

ATTACHMENT B

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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.

3. 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.
- 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:

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- 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
 - 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;

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- 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.

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

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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**, 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

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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.

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

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- 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 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.

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Organization	Role
CMS	The Centers for Medicare and Medicaid Services (CMS), is part of the Department of Health and Human Services (HHS) and is supporting innovative approaches to improving quality, accessibility, and affordability, while finding the best ways to use innovative technology to support patient-centered care.
DCF	The Florida Department of Children and Families (DCF) determines Medicaid eligibility for low-income children and families, aged persons, persons with disabilities, and persons seeking institutional care. DCF is the State authority for substance abuse and mental health services, and administers the child welfare program.
DFS	Florida Department of Financial Services (DFS) 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.

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Organization	Role
OPPAGA	The Office of Program Policy Analysis and Government Accountability (OPPAGA) is an office of the Legislature. OPPAGA provides data, evaluative research, and objective analyses to assist legislative budget and policy deliberations. OPPAGA conducts research as directed by State law, the presiding officers, or the Joint Legislative Auditing Committee.
NHIN	The Nationwide Health Information Network (NHIN) is broadly defined as the set of standards, specifications and policies which enable the secure exchange of health information over the Internet. This program provides a foundation for the exchange of health information across diverse entities, within communities and across the country, helping to achieve the goals of the HITECH Act.

B. 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 Chapter 393, Florida Statutes .
ARRA	American Recovery and Reinvestment Act of 2009.
Centers for Medicare and Medicaid Services (CMS)	The organizational unit of the U.S. Department of Health and Human Services responsible for administration of the Title XIX and Title XXI Programs under the Social Security Act.
Certification	The written acknowledgment by CMS that the operational FMMIS meets all legal and operational requirements necessary for Federal Financial Participation (FFP).
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.

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Term	Definition
Department of Children and Families (DCF)	The Florida State Department which determines Medicaid eligibility in many categories and operates the Medicaid Eligibility Determination System to record Medicaid eligibility and eligibility for other State assistance programs. DCF is also responsible for overseeing programs involving behavioral health, childcare, domestic violence, economic self-sufficiency, refugee services, homelessness, and programs which identify and protect abused and neglected children and adults.
Department of Elder Affairs (DOEA)	The primary Florida State Department responsible for administering human services programs to benefit Florida's elders and developing policy recommendations for long term care in addition to overseeing the implementation of Federally-funded and State-funded programs and services for the State's elderly population.
Department of Health (DOH)	The Florida State Department which its mission is: To protect, promote, and improve the health of all people in Florida through integrated State, county, and community efforts. DOH's administration functions include contract administrative 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.

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Term	Definition
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)	EDW Project(s) - the activities to develop, implement, maintain and operate the EDW Solution. EDW Solution - 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 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)	FX Scope - 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. FX Portfolio - The collection of projects to transform the Medicaid Enterprise based on the FX mission. FX Projects - A project included in the FX Portfolio with a clear objective and defined start and finish date. FX Vendor - A vendor working on a FX Project. FX Vision - Transform the Medicaid Enterprise to provide the greatest quality, the best experience, and the highest value in health care.
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	Functional: a requirement that defines specific behaviors or functions. Non-functional: a requirement that specifies criteria that can be used to judge the operation of a system, rather than specific behaviors.
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.

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Term	Definition
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.
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	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,

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Term	Definition
Information System (MMIS)	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: https://nppes.cms.hhs.gov .
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.

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Manager, Applications Development

Job#: 1210

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Applications Architect

Job#: 1220

General Characteristics

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

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Enterprise Application Integration (EAI) Engineer

Job#: 1230

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Systems Analyst

Job#: 1240

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: APPLICATIONS DEVELOPMENT

Applications Development Analyst

Job#: 1250

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: DATA STRATEGY AND MANAGEMENT

Data Architect

Job#: 1410

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: QUALITY ASSURANCE

Quality Assurance Analyst

Job#: 1620

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: TECHNOLOGY RESEARCH

Manager, Technology Research

Job#: 1800

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: TECHNOLOGY RESEARCH

Technology Research Analyst

Job#: 1810

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Business Intelligence Architect

Job#: 3420

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Manager, Decision Support

Job#: 3600

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS INTELLIGENCE SYSTEMS MANAGEMENT

Knowledge Engineer

Job#: 4000

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

ERP Team Lead

Job#: 4200

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: ENTERPRISE RESOURCE PLANNING (ERP)

ERP Team Member

Job#: 4210

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Manager, Vendor Relationships

Job#: 5000

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: SOURCING AND VENDOR RELATIONSHIP MANAGEMENT

Technical Advisor

Job#: 5200

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS MANAGEMENT

Documentation Specialist/Technical Writer

Job#: 5800

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS MANAGEMENT

Manager, IT Finance

Job#: 6000

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS MANAGEMENT

Director, IT Risk and Compliance

Job#: 6100

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS MANAGEMENT

Business Management Specialist

Job#: 6400

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: SECURITY MANAGEMENT

Security Analyst

Job#: 6810

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: SECURITY MANAGEMENT

Data Security Specialist

Job#: 6820

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: SECURITY MANAGEMENT

Systems Security Specialist

Job#: 6840

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: SYSTEMS PROGRAMMING AND ADMINISTRATION

Systems Architect

Job#: 7410

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Director, Enterprise Architecture

Job#: 7500

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Manager, IT Business Planning

Job#: 7600

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Enterprise Architect

Job#: 7610

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Business Process Consultant

Job#: 7620

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

IT Business Consultant

Job#: 7630

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Business Analyst

Job#: 7640

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: BUSINESS ANALYSIS AND PLANNING

Director, Business Relationships

Job#: 7700

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: PROGRAM MANAGEMENT

Program Manager

Job#: 8210

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: PROGRAM MANAGEMENT

Project Manager

Job#: 8220

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Breadth:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: PROGRAM MANAGEMENT

Project Management Specialist

Job# 8235

General Characteristics

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

Dimensions

Education:

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

Experience:

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

Complexity:

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

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EXHIBIT B-2 STAFFING POSITIONS

JOB FAMILY: MANAGEMENT CONSULTING STC

Program & Administrative Support

General Characteristics

Provides administrative support as needed.

Dimensions

Education:

High school diploma.

Experience:

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

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ATTACHMENT A:

?#	VENDOR NAME	SECTION CITE REFERENCE	ITN PG #	QUESTION	RESPONSE
1	IBM	A.2, Special Terms and Conditions, A.4	31	Please provide information about the IT security risk score scan, including how respondents are scored and the various rating factors.	Please refer to the updated information provided for SRC #6 in Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019), of the ITN.
2	SAS	A.2, Special Terms and Conditions	30	Will the Agency accept Vendor's security and HIPAA training to meet requirements in A.2.?	No. The Agency's training is required for anyone with network and system access.
3	IBM	A.1, Instructions	11	<p>The ITN at Attachment A, Section B.2.c.(1) requires each respondent to submit an Original Proposal Guarantee of \$9.37 million, and that section of the ITN provides that the proposal guarantee is a firm commitment the respondent shall, upon the Agency's "acceptance" of its response, execute such contractual documents as may be required within the specified time. On the other hand, section B.2.c.(8) provides that if the "successful respondent" fails to execute a contract within 10 days after a contract has been presented to the "successful respondent" for signature, the successful respondent shall forfeit its proposal guarantee.</p> <p>Please confirm that when the Agency used the term "acceptance" in Attachment A, Section B.2.c.(1) of the ITN, as noted above, "acceptance" is intended to mean that the Agency has intended to award the agreed-upon contract to that particular respondent? In other words, please confirm that the term "acceptance" as used in that section is not expected to mean that the Agency has merely received the respondent's ITN response and is evaluating it.</p>	<p>In Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section B., Response Preparation and Content, Item 2., Mandatory Response Content, Sub-Item c., Original Proposal Guarantee, Sub-Item 1), this language applies to each respondent and should not be interpreted as the Agency intending to award the contract to all respondents who provide a proposal guarantee. The term 'acceptance' as used here refers to the Agency having received or taken into possession the proposal guarantee.</p> <p>Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section B., Response Preparation and Content, Item 2., Mandatory Response Content, Sub-Item c., Original Proposal Guarantee, Sub-Item 8), the successful respondent is the respondent named as the awarded vendor via posting of the Notice of Agency Decision on the Vendor Bid System. If the successful respondent does not sign the presented contract within ten (10) consecutive calendar days, the proposal guarantee shall be forfeited to the Agency.</p>
4	IBM	A.1, Instructions	22	Vendors have an option to submit audited financial reports or the D&B report. For vendors submitting audited financial statements, how will the scoring in Table 3 be calculated?	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section D. , Response Evaluation, Negotiations and Contract Award, Item 4. , Financial Evaluation - Pass/Fail, Sub-Item a. , Financial Statements.

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?#	VENDOR NAME	SECTION CITE REFERENCE	ITN PG #	QUESTION	RESPONSE
5	IBM	A.1, Instructions	10	Please confirm this requirement does not apply to typical prime/subcontractor relationships.	As stated in Attachment A , Instructions and Special Conditions, this is specific to joint venture or legal partnerships that submit a response to the ITN.
6	IBM	A.1, Instructions	19	Please confirm this requirement is only for the prime vendor and that subcontractors are not required to submit a transmittal letter.	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , Response Preparation and Content, and Sub-Section C. , Response Submission Requirements.
7	IBM	A.1, Instructions	14	Please confirm that Exhibit A-6 should only contain innovative and value add services above and beyond the services required under this SOW.	Confirmed. See the instructions in Attachment A , Instructions and Special Conditions, Exhibit A-6 , Summary of Respondent Commitments.
8	IBM	Exhibit A-4	34	The vendor is limited to attachments including the draft staffing plan, resumes, proposed location, org chart. However, on page 126 of Attachment B, key staff are required to sign an attestation, provide proof of certification and supervisor details -- are these required as part of the bidder's response? If yes, please indicate where they should be included as they are not permitted attachments.	The requirements in Attachment B, Scope of Services (October 7, 2019), are not required for response to SRC #24.
9	IBM	Exhibit A-5-a	N/A	In each of these schedules, the Agency includes a statement that "the respondent is responsible for ensuring that formulas are correct and totals are accurate." However, the sheets are protected so the formulas are not visible and cannot be changed. The Agency also asks to delete rows that are not needed, however deleting rows is not permitted in a protected workbook. Would the Agency please provide an unlocked version of the Exhibit A-5-a	The Agency is providing an unlocked Attachment A, Instructions and Special Conditions, Exhibit A-5-a , Detailed Budget (October 7, 2019).
10	IBM	A.1, Instructions	25	Please confirm that the two highest ranked vendors will have the opportunity to discuss and negotiate terms and conditions in light of #2 of Exhibit A-3.	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Item 7. , PUR1000, General Contract Conditions, and Item 8. , PUR1001, General Instructions to Respondents. Also, see Addendum No. 1, first line of Attachment A , Instructions and Special Conditions, Exhibit A-8 , Standard Contract (August 9, 2019).
11	IBM	A.1, Instructions	17	Please confirm the State's right to use ideas contained in the responses does not include	The solicitation states that trade secret information as defined in Section 812.081, Florida Statutes, must be

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?#	VENDOR NAME	SECTION CITE REFERENCE	ITN PG #	QUESTION	RESPONSE
				information considered trade secret and marked proprietary.	marked as such. The Agency shall abide by all pertinent laws regulating the use of trade secret information within a response to a competitive solicitation.
12	IBM	A.1, Instructions	11	<p>The ITN at Attachment A, Section B.2.c.(1) requires each respondent to submit an Original Proposal Guarantee of \$9.37 million, and that section of the ITN provides that the proposal guarantee is a firm commitment the respondent shall, upon the Agency's "acceptance" of its response, execute such contractual documents as may be required within the specified time. On the other hand, section B.2.c.(8) provides that if the "successful respondent" fails to execute a contract within 10 days after a contract has been presented to the "successful respondent" for signature, the successful respondent shall forfeit its proposal guarantee.</p> <p>Please confirm that prior to the Agency's public announcement of its intended contract award and presentment of the contract to the successful respondent, no respondent's proposal guarantee is at risk of being forfeited for any reason.</p>	<p>In Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section B., Response Preparation and Content, Item 2., Mandatory Response Content, Sub-Item c., Original Proposal Guarantee, Sub-Item 1), this language applies to each respondent and should not be interpreted as the Agency intending to award the contract to all respondents who provide a proposal guarantee. The term 'acceptance' as used here refers to the Agency having received or taken into possession the proposal guarantee.</p> <p>Attachment A, Instructions and Special Conditions, Section A.1., Instructions, Sub-Section B., Response Preparation and Content, Item 2., Mandatory Response Content, Sub-Item c., Original Proposal Guarantee, Sub-Item 8), the successful respondent is the respondent named as the awarded vendor via posting of the Notice of Agency Decision on the Vendor Bid System. If the successful respondent does not sign the presented contract within ten (10) consecutive calendar days, the proposal guarantee shall be forfeited to the Agency.</p>
13	IBM	A.2, Special Terms and Conditions	7	In lieu of fingerprinting, can a Vendor instead perform State, Federal, and County level SSN based background checks for the past 7 years?	See Attachment A , Instructions and Special Conditions, Exhibit A-8 , Standard Contract, Section I. , THE VENDOR HEREBY AGREES, Sub-Section K. , Background Screening.
14	DXC Technology	Instructions and Special Conditions	6	Please confirm that vendors acting as EDW subcontractors are not precluded from bidding the downstream modules (provided they are not IS/IP awardees).	Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Item 13. , Program Overview, Table 2 , Program Restrictions.
15	Electronic Health Resources, LLC	A.1. Instructions	4	Please provide instructions for a hand-delivery. Should it also be delivered to the Mailroom or somewhere else; i.e. 27272 Building 2 Reception Desk.	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Item 6. , Solicitation Timeline, Table 1 , Solicitation Timeline, for hand-delivery address/location.

