables under the category of Project Planning Deliverables (**PD-1**, **PD-2**, **PD-3** and **PD-4**) cannot exceed more than fifteen percent (15%) of the cost of the Total Fixed Price Deliverables as shown in **Attachment A**, Instructions and Special Conditions, **Exhibit A-5-a**, Detailed Budget.

For all Project Planning Deliverables, except **PD-25: Vendor Turnover Plan**, the Agency will pay the Vendor upon the completion and acceptance of deliverables in accordance with the deliverable schedule specified in this Contract. Upon receipt and Agency approval of each deliverable, the Vendor shall be paid ninety percent (90%) of the total amount due for the deliverable. The Agency will pay the Vendor the remaining ten percent (10%) for all satisfactorily completed deliverables upon completion of the warranty term.

### 3. **Monthly Fixed Price Costs for Operations and Maintenance (O&M)**

The EDW Vendor shall provide their monthly fixed price cost for ongoing Operations and Maintenance of the Enterprise Data Warehouse solution as outlined in the requirements in **Attachment B**, Section B.3.F.3.h, Operations and Maintenance.

## **ATTACHMENT B SCOPE OF SERVICES**

### **4. Fixed Price Task Orders**

Excluding One-time Deliverables and fixed price costs for ongoing Operations and Maintenance as described above, the Vendor shall incorporate new FX projects into the EDW solution, provide major software updates (outside the scope of normal Operations and Maintenance), and provide services as described within this Contract, which shall be authorized as task orders. The Vendor's work will be managed by the Agency Contract Manager who shall issue written authorization to work in the form of individual task orders. Each task order shall include: project or service requirements (Scope of Services); activities; activities the Vendor expects the Agency to perform; timelines; staffing plan; specific fixed price deliverables, milestones and delivery dates; bill of materials which will be purchased as a cost reimbursement to the Agency and paid as a cost reimbursement to the Vendor. The Vendor is not authorized to initiate work on any task order prior to approval by the Agency. The Vendor is also not authorized to perform work on any task order beyond the services completion date as identified in the individual task order unless approved by the Agency and reduced to writing in the form of a change order to the task order. Task orders shall be paid on a fixed price deliverable basis. The format and processes associated with task orders shall be developed during contract initiation activities. Deliverables completed for a task order shall be submitted to the Agency for review and approval, in accordance with the timeframes established in the applicable task order. The task order shall be signed by the Agency and the Vendor.

### **5. Invoicing**

Invoices and all supporting documents shall be submitted on the successful Vendor's letterhead to the Agency's designated Contract Manager after the fixed price deliverable receives Agency approval. Invoice(s) shall include, at a minimum:

- a. Invoice date;
- b. Invoice number;
- c. Agency's Contract number;
- d. Description of the services rendered;
- e. Date(s) on which services were rendered;
- f. Payment remittance address; and
- g. Other supporting documentation as requested by the Agency.

The Vendor shall submit timesheets for Vendor key and additional staff to the Agency for review, upon request.

The successful Vendor shall not charge the Agency for any travel expenses related to any portion of this Contract without the Agency's prior written approval. Upon obtaining the Agency's written approval, the Vendor shall be authorized to

## ATTACHMENT B SCOPE OF SERVICES

incur travel expenses payable by the Agency to the extent provided by Section 112.061, Florida Statutes.

Payments will be authorized only for services which are in accordance with the terms and conditions of this Contract. Appropriate documentation as determined by the Agency shall be submitted to support invoices. Invoices shall not be approved for payment by the Agency until reports and deliverables from the Vendor are received and approved, as specified in this Contract.

### 6. Late Invoicing

Unless written approval is obtained from the Agency, and at the discretion of the Agency, correct invoices with documentation received forty-six (46) to sixty (60) calendar days after the Agency's acceptance of the deliverable(s) will be paid at ninety percent (90%) of the amount of the invoice. Correct invoices with documentation received sixty-one (61) to ninety (90) calendar days after the Agency's acceptance of the deliverable(s) will be paid at seventy-five percent (75%) of the invoice. Invoices received ninety-one (91) calendar days or more after the Agency's acceptance of the deliverable(s) will **not** be paid.

If the Vendor is unable to meet the invoice submission deadlines specified in this Contract, the Vendor shall notify the Agency in writing prior to the deadline explaining the circumstances and requesting an extension to the deadline.

### B.5. Program Reference

#### A. External Stakeholders

The Agency is coordinating with other external entities and organizations which will use the EDW Solution. The roles of the external entities are listed in **Figure 9: Anticipated Roles - External Stakeholders** below. This is not an all-inclusive list and will be defined further during Operations.

**Figure 9: Anticipated Roles - External Stakeholders**

Organization	Role
APD	The Agency for Persons with Disabilities (APD) administers 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.
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.

## ATTACHMENT B SCOPE OF SERVICES

Organization	Role
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) provides support for Agency payments and Federal funding participation. The 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 ensure such youth are not eligible for Medicaid services for the duration of his or her stay in the DJJ residential program.
DOC	The Florida Department of Corrections (DOC) coordinates with the Agency to ensure inmates residing in a DOC institution are not erroneously receiving Medicaid services.
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	U.S. 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.

## ATTACHMENT B SCOPE OF SERVICES

Organization	Role
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. Definitions and Acronyms

**Figure 10: Definitions and Acronyms**

Term	Definition
Affiliates	A corporation that is related to another corporation by shareholdings or other means of control; a subsidiary, parent, or sibling corporation.
Agency for Health Care Administration (Agency)	The Agency for Health Care Administration (AHCA) is the single State agency responsible for the Medicaid Program and children's health insurance program in Florida. For the purposes of this solicitation, Agency refers to the Agency or its designee.
Agency for Persons with Disabilities (APD)	The Florida State agency responsible for support to individuals with developmental disabilities as defined in <b>Chapter 393, Florida Statutes</b> .
ARRA	American Recovery and Reinvestment Act of 2009.
Centers for Medicare and Medicaid Services (CMS)	The organizational unit of the U.S. Department of Health and Human Services responsible for administration of the Title XIX and Title XXI Programs under the Social Security Act.
Certification	The written acknowledgment by CMS that the operational FMMIS meets all legal and operational requirements necessary for Federal Financial Participation (FFP).
Contract Manager	The Agency individual responsible for safeguarding State and Federal funds, deriving maximum return from those funds, and monitoring Vendor compliance with applicable laws and contract terms.
COTS	Commercially Available Off-The-Shelf Software.
Covered Service	Mandatory medical services required by CMS and optional medical services approved by the State for which enrolled providers will be reimbursed for services provided to eligible Medicaid recipients.
Data Governance	Aligns the organization with the business strategy and enables prioritization and approval of initiatives and a plan for the introduction of processes which will continuously monitor and improve data quality.
Department of Children and Families (DCF)	The Florida State Department which determines Medicaid eligibility in many categories and operates the Medicaid Eligibility Determination System to record Medicaid eligibility and eligibility for other State assistance programs. DCF is also responsible for overseeing programs involving behavioral health, childcare, domestic violence, economic self-sufficiency, refugee services, homelessness, and programs which identify and protect abused and neglected children and adults.



## ATTACHMENT B SCOPE OF SERVICES

Term	Definition
Department of Elder Affairs (DOEA)	The primary Florida State Department responsible for administering human services programs to benefit Florida's elders and developing policy recommendations for long term care in addition to overseeing the implementation of Federally-funded and State-funded programs and services for the State's elderly population.
Department of Health (DOH)	The Florida State Department which its mission is: To protect, promote, and improve the health of all people in Florida through integrated State, county, and community efforts. DOH's administration functions include contract administrative monitoring, audit guidance, budget, forms, resources and issuing provider licenses.
Direct Access or Medicaid Recipient or Provider Identifiable Data	Having, or expected to have, duties which involve access to personally identifiable information, protected health information, or financial information by any means including network shared drives, email, telephone, mail, computer systems, and electronic or printed reports.
Disaster Recovery and Business Continuity Plan	A contingency plan to support continued business processing and recovery through satisfactory 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.
Enrollment Database (EDB)	The Enrollment Database is the Centers for Medicare and Medicaid Service's database of record for Medicare Beneficiary enrollment information. It is the authoritative source for Medicare beneficiary information, entitlement, and other pertinent data.
Electronic Data Interchange (EDI)	EDI is the transfer of data from one source to another by standardized message formatting without the need for human intervention.
Electronic Health Record (EHR)	A record of diagnoses, treatments, and laboratory results stored in an electronic record for retrieval and use by authorized treatment professionals. (See also Electronic Medical Record (EMR))
Electronic Medical Record (EMR)	A record of diagnoses, treatments, and laboratory results stored in an electronic record for retrieval and use by authorized treatment professionals. (See also Electronic Health Record (EHR))
Electronic Remittance Advice (ERA)	ERA is an electronic version of a payment explanation which provides details about providers' claims payments with any required explanations.
Eligibility Verification	Refers to the process of validating whether an individual is determined to be eligible for health care coverage through the FX and/or a provider is qualified to provide services to the Medicaid population.
Enterprise Content Management (ECM)	The technologies used to capture, store, preserve and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists.
Enterprise Data Warehouse (EDW)	<b>EDW Project(s)</b> - the activities to develop, implement, maintain and operate the EDW Solution.  <b>EDW Solution</b> - the combination of software, hardware, infrastructure and services to accomplish data management and analytics of healthcare data for the Florida Health Care Connections, including the