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?#	VENDOR NAME	SECTION CITE REFERENCE	ITN PG #	QUESTION	RESPONSE
16	Electronic Health Resources, LLC	C.1 Hardcopy and Electronic Submission Requirements	15	The component of the hard copy response includes Exhibit A-5 Cost Proposal and A-5-a Detailed Budget. Please confirm the cost proposal and Detailed budget should be submitted with the Technical Proposal. If not, please provide instructions for the submission of the Cost Proposal and Detailed Budget.	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , Response Preparation and Content, and Sub-Section C. , Response Submission Requirements.
17	Electronic Health Resources, LLC	C.1 Hardcopy and Electronic Submission Requirements	16	As a follow-up to the question above, please confirm the 2 identical electronic copies should include the Cost Proposal and Detailed budget. If not, please provide instructions for the identical electronic version of the Cost Proposal and Detailed Budget.	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Submission Requirements, Item 1. , Hardcopy and Electronic Submission Requirements, Sub-Item c. , Electronica Copy of the Response, Sub-Item 3), for a list of components to include in the electronic copies.
18	Electronic Health Resources, LLC	D.3 Non-Scored Requirements	20	"Cost Proposals will not be evaluated during the evaluation phase" Please confirm that the Technical therefore accounts for 100% of the evaluation. If not, please clarify.	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section D. , Response Evaluation, Negotiations and Contract Award, Item 5. , Scored Requirement - Evaluation Criteria.
19	Cerner State & Local Government Services	A.1, Instructions	13	Please clarify the Agency's expectations regarding how Respondents should demonstrate "the sufficiency of the parent's commitment to maintain the Respondent's financial viability through the life of the anticipated Contract to the satisfaction of the Agency during negotiations."	If a Respondent submits financial information for a parent entity with its Response pursuant to Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , Response Preparation and Content, Item 2. , Mandatory Response Content, Sub-Item d. , Financial Information, the Respondent will need to demonstrate, in negotiations, that the parent entity is committed to maintain the Respondent's financial viability through the life of the contract. It shall be the responsibility of the Respondent to offer the Agency a proposal to sufficiently demonstrate the parent entity's commitment.
20	Cerner State & Local Government Services	A.1, Instructions	16	In Section C. Response Submission Requirements, 1.c.2, the ITN states that electronic copies and all attachments are to be submitted as PDF documents. In Section B, Response Preparation and Content, 1.b, the ITN states "Failure to submit each required form in its original format may result in rejection of the response." Please clarify instructions regarding the electronic copies. Should Respondents return all forms in PDF or should Respondents return all forms in their original format?	Attachment A , Instructions and Special Conditions, Section B. , Response Preparation and Content, Sub-Section 1. , General Instructions, Item c. , informs respondents that required solicitation forms shall not be retyped and/or modified from their original format. Respondents must use the forms link provided to prepare their response. Please see Attachment A , Instructions and Special Conditions, Section C. , Response Submission

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?#	VENDOR NAME	SECTION CITE REFERENCE	ITN PG #	QUESTION	RESPONSE
					Requirements, Sub-Section 1. , Hardcopy and Electronic Submission Requirements.
21	Cerner State & Local Government Services	Attachment A. 1. Instructions	9	Regarding renewal years' cost reduction (5%), please explain the Agency's policy to reduce the overall payment by five percent (5%)? Please provide a link or citation to Agency's policy so we may read and familiarize ourselves with the policy language? What is the Agency's expectation of the vendor to demonstrate this affecting the level and quality of services?	Respondents shall familiarize themselves with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Item 15. , Term of Contract, Sub-Item d. , and Exhibit A-8 , Standard Contract, Section I. , THE VENDOR HEREBY AGREES, Sub-Section W. , Requirements of Section 287.058, Florida Statutes, Item 7 .
22	Cerner State & Local Government Services	Attachment A. 1. Instructions	9	Regarding renewal years' cost reduction (5%), please provide additional information describing how the renewal process works. Can vendors take exception to the five percent (5%) renewal reduction? Can vendors choose to not renew the contract when the contract becomes eligible for renewal?	Respondents shall familiarize themselves with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Item 15. , Term of Contract, Sub-Item d. , and Exhibit A-8 , Standard Contract, Section I. , THE VENDOR HEREBY AGREES, Sub-Section W. , Requirements of Section 287.058, Florida Statutes, Items 6 and 7 .
23	Optum Government Solutions, Inc.	Exhibit A-8, Standard Contract	1 of 25	The preamble to this Standard Contract contains language that additional terms may be added at the time of contract award due to federal funding being part of this procurement. Such additional terms would not have been visible to any bidder when submitting their proposal and yet may have incremental cost for the bidder to comply with such terms. Would AHCA please clarify the language in this part of Exhibit A-8 such that bidders would be permitted to discuss with AHCA the impact of those additional terms and potentially negotiate either changes to those terms and/or an increase in the price quoted?	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Items 7. , PUR1000, General Contract Conditions, and 8. , PUR1001, General Instructions to Respondents. Also, see Addendum No. 1, first line of Exhibit A-8 , Standard Contract (August 9, 2019). Terms and conditions will be discussed with the two (2) highest ranked respondents as indicated in Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section D. , Response Evaluation, Negotiations and Contract Award, Item 7. , Negotiation Process.
24	Optum Government Solutions, Inc.	Exhibit A-8, Standard Contract; and A.1, Instructions	1 of 25 and 9 of 25	The preamble to this Standard Contract contains language indicating that by submitting a proposal, the respondent accepts all of the terms in the Standard Contract. In addition, each bidder must include a completed Exhibit A-3, Required Certifications and Statements under Attachment A, Section B.2(b). Under Section 2 of Exhibit A-3, each bidder is required to accept all of the terms and conditions of	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Item 7. , PUR1000, General Contract Conditions, and Item 8. , PUR1001, General Instructions to Respondents. Also, see Addendum No. 1, first line of Exhibit A-8 , Standard Contract (August 9, 2019). Terms and conditions will be discussed with the two (2) highest ranked respondents as indicated in Attachment A , Instructions and Special

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				<p>the Solicitation, including the Agency Standard Contract referenced as Exhibit A-8. On the other hand, this procurement is being issued as an Invitation to Negotiate, a procurement vehicle that expressly envisions the negotiation of changes to the Solicitation as part of finalizing a mutually acceptable contract with one of the top two Respondents. Those changes could include alternative language and/or supplemental terms to those in this Standard Contract that may result in lower pricing while providing sufficient protections to the Agency. Based on the foregoing, will AHCA amend this ITN so as to clarify that alternative terms and/or supplemental terms will be considered as part of contract negotiations even if the bidder makes the required certifications under Section A-3 in which it accepts the standar terms? In addition, will AHCA clarify whether a bidder would be required to include the specific wording of such alternative terms or supplemental terms as part of its bid proposal or whether a bidder would only be required to summarize in its proposal the terms to be discussed and negotiated if it is one of the two top respondents?</p>	<p>Conditions, Section A.1., Instructions, Sub-Section D., Response Evaluation, Negotiations and Contract Award, Item 7., Negotiation Process.</p>
25	CMA	A.1, Instructions	6	<p>In reviewing the EDW ITN, it is clear that a high degree of coordination is required between the IS/IP solution and EDW solution, given the interoperability requirements defined in the EDW ITN. Further, the EDW ITN notes: "The Agency encourages an acquisition approach that limits the potential for conflict of interest in choosing the modular solutions to be incorporated into the system. Any contract award remains subject to the restrictions placed on actual or potential organizational conflicts of interest as described in Chapter 48 Code of Federal Regulation (CFR) and Section 287.057(17), Florida Statutes. "</p> <p>Since an award has been made for the IS/IP solution, will AHCA immediately provide a complete, unredacted copy of the winning proposal, in accordance with Chapter 48 Code of Federal Regulation (CFR) and Section 287.057(17), Florida Statutes, in an attempt to partially address the inherent conflict of interest that exists? If only one</p>	<p>The Agency will respond to any request for records in accordance with the applicable public record law.</p>

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				bidder knows the in-depth details of the selected IS/IP solution, that bidder has an unfair competitive advantage in bidding the EDW solution.	
26	SAS	A-8, Exhibit	8	For Vendor personnel, are only resources based within Florida required to comply with level 2 screening standards (e.g., fingerprinting). Will the Agency bear all costs for level 2 background screenings? Will the Agency accept Vendor background screening equivalent standards?	All personnel providing services under the resulting contract must comply with background screening standards. See Attachment A , Instructions and Special Conditions, Exhibit A-8 , Standard Contract, Section I. , THE VENDOR HEREBY AGREES, Sub-Section K. , Background Screening, for additional information.
27	World Wide Technology	Instructions and Special Conditions	9	Attachment A page 9 15a cites 7 year contract where Exhibit A-5a calls for 5 year operational contract. Can you confirm contract terms?	The Agency anticipates a seven (7) year Contract during which all fixed price deliverables and operations and maintenance services will be provided. The begin date for operations and maintenance services will depend on the deployment date specified in the final Contract. Any subsequent Contract renewal term will be in accordance with Section 287.057(13), Florida Statutes, which allows for Contract renewal for a period that may not exceed three (3) years or the term of the resulting original contract period, whichever is longer.
28	New Wave/ Snowflake	G.5., Special Terms and Conditions	26	Does this include the agency's ability to select another vendor's service	Reference was not clear; therefore an answer cannot be developed.
29	IBM	Exhibit A-4	8	These type of security scans can create an inaccurate depiction of a vendor's total security strategy to protect a client's assets. Would AHCA consider alternative documentation to demonstrate a Vendor's total security approach, such as a SOC 2 Audit Report confirmation?	No. The SOC-2 Audit report will be required of the awarded vendor on an annual basis and will not replace the Security Rating Score which is additional monitoring control.

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30	Optum Government Solutions, Inc.	A.1 Instructions	9	<p>There appears to be a conflict between the duration of the Initial Term and the duration of the Renewal Term when comparing two different, but related sections of the ITN. On the one hand, Section A.15(a) and (b) of Attachment A, Instructions and Special Conditions specify an initial Contract Term of seven (7) years, with up to three (3) renewal years. On the other hand, Exhibit A-5, Cost Proposal, asks for initial term pricing broken out into the pricing for fixed deliverables during the Contractor's design, development and implementation phase, and five years of Operations and Maintenance and then for seven years of Operations and Maintenance during the renewal term.</p> <p>Can AHCA please clarify and/or amend either the duration of the Contract Term and/or the period of time for which pricing is requested during the Initial Term and any Renewal Term so as to avoid this apparent inconsistency?</p>	<p>The Agency anticipates a seven (7) year Contract during which all fixed price deliverables and operations and maintenance services will be provided. The begin date for operations and maintenance services will depend on the deployment date specified in the final Contract. Any subsequent Contract renewal term will be in accordance with Section 287.057(13), Florida Statutes, which allows for Contract renewal for a period that may not exceed three (3) years or the term of the resulting original contract period, whichever is longer.</p>
31	Cerner State & Local Government Services, Inc.	Attachment A. 1. Instructions	9	<p>In Attachment A. 1 #15 Term of Contract a., the Agency anticipates a seven (7) year contract to begin April 30, 2020. In "b." the Agency states "this solicitation may be renewed for a period that may not exceed three (3) years" which equals a potential contract total of ten (10) years. In Exhibit A-5-a Detailed Budget, the tabs have columns and language to enter in pricing for a total of twelve (12) years (five initial term & seven renewals). What is the expected contract term on this ITN? Will the Agency update the documents so they are aligned?</p>	<p>The Agency anticipates a seven (7) year Contract during which all fixed price deliverables and operations and maintenance services will be provided. The begin date for operations and maintenance services will depend on the deployment date specified in the final Contract. Any subsequent Contract renewal term will be in accordance with Section 287.057(13), Florida Statutes, which allows for Contract renewal for a period that may not exceed three (3) years or the term of the resulting original contract period, whichever is longer.</p>
32	IBM	Exhibit A-4	8	<p>The submission requirements for SRC #6 are unclear. Are bidders required to submit any documentation in response to this SRC?</p>	<p>No. The SRC #6 Security Rating Score will be acquired by the Agency.</p>
33	IBM	Exhibit A-5-a	N/A	<p>PD 24 Annual Operations Analysis is included in the Deployment Deliverables tab, however per the instructions, PD 24 does not need to be completed during DDI. The schedule provides for a one-time cost, however this is an annual deliverable. Would AHCA please clarify if the cost for PD 24 should be included in the Monthly O&M schedule instead of Deployment Deliverables?</p>	<p>Yes, the cost for PD 24 should be included in the Operations and Management schedule. Please see the revised Attachment A, Instructions and Special Conditions, Exhibit A-5-a, Detailed Budget (October 7, 2019).</p>

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34	IBM	Exhibit A-5-a	N/A	In the Deployment Deliverables Tab, the heading in row 3, column B is Operational Contract Years. Would AHCA please provide more information on how that specifically relates to this schedule?	Please see the revised Attachment A , Instructions and Special Conditions, Exhibit A-5-a , Detailed Budget (October 7, 2019).
35	IBM	Exhibit A-5-a	N/A	For Complexity Deliverables, instructions are to provide information supporting the total cost provided in the summary tab, however the Summary tab is a listing of all payment deliverables (PDs). Also, in Attachment B, B.4 Cost Proposal, Section B.2 (pg. 135), the RFP states that the vendor shall propose the number of data marts, etc. which will be included in the fixed price proposed for payment deliverables (PD-1 through PD-25). Would the Agency please further explain the relationship of the costs on this Complexity Deliverables tab to Summary tab? Is the Complexity Deliverables tab intended to reflect costs in the event additional data marts, etc. are requested by the Agency?	The Agency encourages vendors to propose a solution that provides the best value. In addition to the requirements for the initial implementation, the Agency encourages the EDW Vendor to propose Data Marts, Specialized Data Stores, reports, dashboards, etc. that are required for the solution as part of the initial implementation. The Complexity deliverables are provided in the event the Agency requests additional components that are not included in the initial implementation and are included as part of Agency-approved task orders.
36	IBM	Exhibit A-5-a	N/A	The labor costs in the detailed budget are requested as hourly rates and hours. The Agency is requesting a fixed price for all parts of the scope of work. Typically in a fixed price contract, pricing is not based on set hourly rates, but rather on a total price per deliverable or milestone. Task based rates, such as those on the Hourly Rate schedule, will generally be higher than the cost per under the fixed price contract. Would the Agency consider removing the requirement to include hours and rates in the fixed price schedule? Additionally, would the Agency remove the reference in the Hourly Rate tab to the operation and maintenance costs and fixed price deliverables?	The requirement to include hours and rates will not be changed.
37	IBM	Exhibit A-8	5	Will the Vendor have an opportunity to limit records due to their trade secret or proprietary value?	Yes. Please see Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section C. , Response Submission Requirements, Item 2. , Confidential or Exempt Information, Sub-Item b.
38	DXC Technology	Instructions and Special Conditions	11	Please advise how the very specific Proposal Guarantee amount (\$9.37M) was determined. Does this correlate to the approved project amount for implementation?	The Proposal Guarantee amount has been changed. The new amount is \$4.5 million.

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?#	VENDOR NAME	SECTION CITE REFERENCE	ITN PG #	QUESTION	RESPONSE
39	Electronic Health Resources, LLC	A.1. Instructions/Exhibit A-5	9 & 1	A.15.a "The Agency anticipates a seven (7) year Contract to begin April 30, 2020." A15.b "in accordance with Section 287.057(13), F.S., the Contract resulting from this solicitation may be renewed for a period that may not exceed three (3) years or the term of the resulting original Contract period whichever is longer. Exhibit A-5 and associated Cost Proposal and Detailed Budget require pricing for five (5) years fixed with seven (7) Renewal years. Please clarify the duration of the fixed-price Contract duration and Renewal Years.	The Agency anticipates a seven (7) year Contract during which all fixed price deliverables and operations and maintenance services will be provided. The begin date for operations and maintenance services will depend on the deployment date specified in the final Contract. Any subsequent Contract renewal term will be in accordance with Section 287.057(13), Florida Statutes, which allows for Contract renewal for a period that may not exceed three (3) years or the term of the resulting original contract period, whichever is longer.
40	Electronic Health Resources, LLC	A.1. Instructions/Exhibit A-6	9 & 1	A.15.a "The Agency anticipates a seven (7) year Contract to begin April 30, 2020." A15.b "n accordance with Section 287.057(13), F.S., the Contract resulting from this solicitation may be renewed for a period that may not exceed three (3) years or the term of the resulting original Contract period whichever is longer. Exhibit A-5 and associated Cost Proposal and Detailed Budget require pricing for five (5) years fixed with seven (7) Renewal years. Please clarify the potential duration of the Contract; i.e 10 or 12 years. Renewal Years.	The Agency anticipates a seven (7) year Contract during which all fixed price deliverables and operations and maintenance services will be provided. The begin date for operations and maintenance services will depend on the deployment date specified in the final Contract. Any subsequent Contract renewal term will be in accordance with Section 287.057(13), Florida Statutes, which allows for Contract renewal for a period that may not exceed three (3) years or the term of the resulting original contract period, whichever is longer.
41	Cerner State & Local Government Services, Inc.	Exhibit A-4 Submission Requirements	8	Does this include penetration testing for continuous security monitoring? What security monitoring activities is the Agency looking to perform on the environment initially and continuously?	No, SRC #6 pertains to Security Rating Score and does not include penetration testing. The security monitoring activities are stated under Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section E. , Technology Solution Requirements, Item 1. , FX Enterprise Requirements, Sub-Item e. , Security Requirements, and Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Service Requirements, Item 4. , Security Life Cycle.
42	Cerner State & Local Government Services, Inc.		20	Please clarify the specific non-production environments desired.	Attachment B , Scope of Services (October 7, 2019), Table: 24 – Testing Phase Requirements, provides the minimum required number of non-production environments. The vendor should propose additional environments if their solution requires.
43	Cerner State & Local Government Services, Inc.		20	Please specify the anticipated size of the data within each non-production environment. Additionally, if known, please identify the refresh rates for each.	The vendor should propose and size the non-production environments that meet the needs of its proposed solution. The non-production data refresh cycles will depend on the schedule and requirements identified during the testing phases.

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44	Cerner State & Local Government Services, Inc.	Exhibit A-4 Submission Requirements	28	Please clarify If this requires that every document, deliverable, and artifact identified in Attachment B be published to the State's SharePoint? Do all vendors have access to the State's SharePoint? How does the State propose to protect the vendor's proprietary and confidential information if we are required to add the documentation to the State's SharePoint? We wish to maintain all proprietary and confidential information in our own Project Portal and can publish any non-proprietary information to the State's SharePoint.	AHCA, the SEAS vendor, and the IV&V vendor must have access to the unredacted deliverables to manage the EDW contract. FX vendors in the project will have restricted access to the project repository, which will exclude other vendor's proprietary and confidential information. The Agency's SharePoint on-line is completely domain-managed by the Agency and can be isolated to the document and file level. The Agency will apply appropriate access controls.
45	Cerner State & Local Government Services, Inc.		29	Which vendor is leading the overall Organizational Change Management effort versus documenting the effort for Organizational Change Management relative to their module?	The Agency's SEAS Vendor is responsible for coordinating integrated Organizational Change Management (OCM) activities for FX initiatives. This includes working with each vendor's OCM representative to promote consistency and coordination across existing and future FX projects.
46	Cerner State & Local Government Services, Inc.	Attachment A. 1. - Exhibit A5a	N/A	Exhibit A5a does not have any cells to enter in pricing for infrastructure, Software, Licensing, and/or support costs. Are Vendors supposed to enter these costs in the Bill of Materials cells? Does the Agency want the differentiation of these costs in DDI & Operations?	Yes to both questions.
47	Cerner State & Local Government Services, Inc.	Exhibit A-4 Submission Requirements	22	If the Vendor is not a federal agency, nor do they have federal agency sponsorship, how does the state expect the vendor to achieve FedRAMP ATO?	Using FedRAMP-Authorized environments does not require Agency sponsorship. Any Agency assistance needed toward FedRAMP should be indicated in the vendor's ITN response.
48	Optum Government Solutions, Inc.	A.2, Special Terms and Conditions	31	<p>This section references AHCA's right to conduct, through an information security rating service, an IT security risk score scan as well as periodic security monitoring and if the respondent fails to achieve a top tier rating score, AHCA will assess liquidated damages and/or sanctions. The amount of liquidated damages and nature of the sanctions is not defined.</p> <p>Will AHCA clarify that both the amount of liquidated damages and nature of the sanctions would be an item for negotiation with the successful respondent?</p>	Please see Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section I. , Contract Requirements, Item e. , Performance Standards, Liquidated Damages and Financial Consequences, and Item f. , Sanctions.
49	Optum Government Solutions, Inc.	A-2, Special Terms and Conditions	31	Item 5 references an MOU to address the requirements under the DPPA. Is DMV-related information expected to be maintained in the data warehouse or are there any expected interfaces to DMV or DMV-related entities expected? The data elements listed in the DPPA would already be maintained by privacy requirements contained within the HIPAA privacy standards.	The Agency does not anticipate collecting data from DMV or DMV-related entities at this time. With regard to data sources, the Agency expects the EDW Vendor to conform to all relevant State and Federal regulations as well as any agreements between the Agency and other data entities.

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50	Optum Government Solutions, Inc.	Exhibit A-8, Standard Contract	7 of 25	Is there an expectation that communications would need to be monitored or recorded as part of any EDWS deliverable?	No. However, the Agency will require compliance with the Communication Privacy Laws should any recording of audio or video communications occur during the EDW Vendor's performance under the resulting contract.
51	CMA	B.2, Mandatory Response Content	11	The required amount of \$9.37 million for the Original Proposal Guarantee is substantially larger than the amount required for other recent comparable ITN's like the IS/IP (which was set at \$500,000). Is there a reason for the higher amount selected by the State for the EDW? Would ACHA consider reducing to approximately the same level as the IS/IP ITN?	The Proposal Guarantee amount has been changed. The new amount is \$4.5 million.

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ATTACHMENT B:

??#	VENDOR NAME	ITN SECTION	ITN PG #	QUESTION	RESPONSE
52	IBM	B.3., Services Provided by the EDW Vendor	26	We have been unable to locate The Deliverable Crosswalk in the EDW Procurement Library. Would AHCA please confirm the location of this document?	The Agency is not providing a Deliverable Crosswalk and has removed reference to this document within the ITN.
53	IBM	B.3., Services Provided by the EDW Vendor	26	We have been unable to locate the 2018 SS-A in the EDW Procurement Library. Would AHCA please confirm the location of this document?	MITA Maturity information is included in the Medicaid Enterprise Certification Toolkit (MECT) documents within the EDW Procurement Library.
54	IBM	B.3., Services Provided by the EDW Vendor	27	This requirement specifies the provision of an audit trail for all query transactions. Would AHCA please clarify how long is the vendor expected to retain these records?	The EDW Vendor will retain each audit trail entry as long as the record exists to which the entry relates.
55	IBM	B.3., Services Provided by the EDW Vendor	27	Which of the Data Types listed in the EDW Procurement library are in the current DSS?	Reference Data, Audit Data, Financial Data, Systems Processing, Administrative, Communications
56	IBM	B.3., Services Provided by the EDW Vendor	27	Which of the Data Types listed in the EDW Procurement library are in the current DSS?	Reference Data, Audit Data, Financial Data, Systems Processing, Administrative, Communications
57	IBM	B.3., Services Provided by the EDW Vendor	31	How many covered lives should vendors use for pricing analytics measures and grouper tools?	The updated FX Volumetric Information document in the EDW Procurement Library provides the requested information.
58	IBM	B.3., Services Provided by the EDW Vendor	31	How many providers and provider entities should vendors use for pricing analytics measures and grouper tools?	The updated FX Volumetric Information document in the EDW Procurement Library provides the requested information.
59	IBM	B.3., Services Provided by the EDW Vendor	33	How many data viewer users does the Agency anticipate needing? Additionally, would AHCA please clarify how many of these are internal Agency users, and how many are external stakeholders?	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists.
60	IBM	B.3., Services Provided by the EDW Vendor	33	How many data selector users does the Agency anticipate needing? Additionally, would AHCA please clarify how many of these are internal Agency users, and how many are external stakeholders?	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists.
61	IBM	B.3., Services Provided by the EDW Vendor	33	How many data retriever users does the Agency anticipate needing? Additionally, would AHCA please clarify how many of these are internal Agency users, and how many are external stakeholders?	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists.
62	IBM	B.3., Services Provided by the EDW Vendor	33	How many analyst users does the Agency anticipate needing? Additionally, would AHCA please clarify	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be

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				how many of these are internal Agency users, and how many are external stakeholders?	Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists.
63	IBM	B.3., Services Provided by the EDW Vendor	33	How many advanced analyst users does the Agency anticipate needing? Additionally, would AHCA please clarify how many of these are internal Agency users, and how many are external stakeholders?	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists.
64	IBM	B.3., Services Provided by the EDW Vendor	33	How many data scientist users does the Agency anticipate needing? Additionally, would AHCA please clarify how many of these are internal Agency users, and how many are external stakeholders?	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists.
65	IBM	B.1., General Overview	19	Is the EDW solution required to provide OCR capabilities as part of the scanning process (i.e., extracting data for claims processing from standard forms)?	Attachment B , Scope of Services (October 7, 2019), Table: 11 – Operational Data Store and Content Management Requirements, and Table: 15 – Integration and Data Services Requirements, contain requirements for Optical Character Recognition (OCR).
66	IBM	B.3., Services Provided by the EDW Vendor	36	How will AHCA measure maximum accessibility as required by CR-024? Are there specific Service Level Agreements expected to be met to show compliance with this requirement?	The vendor is required to scale the solution to meet the accessibility requirements from the Agency. Related SLA's are stated under Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards.
67	IBM	B.3., Services Provided by the EDW Vendor	40	Would AHCA please clarify how uptime is calculated - for example, on a monthly or yearly basis?	The uptime is calculated on a monthly basis as indicated in Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards.
68	IBM	B.3., Services Provided by the EDW Vendor	26	Would AHCA please confirm that the commitments mentioned here are not to be listed in Exhibit A-6?	Attachment A , Instructions and Special Conditions, Exhibit A-6 , Summary of Respondent Commitments, is for innovations and value-added services. All requirements contained in the Attachment B , Scope of Services, of the ITN must be included in the vendor's solution.
69	IBM	B.3., Services Provided by the EDW Vendor	27	How many years of historical data is the EDW required to store and report upon?	Attachment B , Scope of Services (October 7, 2019), provides the information on historical data.
70	IBM	B.3., Services Provided by the EDW Vendor	27	How many years of historical data is the EDW required to store and report upon?	Attachment B , Scope of Services (October 7, 2019), provides the information on historical data.
71	IBM	B.3., Services Provided by the EDW Vendor	31	Would AHCA please confirm that the EDW will only be required to support reporting needs on these programs and will not be used for actual payment processing?	Payment processing is not included in the EDW scope of work. The EDW solution will only store the information for analytics and reporting.
72	IM	B.3., Services Provided by the EDW Vendor	40	Will AHCA consider alternative SLA definitions to be mutually agreed to during negotiations? Response	Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards, provides the Agency's SLA requirements. The vendor, as

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				times can be affected by additional factors outside of those listed.	part of its response, may propose an alternative for discussion during contract negotiations.
73	IBM	B.3., Services Provided by the EDW Vendor	41	Response times can be affected by additional factors outside of those listed. Will AHCA consider alternative SLA definitions to be mutually agreed to during negotiations?	Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards, provides the Agency's SLA requirements. The vendor, as part of its response, may propose an alternative for discussion during contract negotiations.
74	IBM	B.3., Services Provided by the EDW Vendor	41	Will AHCA consider alternative SLA definitions to be mutually agreed to during negotiations? Response times can be affected by additional factors outside of those listed, such as the numbers of rows retrieved.	Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards, provides the Agency's SLA requirements. The vendor, as part of its response, may propose an alternative for discussion during contract negotiations.
75	IBM	B.3., Services Provided by the EDW Vendor	41	Will AHCA consider alternative SLA definitions to be mutually agreed to during negotiations? Response times can be affected by additional factors outside of those listed.	Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards, provides the Agency SLA requirements. The vendor, as part of its response, may propose an alternative for discussion during contract negotiations.
76	IBM	B.3., Services Provided by the EDW Vendor	41	Will AHCA consider alternative SLA definitions to be mutually agreed to during negotiations? Response times can be affected by additional factors outside of those listed.	Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards, provides the Agency SLA requirements. The vendor, as part of its response, may propose an alternative for discussion during contract negotiations.
77	IBM	B.3., Services Provided by the EDW Vendor	42	There is not a SRC which requires the bidder to describe its approach to meeting the requirements in Table 10. Would AHCA please clarify under what, if any, SRC the requirements in Table 10 should be addressed?	The requirements for Attachment B , Scope of Services (October 7, 2019), Table: 10 - Security Requirements, will be evaluated as part of SRC# 8.
78	IBM	B.3., Services Provided by the EDW Vendor	52	Would AHCA please provide a list of existing tools used by the Agency today?	The Agency currently uses SAS, SAP Business Objects, SPSS, Power BI, Tableau, Microsoft SSRS and 3M Analytics. As part of the transformation, the Agency would like the vendors to propose solutions that provide the best value to the Agency.
79	IBM	B.3., Services Provided by the EDW Vendor	58	For EDI transactions, would AHCA please define the level of editing required for these transactions before they are loaded to the EDW?	EDI Transactions will be processed according to standards defined within the current Agency EDI companion guides. Currently, SNIP Level 4, however this is subject to change as the FX Enterprise matures.
80	IBM	B.3., Services Provided by the EDW Vendor	91	Would AHCA please confirm that transactions submitted to the EDW will be edited prior to their submission (e.g., subjected to EDI editing by the source system)?	In many cases, transactions presented to the EDW will go through IS/IP prior to being submitted. However, editing requirements for data will update as the FX Enterprise matures.

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81	IBM	B.3., Services Provided by the EDW Vendor	68	Given the multiple vendors and FX Governance approach, would AHCA please confirm that all communication and coordination requirements will be documented and executed per an approved EDW communication plan?	The Agency's SEAS Vendor is responsible for coordinating integrated Organizational Change Management (OCM) activities for FX initiatives. This includes working with each vendor's OCM representative to promote consistency and coordination across existing and future FX projects, including communication planning.
82	IBM	B.3., Services Provided by the EDW Vendor	66	Would AHCA please confirm that the EDW Vendor is only required to present the UAT test results, not perform UAT testing?	The EDW Vendor is not required to perform UAT testing. The requirements for the EDW Vendor for UAT testing are stated in Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 3. , System Delivery Life Cycle Phase Requirements, Sub-Item f. , Testing Phase Requirements.
83	IBM	B.3., Services Provided by the EDW Vendor	67	What is the role of the SEAS vendor during UAT?	Attachment B , Scope of Services (October 7, 2019), provides information on the roles and responsibilities of the Agency's SEAS Vendor.
84	IBM	B.3., Services Provided by the EDW Vendor	71	Would AHCA please provide examples of the tools, templates, and standards utilized by its OCM team?	Please refer to the OCM Tools and Definitions document within the EDW Procurement Library.
85	IBM	B.3., Services Provided by the EDW Vendor	74	What scanning tools does AHCA currently utilize?	The Agency uses a variety of vulnerability scanning tools across the enterprise that includes: Rapid 7 Nexpos, IBM AppScan, Qualys, TippingPoint, Coverity. The Agency encourages the vendors to propose a solution that provides the best value.
86	IBM	B.3., Services Provided by the EDW Vendor	78	Would AHCA please confirm that this requirement is in reference to EDW system changes, not MMIS system changes?	The requirement is in reference to the EDW solution.
87	IBM	B.3., Services Provided by the EDW Vendor	79	What is AHCA's anticipated source data for determining outstanding amounts from the EDW? Storage of pended claims in the EDW will significantly increase costs, therefore it is not recommended to utilize these claims to identify outstanding amounts.	The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
88	IBM	B.3., Services Provided by the EDW Vendor	79	What is AHCA's anticipated source the source data for this information? These are not typical data elements maintained by an EDW and storage of them could significantly increase cost.	The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Sources of this data include, but are not limited to EDI, DOH, DCF, SSA, various reference data

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					providers, managed care plans, etc. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
89	IBM	B.3., Services Provided by the EDW Vendor	78	Given that the individual module vendors will have responsibility to generate payments and associated 1099 files for the IRS, is the EDW simply expected to store this information for reporting? If the EDW is required to perform financial processing, please specify the exact responsibilities of the EDW.	The EDW solution will only store the information for analytics and reporting.
90	IBM	B.3., Services Provided by the EDW Vendor	81	Given that the individual module vendors will have responsibility to generate payments and associated 1099 files for the IRS, is the EDW simply expected to store this information for reporting? If the EDW is required to perform financial processing, would AHCA please specify the exact responsibilities of the EDW?	The EDW solution will only store the information for analytics and reporting.
91	IBM	B.3., Services Provided by the EDW Vendor	81	Given that the individual module vendors will have responsibility to generate payments and associated 1099 files for the IRS, is the EDW simply expected to store this information for reporting? If the EDW is required to perform financial processing, would AHCA please specify the exact responsibilities of the EDW?	The EDW solution will only store the information for analytics and reporting.
92	IBM	B.3., Services Provided by the EDW Vendor	81	Given that the individual module vendors will have responsibility to generate payments and maintain A/R and A/P files for accurate payments, would AHCA please clarify what information is expected to be stored in the EDW for reporting purposes?	Please refer to Attachment B , Scope of Services (October 7, 2019), that states the requirements for the EDW solution.
93	IBM	B.3., Services Provided by the EDW Vendor	82	As the EDW is not responsible for generating payments to providers, would AHCA please clarify the role of the EDW in this requirement?	The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.