## ATTACHMENT B SCOPE OF SERVICES

Term	Definition
	timely payment of Health Care Providers and Federal cost reporting, to maintain Federal funding award eligibility.
Explanation of Medical Benefits (EOMB)	The result of Medicare claims processing reported to a provider. Recipient EMOBs are produced by the Medicaid Agency and reported to the recipient.
Florida Health Care Connections (FX)	<p><b>FX Scope</b> - All initiatives which supply an input to or receive an output from the Agency's mission to provide better health care for all Floridians including Recipients, Providers, Processes, and Technology.</p> <p><b>FX Portfolio</b> - The collection of projects to transform the Medicaid Enterprise based on the FX mission.</p> <p><b>FX Projects</b> - A project included in the FX Portfolio with a clear objective and defined start and finish date.</p> <p><b>FX Vendor</b> - A vendor working on a FX Project.</p> <p><b>FX Vision</b> - Transform the Medicaid Enterprise to provide the greatest quality, the best experience, and the highest value in health care.</p>
Florida Healthy Kids Corporation (FHKC)	Administers the Florida Healthy Kids program for children 5 - 18. Determines Children's Health Insurance Program (CHIP) eligibility for non-Medicaid parts of the program. Collects monthly premium and manages the Florida KidCare customer service call center.
Florida Medicaid Management Information System (FMMIS)	The Florida Medicaid Management Information System is the State's Medicaid claims processing and information system.
Functional and Non-Functional Requirements	<p>Functional: a requirement that defines specific behaviors or functions.</p> <p>Non-functional: a requirement that specifies criteria that can be used to judge the operation of a system, rather than specific behaviors.</p>
Health Care Common Procedure Coding System (HCPCS)	A coding system designed by CMS which describes the physician and non-physician patient services covered by Medicaid and FX and used primarily to report reimbursable services provided to patients.
Health Information Exchange	The secure, electronic exchange of health information among authorized stakeholders in the healthcare community - such as care providers, patients, and public health agencies - to drive timely, efficient, high quality, preventive, and patient- centered care.
The Health Insurance Portability and Accountability Act of 1996 (HIPAA)	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.
Health Information Technology for Economic and Clinical Health (HITECH)	Health Information Technology for Economic and Clinical Health - enacted as part of the American Recovery and Reinvestment Act of 2009, was signed into law on February 17, 2009, to promote the adoption and meaningful use of health information technology.

## ATTACHMENT B SCOPE OF SERVICES

Term	Definition
Independent Verification and Validation (IV&V)	The Agency contracted separately with a Vendor to provide IV&V services for the FX transformation. The IV&V Vendor shall operate independently of project teams and shall report its findings directly to the Project's Sponsor and CMS. The selected Vendor shall support all IV&V activities and requests as directed by the Agency for the duration of this Contract.
Integration Services and Integration Platform (IS/IP) Project	Integration Services focuses on establishing and maintaining interoperability through the use of the Integration Platform which enables secure real-time, or near real-time, data exchange and integration of data and services across system boundaries. Integration Platform is a Commercial Off the Shelf (COTS) system software and customized application architecture to perform connectivity, security, communication, and processing to translate protocols, platforms, and data formats allowing data sharing and reuse of processing services. The Integration Platform performs integration functions centrally which would be difficult or impossible to implement within distributed systems.
KidCare	Florida KidCare is the State of Florida's high quality, low-cost health insurance for children. The program includes Florida's programs authorized under Title XIX and XXI of the Social Security Act. Through its four partners, the program covers children from birth through age 18.
Managed Care	Systems of care designed to improve recipients' access to health care and continuity of care, while controlling the overall costs of care.
Medicaid	The Federal medical assistance program authorized in Title XIX of the Social Security Act.
Medicaid Enterprise System (MES)	The collection of all systems impacting the Medicaid Enterprise.
Medicaid Information Technology Architecture (MITA)	An initiative by the Federal CMS intended to foster integrated business and IT transformation across the Medicaid Enterprise to improve the administration of the Medicaid program. It promotes modernization of MMIS operated by the States by promoting greater interoperability with other systems, use of COTS software, reusable programs and systems, and system analysis which allows business needs to drive system development.
Medicaid Management Information System (MMIS)	The Medicaid Management Information System, a State's Medicaid claims processing and information system. It is a CMS approved system which supports the operation of the Medicaid Program. The MMIS includes the following types of sub-systems or files: eligibility, Medicaid provider, claims processing, pricing, Surveillance and Utilization Review Subsystem (SURS), Medicaid Accounts Receivables System (MARS), and encounter processing.
National Provider Identifier (NPI)	An identification number assigned through the National Plan and Provider Enumerator System of the Federal Department of Health & Human Services. NPIs can be obtained online at:  <a href="https://nppes.cms.hhs.gov">https://nppes.cms.hhs.gov</a> .

## ATTACHMENT B SCOPE OF SERVICES

Term	Definition
Performance Standards	The criteria by which Vendor performance is measured.
Protected Health Information (PHI)	For purposes of this Scope of Services, 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 Health Plan from, or on behalf of, the Agency.
Provider	An entity which renders services or receives reimbursement for services rendered on behalf of Florida Medicaid. This includes medical or dental practitioners, medical facilities, pharmacies, and durable medical equipment suppliers, entities qualified under Federal waivers, and health plans such as Medicaid Health Plan or Provider Service Networks (PSNs). A person, organization, or institution which provides health care related services and is enrolled in the Florida Medicaid program.
Statewide Medicaid Managed Care Program (SMMC)	A program authorized by the Florida Legislature creating Part IV of Chapter 409, Florida Statutes, to establish the Florida Medicaid program as a statewide, integrated managed care program for all covered services, including long term care services. This program is referred to as Statewide Medicaid Managed Care (SMMC) and includes three (3) programs: one for managed medical assistance (MMA), long term care (LTC) and dental.
SEAS Vendor	Strategic Enterprise Advisory Services Vendor performs strategic advisory, technical advisory, programmatic advisory, change management, and project management services for the Agency; prepares requirements for procurements and the Implementation Advanced Planning Document; supports the Agency team during this Contract, and through Design, Development, and Implementation (DDI) activities.
Subcontractor	Any entity contracting with the Vendor to perform services or to fulfill any of the requirements requested in this solicitation or any entity which is a subsidiary of the Vendor performing the services or fulfilling the requirements requested in this solicitation.
Vendor	The successful respondent with which the Agency has executed a Contract.

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

## 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. Key Phase Gate Deliverables

<b>PD-1</b>	<b>DELIVERABLE</b>
	PD-1: Project Management Plan (Includes Vendor Resource Management Plan)
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Project Management Plan (including a Vendor Resource Management Plan) in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.1). Delays in completing the planning deliverables may impact multiple FX Projects including Agency resources, internal and external stakeholders, and other FX Vendors.
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	No later than sixty (60) calendar as 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 this project and other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

<b>PD-2</b>	<b>DELIVERABLE</b>
	PD-2: Project Schedule
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Project Schedule in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.2). Delays in completing the planning deliverables may impact multiple FX Projects including Agency resources, internal and external stakeholders, and other FX Vendors.
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	No later than sixty (60) 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 this project and other FX Projects. 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>\$2,000.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PD-3</b>	<b>DELIVERABLE</b>
	PD-3: High-Level Technical Design
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the High-Level Technical Design in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.3). Delays in completing the planning deliverables may impact multiple FX Projects including Agency resources, internal and external stakeholders, and other FX 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 this project and other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.	
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

<b>PD-4</b>	<b>DELIVERABLE</b>
	PD-4: 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, Section B.3.F.8.c.4). Delays in completing the planning deliverables may impact multiple FX Projects including the Agency, the users (internal and external), and other FX 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 this and project other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.	
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PD-5</b>	<b>DELIVERABLE</b>
	PD-5: Requirements Document
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Requirements Document in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.5). Delays in completing the planning deliverables may impact multiple FX Projects including the Agency, the users (internal and external), and other FX Vendors.
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$2,000.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

<b>PD-6</b>	<b>DELIVERABLE</b>
	PD-6: Bill of Materials
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Bill of Materials for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.6).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$200.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PD-7</b>	<b>DELIVERABLE</b>
	PD-7: Technical Infrastructure Plan
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Technical Infrastructure Plan for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.7).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for each project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.	
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

<b>PD-8</b>	<b>DELIVERABLE</b>
	PD-8: Requirement Traceability Matrix
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Requirements Traceability Matrix for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.8).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$500.00</b> each business day the deliverable is overdue.	



## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PD-9</b>	<b>DELIVERABLE</b>
	PD-9: System Design Document (Includes Architecture Specifications)
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the System Design Document (Including Architecture Specifications) for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.9).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$2,500.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$1,000.00</b> each business day the deliverable is overdue.	

<b>PD-10</b>	<b>DELIVERABLE</b>
	PD-10: Data Conversion and Migration Plan
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Data Conversion and Migration Plan for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.10).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

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

<b>PD-11</b>	<b>DELIVERABLE</b>
	PD-11: Implementation Plan / Software Release Plan
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Implementation Plan / Software Release Plan for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.11).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.	
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

<b>PD-12</b>	<b>DELIVERABLE</b>
	PD-12: Configuration Management and Release Management Plan
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Configuration Management and Release Management Plan for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.12).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.	
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PD-13</b>	<b>DELIVERABLE</b>
	PD-13: 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 the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.13).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>\$1,000.00</b> each business day the deliverable is overdue.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> each business day the deliverable is overdue.	

<b>PD-14</b>	<b>DELIVERABLE</b>
	PD-14: Interface Control Document (ICD)
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor shall submit the Interface Control Document (ICD) for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.14).
	<b>ACCEPTANCE CRITERIA</b>
	To be documented in the Deliverable Expectation Document.
	<b>DUE DATE(S)</b>
	Developed and delivered for the project workstream according to the Agency approved EDW PD-2: Project Schedule.
	<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 this project and other FX Projects. 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>PD-15</b>	<b><u>DELIVERABLE</u></b>
	PD-15: Test Plan
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Test Plan for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.15).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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.	

<b>PD-16</b>	<b><u>DELIVERABLE</u></b>
	PD-16: 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 the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.16).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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>PD-17</b>	<b><u>DELIVERABLE</u></b>
	PD-17: Implementation Readiness Review (Includes System, Security, and Performance Test Completion 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 the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.17).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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.	

<b>PD-18</b>	<b><u>DELIVERABLE</u></b>
	PD-18: Organizational Change Management Plan (includes Training Plan)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Organizational Change Management Plan for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.18).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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.	

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

<b>PD-19</b>	<b><u>DELIVERABLE</u></b>
	PD-19: Operations and Maintenance (O&M) Manual
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Operations and Maintenance Manual for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.19).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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.	

<b>PD-20</b>	<b><u>DELIVERABLE</u></b>
	PD-20: Production Readiness Review
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Production Readiness Review for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.20).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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>PD-21</b>	<b><u>DELIVERABLE</u></b>
	PD-21: Post Implementation Report
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Post Implementation Report for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.21).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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>\$500.00</b> each business day the deliverable is overdue.	

<b>PD-22</b>	<b><u>DELIVERABLE</u></b>
	PD-22: Operational Readiness Review (ORR)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Operational Readiness Review (ORR) for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.22).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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>\$500.00</b> each business day the deliverable is overdue.	

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

<b>PD-23</b>	<b><u>DELIVERABLE</u></b>
	PD-23: Warranty Completion Report
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Warranty Completion Report for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.23).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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.	

<b>PD-24</b>	<b><u>DELIVERABLE</u></b>
	PD-24: Annual Operational Analysis (AOA)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Annual Operational Analysis (AOA) for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.24).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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>\$500.00</b> each business day the deliverable is overdue.	



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

<b>PD-25</b>	<b><u>DELIVERABLE</u></b>
	PD-25: Vendor Turnover Plan
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall submit the Vendor Turnover Plan for the project workstream in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.8.c.25).
	<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 the project workstream according to the Agency approved EDW PD-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 project workstreams deliverable, keeping projects on schedule and in sync with all other activities associated with the FX 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>\$1,200.00</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.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

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

**2. Performance Metrics**

Performance Metrics align with Tier III Data Center standards for the implementation and ongoing operations.