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94	IBM	B.3., Services Provided by the EDW Vendor	82	Will the EDW vendor be required to load and maintain the drug file? If so, would AHCA please confirm the EDW vendor can leverage AHCA's licenses for this file?	The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
95	IBM	B.3., Services Provided by the EDW Vendor	82	What drug file does AHCA currently use?	First Databank is the provider for Drug Reference data.
96	IBM	B.3., Services Provided by the EDW Vendor	91	Is the EDW Vendor expected to procure separate licenses for these code sets or can the EDW vendor leverage existing AHCA licenses?	The EDW Vendor will be expected to maintain separate licenses for these code sets.
97	IBM	B.3., Services Provided by the EDW Vendor	97	The narrative references a section B.3.F.7.c, however this section does not appear in Attachment B. Would AHCA please provide an updated reference to this information?	Reference to Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 7. , Project Artifact Requirements, Sub-Item c. , has been removed from Section B.3.
98	IBM	B.3., Services Provided by the EDW Vendor	97	Under item 3), reference is made to review timeframes. Does AHCA have current standards for review that should be used for purpose of the proposed project plan?	The review period for deliverables will be determined using the Deliverable Expectation Document (DED) process to foster review periods commensurate with the size and complexity of the deliverable being reviewed. The review period for work products will be determined via the Agency-approved project schedule.
99	IBM	B.3., Services Provided by the EDW Vendor	50	Typically an ODS includes transaction data that is not necessary in reporting and analytic data stores. As written, this requirement will increase AHCA's cost without additional business value. Will AHCA work with the vendor during JAD sessions to determine which data is needed for reporting and analytics, allowing for optimization of these data stores?	Yes
100	IBM	B.3., Services Provided by the EDW Vendor	51	To ensure AHCA receives comparable pricing across vendors, what is the retention period all vendors should assume for data marts and specialized data stores?	The retention period for claims and encounter data is seven (7) years. Claims and encounters reflecting Lifetime procedures, as defined by State policy, must be retained indefinitely, along with other records as defined by the Agency. The Agency's data retention policies are currently being updated and will be discussed during negotiations.

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101	IBM	B.3., Services Provided by the EDW Vendor	51	In order to provide a firm fixed price to AHCA for the DDI, would AHCA please provide an estimate of how many business units vendors will need to work with for JAD sessions? How many data marts will be required by each business unit?	There are approximately 40 distinct business units currently within the Agency. There is significant overlap in data usage within the Agency therefore defining a fixed number of Data Marts will need to be addressed during JAD sessions as part of EDW DDI or as part of Agency-approved task orders.
102	IBM	B.3., Services Provided by the EDW Vendor	52	In order to provide a firm fixed price to AHCA for the DDI, how many existing reports should the EDW vendor plan to migrate? Can the state elaborate on how many reports fall under simple, medium, and complex categories?	Existing reports will need to be reviewed individually. Vendors should propose a comprehensive reporting solution that meets State and Federal requirements, minimizes the number of static reports produced, and maximizes the Agency's visibility to recipient healthcare outcomes, provider performance, operational data, and financial data. This process will need to be addressed during JAD sessions as part of EDW DDI or as part of Agency-approved task orders.
103	IBM	B.3., Services Provided by the EDW Vendor	52	In order to provide accurate DDI pricing and estimates, will AHCA please clarify or estimate how many business units will be in scope, and how many dashboards and other reports will be required for each business unit? Would AHCA please provide rough estimates of business unit users for each persona so that vendors can better estimate training effort?	There are approximately forty (40) distinct business units within the Agency. Vendors should propose a dashboard solution that meets State and Federal requirements, minimizes the number of static reports produced, and maximizes the Agency's visibility to recipient healthcare outcomes, provider performance, operational data, and financial data.
104	IBM	B.3., Services Provided by the EDW Vendor	52	In order to provide accurate DDI pricing and estimates, how many dashboards should the EDW vendor assume they will need to build using real-time data?	Vendors should propose a dashboard solution that meets State and Federal requirements, minimizes the number of static reports produced, and maximizes the Agency's visibility to recipient healthcare outcomes, provider performance, operational data, and financial data. Further, vendors should propose solutions that provide the best value to the Agency.
105	IBM	B.3., Services Provided by the EDW Vendor	53	Would AHCA or the IS/IP vendor please provide the document repository tool?	AHCA will provide SharePoint to store project related documents.
106	IBM	B.3., Services Provided by the EDW Vendor	58	Would AHCA please clarify if these messages will come through the FMMIS EDI processor? Or should vendors assume that we will need to run transaction analysis on this information?	The EDW Vendor is not required to provide the EDI processor.
107	IBM	B.3., Services Provided by the EDW Vendor	59	How many concurrent external users will access the system, of each persona type?	The information currently available on the user types has been provided in the updated FX Volumetric Information document in the EDW Procurement Library.

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108	IBM	B.3., Services Provided by the EDW Vendor	59	How many agency and stakeholder entities will be in scope?	Agency and stakeholder entities include AHCA, all Sister Agencies (DCF, DOH, DOE, DOEA, APD, OAG, AG, FDLE, DOC, DJJ), Agency- contracted vendors, managed care plans, and other State and Federal Agencies, as appropriate. Please refer to the updated FX Volumetric Information document in the EDW Procurement Library for counts of external interfaces.
109	IBM	B.3., Services Provided by the EDW Vendor	60	In order to provide accurate pricing and estimates, would AHCA please share the expected volume of transactions to be stored?	The information on the user types have been provided in the updated FX Volumetric Information document in the EDW Procurement Library.
110	IBM	B.3., Services Provided by the EDW Vendor	66	Given the complexities of a multi-vendor environment, can AHCA please clarify who is responsible for developing and executing the test plans when they involve multiple vendors? In the situation that a module vendor causes delays in the planned test schedule for the EDW vendor, how are those issues escalated and resolved? Please confirm the EDW Vendor is not responsible for schedule delays outside of its control, such as delays caused by other module vendors.	<p>The EDW Vendor will be responsible for developing and executing the test plans for the EDW solution. Some components of the EDW solution are solely under the control of the EDW Vendor. Many components of the EDW solution are integrated with other FX solution modules and components which will require integration testing in addition to testing the EDW provided solution component. The IS/IP Vendor is responsible for coordination and execution of integration testing. Integration testing is the testing that tests processing across multiple systems, modules and service providers.</p> <p>Once the EDW Vendor is on board, the communication channels for escalation will be provided.</p> <p>Vendors with solution components involved in integration testing should plan to accommodate schedule changes that is typical of integration testing.</p>
111	IBM	B.3., Services Provided by the EDW Vendor	66	Please confirm the EDW Vendor is not responsible for schedule delays outside of its control, such as delays caused by other module vendors.	Confirmed.
112	IBM	B.3., Services Provided by the EDW Vendor	67	How many test licenses should vendors assume need to be procured for Agency or SEAS users?	The EDW Vendor is required to estimate and provide this information as part of BOM.
113	IBM	B.3., Services Provided by the EDW Vendor	71	If AHCA were to choose to require vendors to use its helpdesk solution, please identify the solution and software to be utilized?	Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 3. , System Delivery Life Cycle Phase Requirements, Sub-Item i. , Help Desk / Incident Management, states the requirement for the helpdesk solution.
114	IBM	B.3., Services Provided by the EDW Vendor	71	How many users of each persona is the vendor expected to train? How often should vendors assume	The number of users of each persona to be trained will be determined in DDI planning sessions. For vendor EDW

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				continuous training will occur (1x/year, 2x/year per persona, etc.)?	response planning purposes, persona training should occur once a year.
115	IBM	B.3., Services Provided by the EDW Vendor	96	Would AHCA please provide access to the Design and Implementation Standards as vendors are unable to access the sharepoint?	Please refer to the Design and Implementation Management Standards document within the EDW Procurement Library.
116	IBM	B.3., Services Provided by the EDW Vendor	107	The Organizational Change Management (OCM) Tools and Definitions toolkit, which is required for PD-18 cannot be found in the procurement library. Would AHCA please provide?	Please refer to the OCM Tools and Definitions document within the EDW Procurement Library.
117	IBM	B.3., Services Provided by the EDW Vendor	111	Can the State provide more details around the FXPLC methodology? How closely does it map to SDLC? Would AHCA share a high level vision?	Please refer to the Design and Implementation Management Standards document in the Procurement Library.
118	IBM	B.3., Services Provided by the EDW Vendor	111	The SEAS-NH-EDW-ReferenceGuide-200.pdf (See Figure B: Deliverable Crosswalk) does not contain a Deliverable Crosswalk. Would AHCA please review and amend as necessary?	The Agency is not providing a Deliverable Crosswalk and has removed reference to this document within the ITN.
119	IBM	B.3., Services Provided by the EDW Vendor	111	Would AHCA please add the Design and Implementation Management Templates to the procurement library, in an effort to understand complexity and level of effort to support the creation of those documents?	Please refer to the Design and Implementation Management Standards document in the EDW Procurement Library. The Agency will provide the EDW Vendor with templates upon project initiation.
120	IBM	B.3., Services Provided by the EDW Vendor	114	Would AHCA please clarify what SCR should be used to respond to Tables 41 and 42?	There is no corresponding SRC for Tables 41 and 42. If utilizing managed services, the vendor's response should include solutions that meet all applicable requirements contained in the ITN.
121	IBM	B.3., Services Provided by the EDW Vendor	126	Attachment B - Exhibit B-2 can not be located within the provided RFP. Would AHCA please add to the RFP documents?	Exhibit B-2 , Staffing Positions has been added to Attachment B , Scope of Services (October 7, 2019). See Addendum No. 5.
122	IBM	B.3., Services Provided by the EDW Vendor	44	AHCA is requiring the vendor to provide a Content Management (CM) solution. Additional details are needed to provide AHCA a firm fixed price for DDI for this solution. Can AHCA please provide the number of documents it plans to capture for cognitive processing and analysis during the initial phase of the project?	The information on the CM size is provided in the updated FX Volumetric Information document in the EDW Procurement Library.
123	IBM	B.3., Services Provided by the EDW Vendor	44	AHCA is requiring the vendor to provide a Content Management (CM) solution. Additional details are needed to provide AHCA a firm fixed price for DDI for this solution. Can AHCA please provide the average number of pages each document will have and/or the average size of a document in (KB or MB approximate)?	The information on the CM size is provided in the updated FX Volumetric Information document in the EDW Procurement Library.

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124	IBM	B.3., Services Provided by the EDW Vendor	44	N/A	No question provided
125	IBM	B.3., Services Provided by the EDW Vendor	41	AHCA has indicated the need for a 15 minute Recovery Point Objective (RPO) which will require increased cost and resources. Many EDW clients have found that an RPO of 24 hours balances their need for data recovery against the cost of near real time back-ups. In order to provide the best business value to AHCA, would you consider an RPO of 24 hours for the majority of the data with a small set of critical tables backed up more frequently?	The 15-minute RPO is for Operational Data Stores; Analytic Data Stores will be held to a 24-hour RPO, although critical tables identified during EDW DDI may require more frequent backups.
126	IBM	B.3., Services Provided by the EDW Vendor	112	From a project development perspective is there a separate review process that is followed for each of the Artifact and Deliverable Review ?	No.
127	IBM	B.1, General Overview	21	How many PMO resources are planned for the DDI phase from the Agency and SEAS?	The vendor, as part of its response, shall propose, the resource required from Agency and SEAS to support the vendor's solution.
128	IBM	B.3., Services Provided by the EDW Vendor	60	Where in the Procurement Library is the System Delivery Management Tools document which is referenced under Section B.3.E.3.b System Delivery Management Tool Requirements?	The system delivery management tools may be found in the FX Project Lifecycle Tools document within the EDW Procurement Library.
129	IBM	Exhibit A-4		To confirm, in paragraph 5, it states that all attachments must follow each particular SRC in which they are referenced. This means vendors cannot put all attachments at the end of the completed Exhibit A-4 form, correct?	Correct. See Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019), paragraph 5.
130	Electronic Health Resource, LLC	B.4 High Level Scope	19	In order to estimate and price scanning equipment more detail is required about the volume of materials to be scanned.	Document scanning services are not in the scope for the EDW Vendor.
131	Electronic Health Resource, LLC	B.4 High Level Scope	19	Where will the scanning equipment be located?	Document scanning services are not in the scope for the EDW Vendor.
132	Electronic Health Resource, LLC	B.4 High Level Scope	19	Who is responsible for providing the scanning operators.	Scanning services are not in scope for the EDW Vendor.
133	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	118	The bidder proposal are due Spetemebr 30, 2019 with a projected start date of April 1 2020, which is six (6) months. Would the AHCA reconsider the requirement to submit the names of key persons, which includes a signed attestation for negotiations?	Proposed key staff are required in the vendor's response. Replacement of the proposed key staff are subject to Agency approval.
134	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	26	Section B.3.F.8 states, "The Deliverable Crosswalk is located in the EDW Procurement Library." Could a document with that title please be added? Currently,	The Agency is not providing a Deliverable Crosswalk and has removed reference to this document within the ITN.

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				Deliverable Crosswalk is not one of the documents we have been able to locate in the EDW Procurement Library.	
135	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	27	The State alludes to data types in other module procurement libraries. Please provide estimates of the size of each anticipated data type. The data sources are broad.	The information on the DB size has been provided in the updated FX Volumetric Information document in the EDW Procurement Library.
136	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	27	Based on the State's goal of providing a 360-degree view of recipients, we would encourage the AHCA to consider including clinical data sources, such as HIE and or EMR to their list of required data sources.	Clinical data is not in the current scope of the EDW ITN. The Agency encourages the vendors to propose solution that provides the best value.
137	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	27	Regarding redaction capabilities, is there something special needed? Does FL only want us to propose a technical solution or do we also need to include the services? Please provide an example of a workflow for this requirement.	The EDW Vendor is required to implement the technical solution for the redaction capabilities. Please refer to Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section C. , Business Requirements, Item 1. , Component Specific Business Requirements, BR-012 and Section B.3. , Services Provided by the EDW Vendor, Sub-Section E. , Technology Solution Requirements, Item 2. , Technology Solution Component Specific Requirements, Sub-Item i. , Solution Component Specific Requirements, Sub-Item 4. , Additional Solution Capabilities, CR-255 for requirements on redaction capabilities. The EDW Vendor is not responsible for providing redaction services. A Public Records request is an example where redaction capabilities will be used.
138	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	27	Automated redaction requires standard document formats. Please confirm the state would accept a solution that would support automated redaction on standard document formats and support only manual redaction by a user on images and non-standard formats?	This requirement is to provide redaction capabilities and the specific business case for redaction will be determined during JAD sessions. The Agency encourages the vendors to propose a solution that provides the best value.
139	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	29	Is the Agency expecting vendors to only provide a technical solution supporting SURS, or, is the state expecting vendors to include necessary clinical and clerical staff typically required for SURS activities?	The EDW Vendor is required to support its proposed solution for a certifiable SURS to be operated by the Agency.
140	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	29	If the State does want vendors to include staffing for SURS, please provide any staffing certification requirements. For example, does the State require RNs vs LPNs, SURS certification, etc.? Additionally, what level of interaction with the Attorney General's	Not applicable. The EDW Vendor is required to support its proposed solution for a certifiable SURS to be operated by the Agency.

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				Office or the Office of Medicaid Program Integrity of the Inspector General at the Agency for Health Care Administration is the proposed staff expected to support should an investigation arise?	
141	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	29	In reviewing Figure 5: FX Conceptual Level Diagram on page 17, please provide the list of Data Stores and priority that are referenced in the Enterprise Data Management section?	Attachment B , Scope of Services (October 7, 2019), provides requirements on the data stores that are needed for the EDW solution.
142	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	29	HEDIS and "other performance metrics." What other performance metrics are desired? Is reporting part of the requirement or just visibility to outcomes/results?	Vendors are not required to produce the HEDIS reports. However, vendors are encouraged to include other performance metrics in the proposed solution. Further, vendors should propose solutions that support monitoring Managed Care Plan performance and outcomes.
143	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	30	Please confirm that, by using the term "like", the State is requiring similar functionality to the indicated brand-name product and it is not expecting the specific brand-name products to be included in the proposed solution.	The vendor may propose tools as part of its response that meet similar functionality but are not specific brand-names.
144	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	117	Project schedules can be negatively impacted by delays in the execution of Data Use Agreements. Please confirm that vendors should assume the State has Data Usage Agreements with the source data owners in place when creating their project schedules?	The Agency has data use agreements for current data sources. However, if additional sources are added, the activity of execution of data use agreements must be part of the schedule.
145	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	117	Please confirm the State will be responsible for executing all Data Use Agreements.	Confirmed.
146	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	30	BR-032 and BR-034 appear to imply the same ability - to forecast recipient enrollment. What is the difference between these two requirements?	See Attachment B , Scope of Services (October 7, 2019), Table: 3 – Business Unit Specific Requirements. BR-032 is specific to forecasting recipient enrollment. BR-034 references forecasting other variables, such as providers, health plans, etc.
147	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	30	BR-033 and BR-035 appear to imply the same ability - to forecast expenditures. What is the difference between these two requirements?	There are no differences in these two requirements. The ITN will be modified.
148	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	30	Please provide a list of measures all Vendors can use to equally estimate product configuration scope. If the list of measures is not available, please provide a count of expected measures by type, such as clinical,	The information regarding counts of expected measures has been provided in the updated FX Volumetric Information document in the EDW Procurement Library.

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				administrative, claims performance, or service utilization.	
149	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	30	Please confirm that there will be discrete Care Management process data elements associated to the State's FX Care Management Module for the solution to execute the analysis against.	The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
150	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	30	Can the State please further describe the sources of Care Management data?	This information is not currently available but may be obtained through a future module.
151	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	31	Please confirm that AHCA's data availability requirements for specific types of data are based on data currently available for conversion from the Legacy MES or if not currently available, the data elements will become available as part of future module implementations and onboarding of new data sources. For example, if certain provider-related data elements are not available for conversion, please confirm the EDW vendor will only be held to related requirements once the Provider vendor is selected and applicable data elements become available through the new module implementation.	Confirmed.
152	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	31	If the vendor solution includes MPM, should we still use that service with the information received from the MPI/MOI or do you only want us to use the values from the MPI/MOI rather than creating our own? Do you expect all MPM work to be done in the SI module?	MDM, MPI and MOI functionality will be procured through the IS/IP vendor.
153	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	32	Please provide an estimate of the number of end users expected to use the EDW by type.	The information on users has been provided in the updated FX Volumetric Information document in the EDW Procurement Library.
154	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	32	Can the Agency quantify its partners and identified organizations? Please identify the level of access to the EDW each will require.	This information is not currently available but will become available as FX matures.

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155	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	34	Regarding the stated ability for vendors to request an exception to Table: 6 - Standards and Compliance Requirements as indicated in paragraph 2 of B.3.E.1.a., "if the Vendor cannot comply with any applicable compliance requirement, they must request an exception." how or where should vendors request an exception? Can vendors request exceptions to any other sections or Tables other than Table: 6 - Standards and Compliance Requirements?	Requests for exceptions to standards and compliance requirements apply only to Attachment B , Scope of Services (October 7, 2019), Table: 6 – Standards and Compliance Requirements. Requests will be made through the Change Order process.
156	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	34	Cerner's information security policies are based on guidance from HIPAA, ISO 27001 and NIST 800-53 moderate controls standards and frameworks. Will the State accept Vendor's adherence to these more applicable security controls?	The ITN states the Agency's required security and compliance requirements. The vendor may propose security controls standards and framework in addition to the Agency's requirements.
157	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	35	What specific requirements is the state looking for regarding compliance of the hosted solution?	The Procurement Library and Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards, state the compliance requirements.
158	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	35	Please confirm that, if the vendor bids a cloud-hosted solution, hardware-related requirements for hardware details will not be required to be included in the BOM?	Yes.
159	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	35	Does the State consider the Capacity Management Plan a formal deliverable?	Capacity Management Plan is not a formal deliverable and is an artifact.
160	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	36	As a SaaS offering, the vendor has routine maintenance windows that are scheduled and communicated 21 days in advance. Please confirm that this provides adequate notice to the State to meet this requirement.	Per Attachment B , Scope of Services (October 7, 2019), Table: 7 – Hosting and Environments Requirements, CR-020 all planned downtime and maintenance outages shall be coordinated and approved by the Agency at least five (5) business days in advance. The vendor may propose an alternative as part of its response to this requirement.
161	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	36	Please describe the level of detail needed for descriptions of service failures and exceptions.	This information will be determined during the JAD sessions.
162	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	36	Please identify if all licenses need to be identified for the solution or if identifying that the vendor will maintain the licenses for the specific purpose of allowing a sufficient number and locations of users to use the EDW solution is acceptable. What is considered acceptable performance?	Attachment B , Scope of Services (October 7, 2019), Exhibit B-1 , Deliverables and Performance Standards, state the performance requirements for the solution.
163	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	42	For vendors proposing a SaaS solution, would AHCA be open to vendors who propose alternative methods	Yes.

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				that meet the same goals as presented in Table 10 - Security Requirements.	
164	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	52	Please confirm that AHCA expects the EDW to provide insight into gaps in care by presenting outcome data to users in a user-friendly manner and based on clinical quality standards so that clinical users have the information they need to determine "what happened and why".	Yes.
165	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	52	Claims data alone will not provide the level of outcomes data needed to fully determine "what happened and why". For AHCA to gain a full assessment of health events, we recommend AHCA require Vendors to ingest clinical data from HIE/EHR sources into the EDW (but not needed in the ODS). Are Vendors required to include the HIE as an EDW data source?	Clinical data is not in the current scope of the EDW ITN. The Agency encourages the vendors to propose solution that provides the best value.
166	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	Please confirm the EDW Vendor is not responsible for interacting directly with recipients to receive their consent, rather other AHCA contractors who routinely interact with recipients such as MCO or EligibilityApplication staff will intake recipient consent via their existing self-service portals or systems during recipient contact and forward the data to the EDW via a web service. If this is not AHCA's vision, please provide additional detail on where AHCA envisions the EDW within the end-to-end process AHCA desires.	The EDW Vendor is not responsible for interacting directly with recipients.
167	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	127	Can the Agency give any other specifications for the facility with a conference room required? How big of a conference room? A/V capabilities? Work Stations? And if so how many? Any security requirements for the office space? Will Agency personnel require access? Estimated total number of people that would use the facility at one time (Outside of the Key Staff)?	There are no firm specifications for the conference room at the Vendor's facility, allowing for some flexibility. At a minimum, the conference room should accommodate 20 or more participants; should include A/V capabilities, including a conference phone; and, should have restricted access.
168	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	27	In order for vendors to be able to bid on equal scope supporting financial activities, what minimum number of financial related data models, tables, data elements, reports and dashboards does AHCA require to support all financial activities?	As part of the FX transformation, the Agency encourages vendors to propose solutions that support financial activities and to fulfill the requirements of the ITN. Any additional information will be determined based on detailed requirements collected during JAD sessions.

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169	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	29	Please confirm that by "all Federal and State reporting requirements" it is AHCA's intent to only hold the successful vendor accountable to Federal and State reporting requirements related to the operations and management of a Medicaid program.	Reporting requirements are contained in the EDW ITN. Reporting shall include all facets of the Medicaid Enterprise and may not be only related to Medicaid as a program. The EDW Vendor will be held accountable for reporting beyond the scope of the Medicaid program.
170	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	29	Please confirm the versioning of CMS' MARS requirement documentation bidders are required to support.	This would be the most current version at the time of the response.
171	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	29	Please confirm whether this requirement is intended to reference MECT or another specification. If not MECT, please confirm the versioning of applicable standards bidders are required to support.	This requirement is referencing the most current version of MECT at the time of the response.
172	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	37	Is the one-hour commitment to the discovery of a security breach only a notification while ongoing researching continues?	Yes.
173	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	37	Will the State instead agree to follow breach notification terms as outlined in the BAA?	In addition to the Attachment A , Instructions and Special Conditions, Exhibit A-8 , Standard Contract, Attachment II , Business Associate Agreement (BAA), the requirement for the breach notification is to follow the Agency's guidelines, whichever notification time is the shortest.
174	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	118	In our experience we have been able to keep costs to the client down by closely managing onsite presence of staff. Is the State willing to be flexible regarding the onsite requirements for key positions? Please be assured that we do believe onsite presence of personnel is important and are not suggesting that all key personnel would be offsite. We are just seeking clarity on if the State will accept a proposal of certain key staff being offsite.	Vendors 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. The Agency encourages vendors to propose a solution that provides the best value. However, vendors shall obtain prior approval from the Agency for any variance in the staffing requirements, including on-site presence.
175	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	37	Is the primary request of the State that they have this information available, or that the Vendor retain this information for them? Is the State referring to the bidder supporting this requirement for AHCA managed buildings? Can the State please clarify which is the primary objective of the request?	This is a requirement if the EDW solution is hosted on on-premise.
176	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	37	Please confirm this requirement would not be applicable to a cloud-hosted SaaS solution.	This is a requirement if the EDW solution is hosted on on-premise.
177	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	118	Please define "general staff".	General staff refer to non-key staff.

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178	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	39	Is this requirement applicable if a vendor is proposing a cloud-hosted SaaS solution?	This requirement is to provide space to Agency staff at the Vendor's location in the event of activating the Contingency Plan.
179	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	40	Please provide an example of a "source" and "target" to help Vendors understand how AHCA defines each of these terms.	"Source" may be a legacy data store, and the "target" is the ODS.
180	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	40	If a source is defined as either a module or external data source, how will AHCA hold the Vendor accountable for not ingesting bad data since this would result in less than 100% of data received being stored and made available to targets?	The requirement is based on the assumption that the source data is good and the EDW vendor is responsible to verify before ingesting the data.
181	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	40	Is it AHCA's intent that the baseline of this measurement will be data validation checks that Vendor commits to perform through the Data Quality plan to be submitted to and approved by AHCA? If not, what measurement criteria will AHCA use as a baseline for this requirement?	This metric is calculated by totaling the number of transactions errors for each month. The metrics will be collected through the data replication solution that the vendor proposes.
182	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	40	Please confirm this measurement is intended to apply only towards the handling of production data after the successful completion of the EDW implementation or applicable module implementations.	Yes.
183	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	40	Please confirm that this performance measure only begins after the data has been successfully onboarded to the EDW. Initial onboarding of data cannot be included due to the nature of uploading data for the first time and the potential for unanticipated issues.	Yes.
184	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	118	The Agency is requesting data mining and data science tools. Data Scientists are not listed in the Key Staff roles. Does the Agency need vendors to include Data Science roles to supplement existing Agency staff? If so, please a list of the types of roles required.	Attachment B, Scope of Service, Section B.3., Services Provided by the EDW Vendor, Sub-Section H., Vendor Staffing Requirements , provides the staffing requirements for the EDW. In addition to key staff, the vendor is required to propose other staff that are required for the EDW solution and services.
185	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	118	To ensure the best talent, we ask that the State to consider modifying the requirement for filling temporary staff to be within 30 calendar days and for filling permanent staff to be within 60 calendar days. Within 10 calendar days, vendor would provide plan for replacement.	Staff replacement requirements will not be modified.

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186	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	117	Thank you for the Data Type Document. Can the Agency give an estimate of the total number data sources to be pulled into the ODS, EDW and Content Store (total individually)? Could the Agency also estimate the frequencies?	Information that is currently available is provided in the updated FX Volumetric Information document within the EDW Procurement Library.
187	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	117	What types of functionality does AHCA require be provided to identified organizations and partners? For example, the EDW could provide access to county organizations, non-profits, recipient organizations and academic organizations via de-identified data models to create their own ad hoc reports, visualizations, or specialized data models. Health Plans and large health systems may need the ability to create ad hoc reports or visualizations or access standard reports and visualizations limited to data only for their recipients. Whereas smaller providers likely only need to access scorecard and measure compliance information.	This will be determined during the JAD sessions or through Agency-approved task orders. All users will have access as defined in data use agreements and as appropriate for their user role(s), as authorized through single sign-on.
188	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	40	Please define "data service request," "respond," "business rules" and "external calls." Rules can vary greatly. For example, a simple rule could return 10 million of rows of data which would need to extract in under 10 minutes per CR-064. Does "respond" refer to the EDW beginning to execute the data service request? If not, we recommend collaborating with the Vendor regarding specific scenarios to be optimized since some scenarios will significantly exceed 170 ms (e.g. large extracts). Are the times referring to an average, or will penalties be enforced if the times provided are exceeded?	For this requirement "respond" refers to Service Response time and does not refer to actually returning the complete result set.
189	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	41	Please define and provide an example of "respond," "direct access queries," "data access queries," "Entity," "attributes" and "relationships". Even with industry leading technologies, query performance can vary greatly based on dozens of factors. For example, a simple direct access query could return 10 million of rows of data which would need to extract in under 10 minutes per CR-064. Does "respond" refer to the EDW beginning to execute the direct access query? If not, we recommend collaborating with the Vendor regarding specific scenarios to be optimized since some scenarios will significantly exceed 170 ms (e.g. large extracts). Are the times	The mentioned response times are not based on averages. The response times are benchmarks that the EDW solution will need to meet.

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				referring to an average, or will penalties be enforced if the times provided are exceeded?	
190	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	42	If a vendor is bidding a cloud-hosted environment, does AHCA require access to the physical operations of the cloud-hosting facility? EDW bidders would not likely be able to guarantee AHCA physical access to a global cloud provider's facility. If a vendor is bidding a cloud-hosted environment such as AWS or Azure, please confirm that ACHA does not expect to have access to the physical operations of the cloud-hosting facility?	This requirement is for the vendor's facilities and not for the solution hosting location.
191	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	42	Please clarify that the type of security clearance referred to is physical security at the Vendor's facilities supporting services under this contract.	There are no specific types of security clearance associated with the requirement.
192	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	42	Depending upon the type of security risk assessment conducted via the CMS Information Security Program POA&M, low-level risks or risks with no realistic applicability could be identified. Does the State agree that the State and Vendor will collaborate in order to mutually agree on identifying risks that require mitigation strategies? Additionally, can the State clarify the timeframe for delivering the report? What is the "event" that is being referred to in the phrase "within 10 business days of the event"?	Yes, the Agency and Vendor will collaborate in order to mutually agree on identifying risks that require mitigation strategies. The timeline to deliver the report is 10 business days. Event in this requirement is defined as any security related incident identified as part of periodic Plan of Action and Milestones (POA&M).
193	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	42	Can the State please clarify what you consider "edits" in the phrase "override system security alerts and edits." Additionally, can the State confirm that pings and other noise against the system are not considered unusual and do not require inclusion in reports.	The "edits" referenced in the requirements are any changes made to the systems to override alert policy. The vendor is required to monitor and document any unusual activity such as constant pings from an unknown source. Guidance on the Florida Cybersecurity Standards are available under Florida Administrative Code 60GG-2 (formerly 74-2) which may be found at https://www.flrules.org/ .