<b>PM-1</b>	<b><u>PERFORMANCE METRIC</u></b>
	Performance Reports
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide monthly performance reports in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.I.1.e.3). Monthly performance reports will be 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 both internal users.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	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>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 show 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 business day past the due date.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PM-2</b>	<b><u>PERFORMANCE METRIC</u></b>
	Incident Tickets
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide Incident Management in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.F.3.h.1). 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 above.
	<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>\$1,000.00</b> each calendar day Level 1 (Critical) incident ticket open for more than twenty-four (24) hours. <b>\$500.00</b> each calendar day Level 2 (High) incident ticket open for more than forty-eight (48) hours.	

<b>PM-3</b>	<b><u>PERFORMANCE METRIC</u></b>
	General Staff Levels
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall maintain agreed upon general staffing levels in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.H.4., to properly complete and support the services specified in this solicitation and the resulting Contract according to the Vendor Resource Management Plan.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	If the Vendor fails to replace general staff within thirty (30) business days, or if staffing levels fall below ninety percent (90%) 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>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 business day that the general staffing is not replaced within thirty (30) business days or the general staff level falls below ninety percent (90%).	

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

<b>PM-4</b>	<b><u>PERFORMANCE METRIC</u></b>
	Key Staff Levels
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall maintain agreed upon staffing levels in accordance with <b>Attachment B</b> , Scope of Services, Section B.3.H.4., to properly complete and support the services specified in this solicitation and the resulting Contract according to the Vendor Resource Management Plan.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	If the Vendor fails to replace Key Staff within twenty (20) business days, the Vendor shall be in non-compliance and will incur financial consequences.
	<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>PM-5</b>	<b><u>PERFORMANCE METRIC</u></b>
	Application and System Availability
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's EDW solution shall be available 99.982% of the time, twenty-four (24) hours a day, seven (7) days a week, excluding Agency approved planned downtime. 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 twenty-eight (28), twenty-nine (29), thirty (30), and thirty-one (31)-day months.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	Each month system availability falls below 99.982% the Agency will consider this the threshold for incurring financial consequences.
	<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 system was unavailable and the calculated percent of availability time for the month.

## EXHIBIT B-1 DELIVERABLES AND PERFORMANCE STANDARDS

<b>PM-6</b>	<b><u>PERFORMANCE METRIC</u></b>
	Data Replication Accuracy
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendors EDW solution shall provide Data Replication where the solution replicates all required data from source to target with one-hundred percent (100%) accuracy. This metric shall serve to support production Data Replication Accuracy for all EDW project solutions. This metric is calculated by totaling the number of transactions errors for each month.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	If the data replication has one (1) or more errors for the month, the Vendor shall be in non-compliance and will incur financial consequences.
	<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 data replication errors for the month.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
<b>\$500.00</b> for each Data Replication error plus <b>\$2,000.00</b> for each month that Data Replication has three (3) or more errors.	

<b>PM-7</b>	<b><u>PERFORMANCE METRIC</u></b>
	Data Replication Transaction Time
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendors EDW solution shall provide Data Replication where the solution replicates all required data from source to target with each transaction being completed within sixty (60.0) seconds. This metric shall serve to support production Data Replication Transaction Time for all EDW project solutions. This metric is calculated by totaling the number of data replication transactions for the month which take more than sixty (60.0) seconds to complete.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	If the data replication transaction time for any data transaction is greater than sixty (60.0) seconds at any time during the month the Vendor shall be in non-compliance and will incur financial consequences.
	<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 data replication transactions for the month which took more than sixty (60.0) seconds to complete from the origination of the source transaction.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
<b>\$500.00</b> for each Data Replication non-compliance, plus <b>\$2,000.00</b> for each month that there is Data Replication Transaction Time non-compliance of three (3) or more.	

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

<b>PM-8</b>	<b><u>PERFORMANCE METRIC</u></b>
	Data Store Availability
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's EDW Reporting Data Store solution shall provide: real time source data availability within five (5) minutes; committed delayed source data is available in the target system in within fifteen (15) minutes; committed daily source data is available in the target system within four (4) hours; committed Weekly, Monthly, Quarterly, Annual and Odd Cycle source data shall be available in the target system within twenty-four (24) hours. This metric is calculated by totaling for the month, each calendar day any of the Data Store Availability metrics are not met.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	Each month Data Store Availably totals three (3) or more noncompliant instances, the Agency shall consider this the threshold for incurring financial consequences.
	<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 calendar days for the month the Data Store Availability is not met.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
<b>\$1,000.00</b> for each calendar day of non-compliance plus <b>\$2,000.00</b> for each month that Data Store Availability has three (3) or more calendar days of non-compliance.	

<b>PM-9</b>	<b><u>PERFORMANCE METRIC</u></b>
	Data Warehouse Availability
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's EDW solution shall provide: committed Daily, Weekly, and Monthly source data is available in the target system within twenty-four (24) hours; Quarterly, Annual and Odd Cycle source data shall be available in the target system within seventy-two (72) hours. This metric is calculated by totaling for the month, each calendar day any of the Data Store Availability metrics are not met.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation above.
	<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 calendar days for the month the Data Warehouse Availability is not met.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
<b>\$1,000.00</b> for each calendar day of non-compliance plus <b>\$2,000.00</b> for each month that Data Store Availability has three (3) or more calendar days of non-compliance.	

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

<b>PM-10</b>	<b><u>PERFORMANCE METRIC</u></b>
	Data Service Request Response Time
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor's Enterprise Data Warehouse (EDW) solution shall provide Data Service Request response time as per the following: simple Data Service tied to three (3) or fewer business rules and three (3) or fewer external calls; medium Data Service tied to four (4) to six (6) business rules and four (4) to six (6) external calls; and complex Data Service tied to more than six (6) business rules and more than six (6) external calls. Response time is the amount of time between the submission and response receipt of a transaction within the system.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	Simple data service requests in less than 125 ms (milliseconds), data service requests of medium complexity in less than 140 ms, and complex data service requests in less than 170 ms.
	<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 Data Service Request transactions, the number of simple Data Service Requests equal to or greater than 125 ms, the number of Data Service Requests of medium complexity equal to or greater than 140 ms, and the number of complex Data Service Requests in equal to or greater than 170 ms.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$500.00</b> for each Data Service Request transaction equal to or greater than the data service request time metric by complexity.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

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

<b>PM-11</b>	<b>PERFORMANCE METRIC</b>
	Direct Access Query Response Time
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor's Enterprise Data Warehouse (EDW) solution shall provide Direct Access Queries response time as per the following: simple Data Access Queries tied to one Entity with ten (10) or fewer attributes and one (1) or fewer relationships; medium Data Access Queries tied to two (2) to three (3) Entities, with eleven (11) to twenty (20) attributes and two (2) to three (3) relationships; complex Data Access Queries tied to more than three (3) Entities, with more than twenty (20) attributes and more than three (3) relationships. Response time is the amount of time between the submission and response receipt of a transaction within the system.
	<b>ACCEPTANCE CRITERIA</b>
	Simple direct access queries in less than twenty-five (25) ms, direct access queries of medium complexity in less than forty (40) ms, and complex direct access queries in less than seventy (70) ms.
	<b>DUE DATE(S)</b>
	Reported on the Monthly Performance Standards Report Card.
	<b>AMOUNT</b>
	See Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of Direct Access Queries, the number of Simple direct access queries equal to or greater than twenty-five (25) ms, direct access queries of medium complexity equal to or greater than forty (40) ms and complex direct access queries equal to or greater than seventy (70) ms.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> for each Direct Access Query equal to or greater than the allotted time by complexity.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**



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

<b>PM-12</b>	<b>PERFORMANCE METRIC</b>
	Reporting Response Time
	<b>SUPPORTING DOCUMENTATION</b>
	The Vendor's Enterprise Data Warehouse (EDW) solution shall provide Reporting Response times as per the following: simple reports sourced from three (3) or fewer tables, ten (10) or fewer parameters and one (1) data source; medium reports sourced from three (3) to eight (8) tables, ten (10) to fifteen (15) parameters and one (1) to two (2) data sources; complex reports sourced from more than eight (8) tables, more than fifteen (15) parameters and more than two (2) data sources. Response time is the amount of time between the submission and response receipt of a transaction within the system.
	<b>ACCEPTANCE CRITERIA</b>
	Simple reports within one (1.0) second, reports of medium complexity within two (2.0) seconds, and complex reports within three (3.0) seconds.
	<b>DUE DATE(S)</b>
	Reported on the Monthly Performance Standards Report Card.
	<b>AMOUNT</b>
	See Financial Consequences below.
	<b>PERFORMANCE STANDARDS</b>
	The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of Reports by complexity, the number of Simple Reports equal to or greater than one (1.0) second, Reports of medium complexity equal to or greater than two (2.0) seconds, and complex Reports equal to or greater than three (3.0) seconds.
<b>FINANCIAL CONSEQUENCES</b>	
<b>\$500.00</b> for each Reporting Response time equal to or greater than the allotted time by complexity.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