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194	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	115	It is our experience that notification is unnecessary in a SaaS offering because capacity and system load is dynamically managed and passive to the end user systems. Please clarify if this requirement can be waived for vendors proposing a cloud-hosted SaaS offering.	No. The Agency requests notification of changes so the Agency has adequate time to prevent business disruption or impact.
195	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	116	Please clarify what the State's expectation is for real-time data needs and provide an example of what is needed in real-time. Is this specific to ODS requirements or is it necessary for data onboarding to the EDW in its entirety?	Real-time is specific to Operational Data Store (ODS).
196	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	116	Please provide the list of agencies the State shares data with and confirm that the State has the necessary data-sharing and data-usage agreements in place.	Information that is currently available is included in the updated FX Volumetric Information document within the EDW Procurement Library. Yes, Data Usage Agreements (DUA's) are in place.
197	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	42	What are the unauthorized activity thresholds for which AHCA would expect suspension of access would be expected?	Guidance on the Florida Cybersecurity Standards are available under Florida Administrative Code 60GG-2 (formerly 74-2) which may be found at https://www.flrules.org/ . Also, refer to the Technology Standards Reference Guide in the EDW Procurement Library.
198	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	Please provide the password format and management policy.	Guidance on the password formats are available under Florida Administrative Code 60GG-2 (formerly 74-2) which may be found at https://www.flrules.org/ . Also, refer to the Technology Standards Reference Guide in the EDW Procurement Library.
199	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	Is the State willing to align to an industry accepted framework rather than unique State rules? How often are the rules subject to change? What are the expectations for the Vendor to respond to changes to rules and implementing changes to comply? Is the Vendor allowed to bill AHCA for additional costs to implement future State rules changes?	The ITN states the requirements for the unique State rules that the EDW Vendor must meet. Future mandated changes will be discussed with the EDW Vendor at the appropriate time.
200	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	Where are Content Management scanning services expected to occur (within the AHCA offices, the Vendor's required facility, the Fiscal Agent mailroom)?	Scanning services are not in scope for the EDW vendor. The EDW solution is required to store and manage the data to support the business processes for the scanned artifacts.

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201	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	113	Please confirm that as it related to the EDW module, the ISR would only be applicable for scope changes presented to the change control board that may require additional funding and not to the base scope once the contract is finalized.	The ISR does not apply to the change control process. It is part of the project intake process.
202	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	Please confirm that all content to be scanned will be forwarded to a centralized location and that localized desktop scanning throughout the Agency or other contractor offices is not required.	Document scanning services are not in the scope for the EDW Vendor.
203	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	Please provide the number of users (concurrent and total) for the Content Management solution.	The information on the Content Management (CM) size, total users and concurrent users has been provided in the updated FX Volumetric Information document in the EDW Procurement Library.
204	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	Please confirm that the term "data" with respect to the Content Management solution is referring to either index data accompanying content such as files, images, documents, emails and faxes and data derived through Optical Character recognition.	Yes.
205	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	Please confirm that the State expects the Content Management solution will provide access to stored content and supporting index data, but that analytics against Content Management data would be performed by sharing data with the Specialized Data Store.	This depends on the vendor's proposed solution.
206	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	43	The number of environments Vendors choose to include or exclude can result in significant cost variances across bids. What environments does AHCA require for the ODS and other EDW components? If unknown, what is the minimum number of environments bidders should include for costing?	Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 3. , System Delivery Life Cycle Phase Requirements, Sub-Item f. , Testing Phase Requirements, Table 24: - Testing Phase Requirements, provides the minimum required number of non-production environments. The vendor should propose additional environments if their solution requires it.
207	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	47	If future modules will not maintain their own data sources and will be dependent on the ODS, this would mean the ODS should always have the most current data and therefore data replication would not be needed between modules and the ODS. If this is accurate, please confirm where AHCA envisions the ODS would need data replication.	Replication is needed with the legacy FMMIS system until the legacy FMMIS system is fully decommissioned.

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208	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	47	Once the Legacy MMIS has been sunset, is it AHCA's vision that data replication is primarily needed between the ODS and the EDW and not between the ODS and individual modules since modules should exchange data with the ODS real-time via web services?	Once MMIS is sunset, replication will not be needed.
209	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	93	Please confirm that by SR-314 and SR-315, the EDW is required to be able to receive the medical code sets outlined by SR-314 and SR-315 from modules such as Claims, store them, and use them in reporting or analysis against national health care quality measures.	Yes.
210	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor		The ITN includes multiple references to the management of hardware. Please confirm if vendors bid a cloud-hosted solution, that requirements related to physical hardware provisioning, maintenance, transitioning, or retirement are not applicable.	Yes.
211	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	47	What frequency of data replication is the legacy MMIS capable of supporting with the new ODS?	This information is proprietary and confidential to the current fiscal agent and cannot be disclosed at this time.
212	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	84	Where is the case information generated and stored? Is this a required input into the EDW?	The case information is generated in the modules and partner systems. The data is stored in the EDW solution.
213	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	84	Where is the case information generated and stored? Is this a required input into the EDW?	The case information is generated in the modules and partner systems. The data is stored in the EDW solution.
214	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	85	Can you provide examples of these scenarios for clarity?	An example is: Information relating to ongoing criminal investigation or HIPAA disclosure.
215	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	92	Please define the management reports and annual reports or provide an example of each.	This information will be provided during JAD sessions or part of Agency-approved task orders.
216	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	93	Please provide a list of external organizations to be supported. If the future list of external organizations is not yet known, what is the minimum number of organizations and data models all bidders should plan to include in their costing each year?	All information currently available is included in the updated FX Volumetric Information document within the EDW Procurement Library.

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217	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	49	Will the State please provide an indication of the expected frequency of the additional development of data services and implementation roll outs? If this is not known, what is the minimum number of development hours or required FTEs all Bidders should include as ongoing Operations resources in their cost proposals to support Vendors bidding to the same scope?	The frequencies are not known at this time. Based on the proposed solution, the EDW Vendor is required to provide the estimates for O&M.
218	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	50	We have reviewed the ITN and available Bidder's Libraries and are unable to locate a sample of the referenced Project Process Agreement (PPA). Please provide a copy or direct us to where vendors can find this.	Please refer to Section 4.2.5 of the Design and Implementation Management Standards document in the EDW Procurement Library. The PPA will be finalized after Contract execution.
219	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	51	Please confirm that in regard to data supporting legal matters, this requirement is focused on report data or stored discrete data and not intended to reference other materials such as images or documents that would be found in the Content Management solution.	This requirement includes all the related data in the EDW solution.
220	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	51	If this requirement is intended to include information beyond discrete data such as images of claims or correspondence documents, would AHCA accept a solution that includes the ability for users to collect, categorize and store related information together for each event, such as a law suit and make it available to AHCA via a browser?	Attachment B , Scope of Services (October 7, 2019), Table: 16 – Enterprise Analytic Data Store Requirements, includes the Agency's requirement for Life Time Transactions. The vendor may propose an alternative solution to meet this requirement.
221	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	52	Is the State expecting a conversion or rebuild of legacy Data Marts and reports? If so, can a list be provided aligning to the defined scale and complexity (Simple, Medium, Complex) by the State?	No.
222	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	52	Are the tools referenced limited to data analytics and reporting? Please provide the list of existing tools. Additionally, please define what responsibilities the State intends by managing and provisioning.	The Agency currently uses SAS, SAP Business Objects, SPSS, Power BI, Tableau, Microsoft SSRS and 3M Analytics. As part of the transformation, the Agency would like the vendors to propose solutions that provide the best value. Since these tools are currently owned by different Business Units within the Agency, if requested by the Agency, the EDW Vendor will manage and administer these tools for the Business units.
223	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	If the Vendor's EDW solution is able to fulfill Consent Management functional requirements within their native EDW functionality without a standalone Consent Management "solution", would AHCA consider that compliant?	Yes, as long as the solution meets the requirement stated in Attachment B , Scope of Services (October 7, 2019).

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224	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	We have reviewed the ITN and available Bidder's Libraries and are unable to locate the referenced Agency Privacy and Security requirements. Please provide a copy or direct us to where vendors can find a list of the policies the State feels are relevant to the requested solution.	This information is available in the Enterprise Data Security Plan and Technology Standards Reference Guide documents in the EDW Procurement Library.
225	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	Please clarify that the automation requested is around the reporting to identify that a balancing issue exists and that a State or contractor employee would then take steps to rectify the financial imbalance by updating data in the applicable source module.	Yes.
226	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	Is the State expecting the EDW solution will integrate with the State's website or is the State expecting that the vendor stand-up and maintain a separate portal?	The Agency expects the EDW Vendor to provide a portal that is separate from the Agency's existing portals and integrates with Agency or module portals.
227	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	82	Will the Agency provide examples of existing "program norms"? Is the application of AMA guidelines and published standards of care sufficient to meet this requirement or does AHCA have a comprehensive, custom list of norms in mind for this requirement?	The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
238	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	82	Will the Agency provide greater background or link to descriptive information concerning the statewide utilization control program? Will there be indicators in the input data to detect activity of this group/these groups?	The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist. This includes any SUR requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
229	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	82	Regarding the seven items to be monitored, they appear to be Prospective DUR criteria for the monitoring of ongoing/incoming pharmacy claim information. Will the Agency please clarify the responsibility of the EDW vendor relative to these requirements – is the EDW vendor expected to report on ProDUR activity?	The EDW solution is required to store the data and manage the data. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. The MECT Checklists requirements will be further defined in JAD sessions regarding CMS Certification requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.

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230	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	83	Can the Agency elaborate on this requirement? Is this a manual or operational function?	The Agency encourages vendors to propose a solution that provides the best value.
231	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	83	Will the Agency provide the specific medium/media required?	The Agency encourages vendors to propose a solution that provides the best value.
232	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor		Does this requirement make the EDW vendor responsible for going directly to providers and making custom data requests? Or is AHCA facilitating access to data and the EDW has to store/manage it? We would benefit from an example.	The EDW Vendor is required to store and manage data.
233	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	Please clarify the user base and total anticipated user count.	This information is provided in the updated FX Volumetric Information document in the EDW Procurement Library.
234	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	Please confirm the intent of the "Agreement tool" is referring to functionality that allows restrictions to be placed on data sharing and not intended to be a solution to manage the actual agreement documents.	This is a solution to manage the actual agreement documents.
235	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	59	Please confirm if the functionality can be fulfilled by native EDW functionality that a separate "Agreement tool" is not required.	Yes, as long as the solution meets the requirement stated in Attachment B , Scope of Services (October 7, 2019).
236	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	65	Please specify the anticipated amount of the data (i.e. months, years) required for each non-production environment.	The vendor should propose and size their non-production environments that meet their solution needs.
237	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Please provide the criteria AHCA currently utilizes to measure network adequacy for each program and/or applicable contractor.	The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
238	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	81	Does the State have a standard in place already or does this requirement relate to a performance standard elsewhere in the ITN?	All Agency-defined Performance Standards are provided in Attachment B , Scope Services.

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239	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	81	Does the Agency plan to procure a Program Integrity module outside of the EDW module?	<p>Surveillance and Utilization Review Subsystem (SURS) is part of the EDW scope. Information on the Program Integrity module is available in the FX Procurement Strategy document within the EDW Procurement Library.</p> <p>The Agency cannot comment on pending, current or future solicitations. All information regarding the Agency's solicitations are posted via the Vendor Bid System at the following link:</p> <p>http://www.myflorida.com/apps/vbs/vbs_www.main_menu</p> <p>To view active solicitations go to "Search Advertisements", select the Agency for Health Care Administration then select advertisement search.</p>
240	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	82	Please clarify this requirement – Does the EDW vendor have responsibility to IDENTIFY instances of credible fraud- to refer to claims payment activity? Claims payment functions exist outside of EDW, especially as it relates to MCO claims payment activity. Can AHCA please clarify the intent here?	No. The EDW solution is to provide access to the modules to enable them to meet this MECT requirement. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
241	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	82	Will the Agency provide an input that includes an indicator for who the PCCMs are, along with a linkage of the PCCMs to "their" enrollees?	PCCM is no longer part of the FL Medicaid program.
242	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	82	Will the Agency be providing the vendor with an input indicator that identifies this category of enrollees?	The EDW solution is to provide access to the modules to enable them to meet this MECT requirement. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
243	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	68	What is the State's user load of the system at any given time? Please give a high and a low value.	This information is provided in the updated FX Volumetric Information document in the EDW Procurement Library.
244	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	68	Please provide a list of the potential Agency IT Change Control Tools.	This information will be provided when the EDW Vendor is on board.

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245	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	68	Please confirm that if the Agency requires vendors who are bidding a SaaS solution to use the Agency's IT Change Control Tools, that the Vendor is only expected to use the Agency's tools to manage content created specifically for AHCA and not intended to replace the Vendor's change control solution already in place to manage platform/product changes across all clients.	Yes.
246	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	69	The difference in cost of ongoing Operations and Maintenance support Vendors choose to include or not include in their bid can create significant disparities across bidders based on different assumptions made. What minimum level of annual support hours or FTEs does AHCA require all bidders include for configuration updates to the ODS, EDW, Content Management, Data Stores, and Reports?	Attachment B , Scope of Services (October 7, 2019), Section B.4. , Cost Proposal, Sub-Section B. , Method of Payment, Item 2. , through Item 4. , describes method of payment for Operations and Maintenance Support. Because different vendor solutions may require different levels of Operations and Maintenance Support, the Agency is not specifying minimum hours. Provide any clarifying assumptions or explanations of Operations and Maintenance services.
247	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Please provide an example of how AHCA defines a payment profile to help all Vendors gain a common understanding of the scope required.	The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements. The Agency encourages the vendors to propose a solution that provides the best value.
248	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Please provide an example of how AHCA defines "monitors accumulated liability for deficit payments"	The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements. The Agency encourages the vendors to propose a solution that provides the best value.
249	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Does the State expect the first production run of the Federal Reports to occur with Legacy data or only after the implementation of all modules?	The Agency expects production of Federal Reports prior to the implementation of all modules.
250	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	If the State expects the first production of Federal Reports to occur using Legacy data, please confirm the Legacy system includes all data elements needed	Current Agency federal reporting capabilities employ a mix of automated data extraction of legacy data and manual data manipulation using data outside of the legacy system. The vendor should propose an EDW solution that allows

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				to support configuration of reports without manual manipulation of data by users.	for the automated collection and compilation of all data necessary for federal reporting. Mandatory federal reports will be developed during the initial implementation.
251	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Does the State have a standard definition of what is to be included in the audit trail? What are the specific data elements?	Please refer to the Technical Management Strategy document in the EDW Procurement Library.
252	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Please confirm if an automated interactive financial dashboard that uses colored coded indicators to visually alert users of significant changes in payment trends would be acceptable in lieu of an email alert.	The vendor may propose alternate solutions to meet the requirements of the ITN and provides the best value to the Agency.
253	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Please confirm by "monitor" that it is AHCA's intent the EDW will provide insight into TPL activities via reports, visualizations or dashboards based on the receipt of applicable TPL data.	Yes.
254	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	71	Please provide the circumstances in which the Agency envisions the EDW vendor utilizing the State's Help Desk solution?	A scenario when the EDW Vendor would utilize the Agency's Helpdesk is when a Level 1 helpdesk solution is provided by the Agency. The EDW Vendor will provide the Level 2 helpdesk solution.
255	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	71	Please also provide the name of the vendor of your help desk solution. Are there specific values or requirements that the vendor's help desk solution must track?	The Agency currently uses Cherwell, Microsoft System Configuration Service Manager and HP Service Manager. The help desk solution must use industry standard templates to capture values. Any Agency specific values will be discussed in JAD session during EDW DDI.
256	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	71	Please clarify the definition of help desk services and the expectations.	Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Service Requirements, Item 3. , System Delivery Life Cycle Phase Requirements, Sub-Item i. , Help Desk / Incident Management, states the requirements for the Help Desk solution and services.
257	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	71	What fields and reporting metrics are required for Operations & Maintenance tickets? Please provide descriptions of the fields and calculation of the metrics.	The Agency would like the vendors to propose solutions that provides the best value to the Agency.
258	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	71	How many iterations does the State expect each year?	This is not defined and will be determined during EDW DDI and O&M.