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

<b>PM-13</b>	<b><u>PERFORMANCE METRIC</u></b>
	Specialized Data Stores Implementation
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The EDW Vendor shall implement Specialized Data Stores (SDS) per the following: simple SDS tied to three (3) or fewer data types and one (1) data source, medium SDS tied to three (3) to five (5) data types and one (1) to two (2) data sources, complex SDS tied to more than five (5) data types and more than two (2) data sources.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	Simple SDS Structures shall be implemented within three (3) business days of approval to begin construction, SDS Structures of Medium complexity shall be implemented within ten (10) business days of approval to begin construction, Complex SDS structures shall be implemented within thirty (30) business days of approval to begin construction. The metric is calculated by totaling the number of business days between the due date(s) and the date the SDS is accepted by the Agency.
	<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 SDS's implemented by complexity, the number of simple SDS's implemented after three (3) business days, the number of medium SDS's implemented after ten (10) business days, and the number of complex SDS's implemented after thirty (30) business days.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$1,000.00</b> for each business day SDS implemented after the allotted time by complexity.	

<b>PM-14</b>	<b><u>PERFORMANCE METRIC</u></b>
	Data Extraction
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide a solution capable of extracting, at a minimum, one (1) million rows of data per minute per Data Extraction.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation above.
	<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 total number of Data Extractions and the number of Data Extractions which do not provide at least one (1) million rows of extracted data per minute.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$500.00</b> for each Data Extraction that does not meet the performance standard.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

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

<b>PM-15</b>	<b><u>PERFORMANCE METRIC</u></b>
	Recovery Point Objective (RPO)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide a solution capable of Recovery Point of fifteen (15.0) minutes or less for each Recovery executed.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation above.
	<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 total number of Recoveries executed and the number of Recoveries which do not complete in fifteen (15.0) minutes or less.

<b>PM-16</b>	<b><u>PERFORMANCE METRIC</u></b>
	Recovery Time Objective (RTO)
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide a solution capable of Recovery Time of twenty-four (24) hours or less for each Recovery executed.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation above.
	<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 total number of Recoveries executed and the number of Recoveries which do not meet the Recovery Time of twenty-four (24) hours or less.

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

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

<b>PM-17</b>	<b><u>PERFORMANCE METRIC</u></b>
	Restore Archived Data
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall provide a solution capable of Restoring Archived Data within twenty-four (24) hours or less for each Data Restore executed.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation above.
	<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 total number of Data Restores executed and the number of Data Restores which do not complete within twenty-four (24) hours or less.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$5,000.00</b> for each Data Restore execution that does not meet the performance standard.	

<b>PM-18</b>	<b><u>PERFORMANCE METRIC</u></b>
	Inbound/Outbound File Frequency
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	The Vendor shall integrate with the IS/IP Managed File Transfer (MFT) solution to process both inbound and outbound files securely and at the frequency defined in the Interface Control Document.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation above.
	<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 number of monthly inbound/outbound files and the frequency of the file transfers along with the number of file transfers per calendar day which do not meet the performance standard as defined in the Interface Control Document.
<b><u>FINANCIAL CONSEQUENCES</u></b>	
<b>\$1,000.00</b> per business day for each file that does not meet the performance standard.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**

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

<b>PM-19</b>	<b><u>PERFORMANCE METRIC</u></b>
	Security Incident Notification
	<b><u>SUPPORTING DOCUMENTATION</u></b>
	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.
	<b><u>ACCEPTANCE CRITERIA</u></b>
	See Supporting Documentation above.
	<b><u>DUE DATE(S)</u></b>
	Reported within one (1) hour of discovery. .
	<b><u>AMOUNT</u></b>
	See Financial Consequences below.
	<b><u>PERFORMANCE STANDARDS</u></b>
	The Vendor shall submit a written summary for each security incident and resolution of all privacy and security incidents, and email notification within one (1) hour of discovery of any security breach.
	<b><u>FINANCIAL CONSEQUENCES</u></b>
<b>\$10,000.00</b> for each incident that does not meet the performance standard, and other financial consequences and penalties per HIPAA compliance procedures as well as Section 501.171, F.S.	

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**