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259	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	73	Where can the requirements of the Florida Cyber Security Standards be found?	Florida Administrative Code 60GG-2 (formerly 74-2) which may be found at https://www.flrules.org/
260	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	73	Can the State please provide guidance as to specific types of security requirements for the Security Controls Test Plan?	The Agency is using NIST, CMS, Florida Cybersecurity Standards, HIPAA Security Rule, OWASP and the National Vulnerability Database as guidelines for potential vulnerabilities.
261	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	73	Can the State please provide guidance as to any requirements for the Security Test Pan?	The Agency is using NIST, CMS, Florida Cybersecurity Standards, HIPAA Security Rule, OWASP and the National Vulnerability Database as guidelines for potential vulnerabilities.
262	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	73	Are the Security Controls Test Plan referenced in SR-081 and the Security Test Plan referenced in SR-082 intended to be the same deliverable?	No, SR-081 refers to application and SR-082 refers to integration.
263	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	74	If the proposed vendor solution is a SaaS solution, is the State willing to agree to collaborate with the Vendor to mutually identify issues to determine mitigation and remediation requirements?	This information is available in the Enterprise Data Security Plan and Technology Standards Reference Guide documents in the EDW Procurement Library.
264	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	74	Does a Vendor-provided SSP sufficiently meet the requirements for the State?	The vendor provided SSP must meet the requirements for the State as stated in Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section E. , Technology Solution Requirements, Item 8. , Deliverable Requirements, Sub-Item c. , Payment Deliverable Requirements – Contract Wide, Sub-Item 4), PD-4: System Security Plan (SSP)
265	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	74	If the proposed vendor solution is a SaaS solution and therefore less agile at the infrastructure level, is the State agreeable to the Vendor's SSP reporting on a SaaS solution in compliance to applicable Florida and Federal laws and regulations, in addition to meeting its information security policies based on guidance from HIPAA, NIST 800-53 moderate controls and ISO 27001?	The vendor provided SSP must meet the requirements for the State as stated in Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section E. , Technology Solution Requirements, Item 8. , Deliverable Requirements, Sub-Item c. , Payment Deliverable Requirements – Contract Wide, Sub-Item 4), PD-4: System Security Plan (SSP).
266	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	74	For SaaS solutions, is the state willing to agree to accept the tools we use in order to allow multiple-State/Platform testing to ensure we appropriately and cost-effectively support all state clients?	The Agency encourages the vendors to propose solution that provides the best value.

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267	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	74	Is it acceptable that the monthly reports be based on progress against the POAMs from the annual report findings?	No.
268	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	74	Can the State provide guidance as to requirements for the risk assessments and audit reports? What type of vulnerability testing is being requested?	The requirements for risk assessments and audit reports will be provided in JAD sessions during the DDI of the EDW project. The vendor may propose vulnerability test tools and processes that are required for the proposed EDW solution.
269	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	74	In order to report on changes from baseline, related program or policy criteria would need to be configured in associated reporting of visualization tools. For vendors to estimate configuration effort, please provide documentation of existing program and policy measurements or a minimum number of measurements all vendors should include in their costs.	This is a MECT requirement to provide reporting on changes made to the baseline. This includes tracking and maintaining traceability made to the baseline requirement. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
270	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	78	Is the intent of the requirement to require related functionality or a specific list of management reports? If the intent is to require specific reports, please provide a list of the expected reports or a minimum number of management reports all bidders should account for in their scope.	The FX project is the Agency's vision to transform the business rather than just replace the FMMIS system. As part of the transformation, the Agency would like the vendors to propose solutions that provide the best value. All the mandatory federal reports listed as part of Business requirements will be developed during the initial implementation. Any information on additional reports that need to be developed or migrated will be provided in JAD sessions during EDW DDI or included as part of Agency-approved task orders.
271	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	Please confirm that all user interactions such as editing data or creating new transactions/records will occur via the UI of various business modules such as the Financial or Claims module or another Agency system and not the EDW UI.	The primary UI for user interactions editing data and new transactions are business modules. Vendors should describe any assumptions or EDW user interface capabilities provided to edit data or create new transaction/records on an exception basis (e.g. for data corrections).
272	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	79	The creation of Federal Reporting is highly dependent on the configuration of business rules in the Claims or Financial modules that process supporting transactions. Without all dependent data, an EDW cannot produce applicable reports. Will the State require applicable module providers to support the assignment of various Federal Report data values during transaction process based on the State's policy?	Vendors should describe any assumptions to support the assignment of various Federal Report data values for Federal Reporting. Yes, the State requires applicable module providers to support the assignment of various Federal Report data values during transaction process based on the State's policy.

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273	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	66	Please confirm all KPIs are documented as performance standards throughout the ITN. If not, please provide KPI measures.	All the identified Key Performance Indicators (KPIs) and performance standards are documented in the ITN.
274	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	76	If Offeror is intending to propose commercial-off-the-shelf (COTS) software or pre-existing commercial software developed at private expense deployed as a service, is it the State's intent to transfer title to the State of the Offeror's COTS or the underlying commercial software deployed as a service? Assuming it is not the State's intent, what is the scope of the license of the COTS software or software as a service offering?	Please refer to Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section I. , Contract Requirements, Item 2. , EDW Solution Turnover, and State ownership provisions within Attachment B , Scope of Services (October 7, 2019).
275	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	93	The requirement in the ITN is different from the MECT Version 2.3 Intermediary and Interface requirement TA.BPM.4 in that the ITN specifies this feature must be met by "automated business processes". Will AHCA consider modifying this requirement to align with the MECT language which indicates "a mix of manual and automated business processes"?	The requirement is updated to reflect the TA.BPM.4
276	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	88	The requirement in the ITN is different from the MECT Version 2.3 Access and Delivery requirement TA.SP.38 in that the ITN specifies this feature must be met by "automation". Will AHCA consider modifying this requirement to align with the MECT language which may allow for a blend of manual and automated process?	The requirement is updated to reflect the TA.SP.38.
277	Cerner State & Local Government Services, Inc.	B.3., Services Provided by the EDW Vendor	103	Please provide a list of the existing business rules vendors would need to include in the scope of their Business Rules Traceability Matrix.	The business rule landscape of the Agency includes rules of many types that exist in different sources ranging from business rules software, user interface code, and batch processing code, printed policy and other forms. Documentation of Agency business rules would primarily be done in conjunction with business modules. The Agency will provide access to existing sources of business rules to the selected vendor.
278	Optum Government Solutions, Inc.	B.1., General Overview	9	What portion of the Phase 3 is expected to be covered in this solicitation?	Please refer to Attachment B , Scope of Services (October 7, 2019), Section B.1. , General Overview, Sub-Section A. , Background, Item 1 , Transforming to a Modular Processing Solution. Phase 3 will be to integrate and consolidate existing data and systems. These would be implemented as an Agency-approved task order. The vendors should demonstrate how their solution and methodology will help achieve this.

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279	Optum Government Solutions, Inc.	B.1., General Overview	9	Is Phase 4 expected to be covered in this solicitation?	Phase 4 will be to implement modular systems. EDW scope would include providing the data layer to support the modules. These will be implemented as Agency-approved task order(s). The vendors should demonstrate how their solution and methodology will help achieve this.
280	Optum Government Solutions, Inc.	B.1., General Overview	9	<p>Your FX Vision - Transforming to a Modular Processing Solution - defines four Phases, with the EDW being implemented in Phase 2. Page 41 of the strategy document provides four architectural views.</p> <p>Question: Are these architectural views intended to represent each of the four Phases of your transformation?</p> <p>We are asking as we note that the FMMIS database is not replaced by the new ODS until the fourth architectural view. We do not recognize any requirement regarding the timing for each of the Phases or for the DDI period for the EDW.</p> <p>Question: Does the State have a timeline that defines the expected timeline for each of the Phases or for the EDW DDI? Does the State require the ODS to be implemented as part of the initial EDW implementation (during Phase 2) or will the implementation of the ODS occur during Phase 4 of the project?</p>	<p>Please refer to additional guidance on ODS implementation.</p> <p>These architectural views are to depict the transformation from the existing Agency systems to use of new business area modules. The views show the use of systems before, during, and after transition. The transition strategy expects incremental implementation of business area modules as opposed to a simultaneous big-bang transition to all business area modules. As business modules are implemented, the user interfaces and processing in FMMIS are deactivated. The diagrams depict that until all business modules are implemented FMMIS processing will be used for modules that have not been implemented.</p> <p>The FMMIS transformation strategy is to minimize disruption to existing FMMIS operations and minimize changes to the FMMIS system.</p> <p>The timeline for implementation of all phases is to complete replacement of FMMIS processing by the end of 2024.</p> <p>The Agency requires the ODS to be implemented as part of the initial EDW implementation.</p>
281	Optum Government Solutions, Inc.	B.1., General Overview	9	The ODS is not usable by other applications until the necessary APIs have been developed, approved by governance, and each application has been refactored to make use of those APIs. Would you welcome a solution that reduces costs by delaying production sizing of the ODS until at least one API and one application using that API is ready to go into production? We note that this is a firm fixed price procurement which does not define any specific APIs or a schedule to deploy any APIs.	The ODS is a foundational component for the implementation of business area modules and reducing the duplication of data in multiple systems. The Agency expects that implementation of the ODS and associated APIs will allow rapid implementation of business area modules. Vendors should provide production solutions to support business needs of the Agency, and are encouraged to propose a solution that provides the best value.

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282	Optum Government Solutions, Inc.	B.1., General Overview	9	<p>Please estimate the number of external (not including intra-EDW solution) API calls to the EDW solution that are expected by year during the term of the contract. Please provide a list of the MES functions that you anticipate/require the EDW solution to service.</p> <p>Will all new or modified APIs be required to be approved through a change management process (including a full testing cycle) that includes representation from the EDW Vendor?</p>	<p>The Agency cannot provide an estimate of the number of API or web service calls since the data access patterns (call granularity, frequency, update patterns) in business area modules will be a primary determinant in the number of API calls to the EDW solution.</p> <p>The Agency would expect that business area modules from all MES functions would use components of the EDW solution.</p> <p>New and modified APIs will require approval through a change management process that includes representation from the EDW Vendor.</p>
283	Optum Government Solutions, Inc.	B.1., General Overview	9	<p>Please confirm that the IS/IP vendor is responsible for the authorization and authentication process for all API calls to any component of the EDW solution.</p>	<p>The Integration Platform implemented and operated by the IS/IP Vendor is to perform authorization and authentication protection for requestors and providers of information via APIs that communicate through the integration platform. API calls to components of the EDW solution that are accessible through channels other than the integration platform would require the vendor to perform authorization and authentication processing.</p>
284	Optum Government Solutions, Inc.	B.1., General Overview	17	<p>Figure 5, the Conceptual Architecture diagram shows Specialized Data Stores as using no SQL databases. Please confirm this was NOT meant to create a requirement that specialized data stores be implemented on nonrelational databases.</p>	<p>Specialized data stores may have unique requirements to support specific business or analytic needs. The depiction of NoSQL is a potential example. There is not a requirement that all specialized data stores be implemented on nonrelational databases.</p>
285	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	29	<p>What are the expected number of users from the office of Medicaid Program Integrity for the SURS/Program Integrity reporting?</p>	<p>This information will be provided in JAD sessions during EDW DDI. Information that is currently available is provided in the updated FX Volumetric Information document in the EDW Procurement Library.</p>
286	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	30	<p>This section states: "The Vendor's solution shall have the functionality for authorized users to analyze data from multiple data sources both within and outside the Agency to merge for analysis."</p> <p>Please provide a count of the number of users expected for the EDW, for the reporting components and for the external facing portal. Please provide the count for the EDW and the reporting components by type of user (e.g., executive user, simple report user, general analyst, power user). Please also provide the estimated annual growth rate of users in each of these categories.</p>	<p>The updated FX Volumetric Information document in the EDW Procurement Library provides the requested information.</p>

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287	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	33	Please provide the total volume of web service calls that are expected during each year of the Contract so that the Vendors can adequately size and price the EDW solution.	The Agency cannot provide an estimate of the number of API or web services calls since the data access patterns (call granularity, frequency, update patters) in business area modules will be at the primary determinant in the number of API calls to the EDW solution.
288	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	34	The requirements states that "The Vendor shall adhere to recognized best practices during the execution of this Contract including the most recent version of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series." The NIST 800 series is extensive and covers controls and requirements that are lkely not associated with an EDW solution or which may be overlapping and contradictory in nature. In addition, they cover a range of options of which only certain ones would be appropriate for the EDW solution. As an example, NIST 800-53 established requirements for High, Moderate and Low Impact Control. In this example, it is impossible for Vendors to understand the actual Impact Control baseline that the State is establishing. Can the State please list the specific requirement or publications and/or specific controls as apprpriate in the NIST 800 series that are applicable to the EDWS solution? As an example, please define which level of impact controls under NIST 800-53 are required (i.e., High, Moderate or Low Impact Controls).	It is expected that the EDW Vendor will use proper due diligence to establish and maintain all controls necessary to comply with applicable regulatory requirements, including those governing PII, PHI, PCI-DSS and FTI data.
289	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	35	The Vendor shall purchase and maintain infrastructure hardware and software including upgrades and technology refreshes to maintain up-to-data functionality of the solution, at no additional cost to the Agency. How does the state want refreshes and annual maintenance fees represented in the Bill of Materials on the Deployment Deliverables in ExhibitA5a?	This should be included in Attachment A , Instructions and Special Conditions, Exhibit A-5-a , Detailed Budget (October 7, 2019), by State Fiscal Year.
290	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	35	The following references for this question: CR-010 states: "The Vendor's solution shall include the ability to migrate to a cloud environment." T-4 Technical Management Strategy file; Section 3.6.7 Cloud Adoption Strategy page 20 states: "All vendor solutions should be cloud-ready and deployable in a traditional hosted environment."	Yes.

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				<p>Exhibit 3-6 MES Future State Cloud Adoption, shows an adoption of Cloud for Government (FedRAMP) for the EDW in 2020.</p> <p>T-4 Section 3.6.6 Cloud for Government states: "The Agency's cloud strategy recommendation is to favor solutions that deploy in a government cloud."</p> <p>Question: In light of the fact that the EDW will most likely not start until 2020, will AHCA allow Vendors to submit cloud-based solutions from the start of the design, development and implementation process and not initially implement in a traditional hosted environment, provided it meets the other IT requirements?</p>	
291	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	36	Total data volumes over time for unstructured data: Can the State estimate the total data volume required to initially load in this solution and then the expected growth at each year-end of the project for unstructured data, in data warehouse?	The data volumes are provided in the updated FX Volumetric Information document in the EDW Procurement Library.
292	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	36	Total data volumes over time for structured data: Can the State estimate the total data volume required to initially load in this solution and then the expected growth at the each year-end of the project for structured data?	The data volumes are provided in the updated FX Volumetric Information document in the EDW Procurement Library.
293	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	40, 50	CR-058 says the reporting data store provides real time source data availability within five (5) minutes and committed delayed source data is available in the target system in within fifteen (15) minutes. CR-163 says the reporting data store provides operational reporting, presumably from operational metadata generated by the operation of the ETL tool. These two definitions are not consistent with each other. Please confirm that the CR-163 definition applies and CR-058 is meant to refer to the operational data store.	CR-058's references to committed (delayed) source data refer to data sources other than operational data. An example of a delayed data source would be data needed for operational reporting that is provided in files, message queues or data sources other than to the ODS.

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294	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	40	<p>The requirement states: "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."</p> <p>Is the data availability expectation in ODS, or other DW and Data Marts such as the RDS, ADS, POAR and Specialized DS?</p>	The requirement states the data availability expectation for data populated into the Reporting Data Store.
295	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	40	<p>The Vendor shall provide an EDW Solution that will respond to 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.</p> <p>Please clarify that your intent regarding this requirements is to measure performance within the EDW solution only and not, for example, network time or processing time in other FX modules (e.g., the business rules engine).</p>	Yes.
296	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	42	<p>CR-076 states: "The Vendor shall provide a solution which immediately suspends and reports access to users for conditions which violate security rules, represent unauthorized attempts to access data or system functions, and system activity that violates security parameters."</p> <p>This requirement calls for immediate suspension of users who violate security rules. The IS/IP is responsible for identity and access management. The EDW vendor would only see a user after they had been authenticated and authorized. Please confirm that the EDW vendor would only be responsible for suspending access to those portions of the EDW solution under the EDW's control.</p>	Yes.

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297	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	43	<p>This requirements states: "The Vendor shall provide a solution that supports Multi-Factor Authentication with both user id and password verification and an additional level verification. The Vendor shall collaborate with IS/IP vendor to integrate with the Single Sign-on capability for Authentication, Authorization, and Audit."</p> <p>What SSO federation technologies will be supported and required in the FX architecture?</p>	The IS/IP Vendor is responsible for the SSO solution. The Agency expects the SSO solution to support industry standard SSO federation technologies.
298	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	43	Please confirm that the IS/IP vendor is required to design and implement the MFA solution and that the EDW vendor is only required to support the MFA for the EDW solution?	Yes.
299	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	43	<p>This requirement states: "The Vendor shall design, develop, and implement an Operational Data Store (ODS) solution that shall function as the single source of truth for all healthcare related data retained and utilized for FX enterprise transformation, support all FX Project transaction processing, and support healthcare Providers, healthcare Recipients and any other entity or organization seeking Agency healthcare data, and provide for all Agency Content Management (CM)."</p> <p>In order to allow the Vendors to appropriately size and price all elements of the EDW solution, please provide a listing of the anticipated data sources and the estimated timing as to when you require each data source to be incorporated into the solution, their estimated initial size (e.g., size of record, number of records), their annual projected growth rates and the number of years of data that you require be stored for each data source.</p>	Information currently available is included in the updated FX Volumetric Information document within the EDW Procurement Library. Any additional information will be provided during JAD sessions as part of EDW DDI.
300	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	17, 43	Please clarify that the Enterprise Data Warehouse and not the Operational Data Store is the single source of truth. The FX Conceptual Level Architecture shows the ODS as existing before the ETL maps data into the EDW and applies quality assurance rules. That would make the Enterprise Data Warehouse more reliable than the Operational Data Store.	The ODS is expected to be the single source of truth for transactional information. The ODS is structured to support transactional processing. Quality assurance rules may be applied to achieve high quality data in the ODS. The ODS is expected to be a primary source of information for the EDW. The EDW and data marts are structured for analytic processing.

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301	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	44	<p>This requirement states: "The Vendor shall provide a Content Management solution which supports all industry standard content type definitions"</p> <p>There are numerous views of what is and what is not an industry standard. Please provide either a reference as to the standard that Vendors should use as a reference or define the specific content types that you require be included in the Content Management solution.</p>	The Agency encourages vendors to propose a solution that provides the best value.
302	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	44	<p>The requirement states: "The Vendor shall provide a Content Management solution which supports receiving, storing, and utilization of data, data structures, files, images, documents, emails, faxes, Optical Character Recognition (OCR) data, blueprints, and any other digital content necessary to Agency and Enterprise activities."</p> <p>On Page 19 of the Scope of Services under Content Management it states that the Content Management solution and services include providing and operating certain capabilities including scanning equipment and workflow solutions. The CR-094 requirement states that "The Vendor shall provide a Content Management solution which supports..." but does not appear to establish a requirement for the Vendor to provide or support scanning equipment or workflow solutions as suggested on Page 19. Please clarify your requirements in the area of Content Management (e.g., does the Vendor need to provide scanning equipment and a workflow solution.)</p> <p>If the Vendor is required to provide scanning equipment please provide specific requirements, including expected volumes during each year of the contract. Please also include use cases for each capability required as a component of the Content Management solution.</p>	Scanning services are not in scope for the EDW Vendor.

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303	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	44	<p>This requirement states: "The Vendor shall provide a Content Management solution capable of scaling in capacity and performance to meet increased resource demands without interruption or impact to availability and user experience."</p> <p>In order to allow the vendors to appropriately size and price all elements of the EDW solution, please provide a listing of the anticipated content data sources and the estimated timing as to when you require that they be incorporated into the solution, their estimated initial size, their annual projected growth rates and the number of years of data that you require be stored for each content type.</p>	Information currently available is included in the updated FX Volumetric Information document within the EDW Procurement Library.
304	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	44	<p>This requirement states "The Vendor's solution shall support online real-time summary information such as, but not limited to, number and type of providers, members and services."</p> <p>Please clarify the meaning of "real-time" in this context. Is the requirement stating that the solution must be able to aggregate counts, for example, when a web services call requests certain data as opposed to pulling the data from a previously aggregated table?</p>	Vendors should propose data management solution(s) that are appropriate to support different types of real-time summary information.
305	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	45	<p>This requirement states "The Vendor's solution shall analyze break-even point between Medicare and Medicaid payments."</p> <p>Please clarify what "the break-even point" means in this context so that Vendors can better understand your intent and expected outcome of this analysis.</p>	This is an MECT requirement. Further explanations and context will be determined in the certification process. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
306	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	45	<p>This requirement states "The Vendor's solution shall track the impact of Medicare drug program."</p> <p>Please clarify that you are referring to part D of Medicare (as opposed to part B and ESRD drug purchasing) and what aspect of part D is relevant to Florida Medicaid.</p>	This is an MECT requirement. Further explanations and context will be determined in the certification process. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.

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307	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	45	<p>This requirement states: "The Vendor shall provide a Data Conversion and Migration tool that uses a GUI-based or Web-based design, development and management environment."</p> <p>Question: Is the State requiring that the EDW Vendor allow State staff to access and use of the ETL tool? If State access is required please provide use case example to further clarify your intent and the specific functions that State users will need to access. Please also provide the estimated number of State users who will require access by year during the term of the Contract.</p>	<p>The Agency anticipates there may be users other than the EDW Vendor that could use the data conversion and migration tool. Potential types of users could be Agency users or vendors involved in migration of data in existing Agency systems, business area module vendors involved in migration of data in FMMIS or other vendor systems. The number of non-EDW users is anticipated to be less than ten (10) during any year of the FX transformation.</p>
308	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	47	<p>This requirement states: "The Vendor shall provide a Data Replication tool that performs 1-1, 1-N, N-1, N-N database replication."</p> <p>Please provide exemplar use cases to help clarify your intentions regarding this requirement.</p>	<p>This requirement states that data replication should be supported from one database to another database (1-1), one database to many databases (1-N), many databases to one database (N-1) and many databases to many databases (N-N).</p>
309	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	49	<p>Transactions that originate or that flow through the IS/IP/ESB will all show the source and origination data as the IS/IP/ESB in audit trails. The originating IP and port number will be captured by the IS/IP but will not be available to the EDWS vendor.</p> <p>Question: Will the EDWS vendor be expected to integrate security logs and normalize log transactions with the IS/IP to maintain traceability of transactions from source to destination?</p>	<p>The Agency and it's IS/IP Vendor have not defined the requestor- specific information that is provided to API / service providers. The vendor should expect that information (e.g. transaction ID) provided via the business area module(s), the integration platform and EDW solution can be used for event correlation. The IS/IP Vendor-provided SIEM tool would perform event correlation.</p>
310	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	50	<p>This requirement states: "The Vendor shall confirm and document understanding that each individual Data Mart shall be a separate and distinct implementation, each complying with all Data Mart requirements and with the EDW Solution requirements."</p> <p>Please clarify if this requirement is establishing that each Data Mart be on a separate "physical" computing infrastructure (e.g., a dedicated server) as opposed to being implmented on a virtualized infrastructure (i.e., implemented on a virtual machine (VM)).</p> <p>Please clarify if this requirement is establishing that</p>	<p>The requirement is not requesting Data Marts be on separate "physical" computing infrastructure.</p>

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				each Dart Mart be a "physically" separate data store (a Physical Data Mart) as opposed to using a virtualized approach (a Virtual Data Mart).	
311	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	51	Are there any requirements for data archival volume/number of years beyond 7 years?	The archival number of years applies to claims and encounter data. Claims and encounters reflecting Lifetime procedures, as defined by State policy, must be retained indefinitely, along with other records as defined by the Agency. The Agency's data retention policies are currently being updated and will be discussed during negotiations.
312	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	51	<p>This requirement states: "The Vendor shall provide an RDS and ADS solution that retains all data related to Life Time transactions, data required in relation to legal matters, law suits, and other data as requested by the Agency in a non-Archived state until such time as the Agency gives approval to archive or purge the specified data."</p> <p>Please clarify what you mean by "Life Time transaction". Please also clarify how the Vendor will be able to identify such data as it is received?</p>	A provider claim or encounter for a recipient health care service that is limited to once in a life time is an example of a "life time transaction". The EDW data archival that removes data based on data retention policy should accommodate identification, flagging or specification of meta data that allows proper retention of data.
313	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	52	<p>This requirement states: "The Vendor shall design, develop, implement, maintain and operate a solution that, through the use of Prescriptive Analytical capabilities, provides recommendations for Business Rules and "Next Steps" to the Agency."</p> <p>Please provide appropriate use cases to help clarify your intent regarding this requirement.</p>	These are analysis done through data backed decisions that support the Agency to make amendments to business rules or to determine the next steps based on the results.

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314	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	53	<p>The requirement states: "The Vendor shall store the solution documentation pertaining to the design, development, implementation, operations, and maintenance of all reports, dashboards and other analytic products on a specific server, SharePoint site or similar document repository as specified by the FX Project Team."</p> <p>Question: Will the State provide a SharePoint for the storage of documentation or is the Vendor required to provide a SharePoint site if that is the repository type selected by the Vendor?</p>	Yes, the Agency will provide a SharePoint site for documentation storage and a document repository.
315	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	53	<p>This requirement states: "The Vendor shall provide a solution that can export query results into Access, ASCII, dBase, Excel, CSV, HTML, XML, JMP, ODBC, R, SAS, SPSS and other industry standard file formats."</p> <p>This requirement includes certain legacy or obsolete formats (e.g., dBase) and is virtually unlimited as "other industry standard file formats" does not establish a finite list of formats. Please confirm that your intent is to that the Vendors' solution support current commonly accepted standard formats.</p>	Yes.
316	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	53	<p>CR-208 states: "The Vendor shall procure, operate, and maintain tools that supports Free Hand SQL."</p> <p>Question: Is the State's usage of "Free Hand SQL" referring to the term as used in the SAP BusinessObjects product? If so, please clarify if you are requiring that Vendors provide BusinessObjects or provide the capability for your existing BusinessObjects products to access the EDW solution. If you are not referring to BusinessObjects please clarify your definition of and intent regarding Free Hand SQL.</p>	A subset of the user community will require the capability to write SQL and submit queries. This requirement is not intended to mandate any specific product.

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317	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	54	<p>This requirement states "The Vendor shall design, develop, implement, operate, and maintain a Specialized Data Store solution to function as a repository for specialized, and ad hoc data structures intended for targeted decision making, data analytics, dashboards, audit requests, large volume data extracts, and as a source of research, survey, and analytic data for entities external to the Agency."</p> <p>Please provide a definition for the term "specialized data store" and provide appropriate use cases to further clarify your intent regarding this requirement. As an example, is it your intent that Vendors provision personal or group sandboxes that would be populated with extracts from the EDW and/or external files provided by an end user.</p>	<p>Attachment B, Scope of Services (October 7, 2019), Section B.3., Services Provided by the EDW Vendor, Sub-Section E., Technology Solution Requirements, Item 2., Technology Solution Component Specific Requirements, Sub-Item h., provides the definition and requirements for the Specialized Data Store.</p>
318	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	58	<p>Can the state indicate the number of current data sources for the EDW?</p>	<p>Information currently available is included in the updated FX Volumetric Information document within the EDW Procurement Library.</p>
319	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	59	<p>This requirement states "The Vendor shall design, develop, implement, maintain and operate a secure web portal for public access to data, reports, and dashboards approved by the Agency for public consumption."</p> <p>Please elaborate on the security requirements for the public access portal.</p>	<p>This information is available in the Enterprise Data Security Plan and Technology Standards Reference Guide documents in the EDW Procurement Library.</p>
320	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	61	<p>The sub-section entitled "Ad Hoc Analysis and Reports" describes ad hoc report requests that will be submitted by the Agency to the EDW vendor.</p> <p>Please provide the average FTE count by month, for minimally the last year, for resources allocated to and/or currently performing this function for the State?</p>	<p>There are currently fifteen (15) users working on Ad Hoc Analysis and Reports. The Agency encourages the vendor to propose a solution that provides the best value to the Agency.</p>
321	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	66	<p>Please provide additional clarity as to your expectations regarding the "Parallel Test" requirement. As an example, are you requiring that new reports be tested against similar reports from your current system and/or that certain counts from the new EDW be compared against similar counts from your current system. Please clarify the expected</p>	<p>Yes, parallel testing would be to compare converted records or reports against legacy system. The vendor is required to provide the testing methodology based on the proposed solution.</p>

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				length of time anticipated or required for the parallel testing process.	
322	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	73	<p>SR-081 states: "The Vendor shall develop and execute a Security Controls Test Plan that includes objectives, scope, misuse cases, testing type, entrance and exit criteria, schedule, testers, software tools, and test results."</p> <p>SR-082 states: "The Vendor shall coordinate with the FX Project Team, the IS/IP Vendor, and the FX Module Vendors to develop and execute a Security Test Plan for all shared infrastructure, connectivity, and communications between the solution, the Integration Platform, and the FX modules."</p> <p>Please elaborate on your requirements related to the "Security Control Test Plan". Is the Security Control Test Plan noted in SR-081 the same as the Security Test Plan noted in SR-082. If not, please clarify the requirement content for each Plan.</p>	<p>Attachment B, Scope of Services (October 7, 2019), Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Services Requirements, Item 4., Security Life Cycle, SR-081 refers to application and SR-082 refers to integration.</p>
323	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	74	<p>The RFP states that, "The Vendor shall coordinate with the FX Project Team, the IS/IP Vendor, and the FX Module Vendors to develop the Security Authorization Package required for Authorization to Operate approval."</p> <p>Question: Can the State clarify its intent regarding the ATO process; how long the ATO process is expected to take?</p>	<p>Please refer to the Enterprise Data Security Plan within the EDW Procurement Library.</p>
324	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	79	<p>This requirement states "The Vendor shall align development efforts to support Agency goals and objectives (managing long term care costs, acute care, etc.)"</p> <p>Please provide further clarity on this requirement. Will a solution that establishes a Change Request process through which all requests, such as realigning development efforts to support Agency goals and objectives, will be reviewed, prioritized and mutually approved meet this State requirement?</p>	<p>This is a MECT requirement. Further explanations and context will be determined in the certification process. Please refer to the revisions within Attachment B, Scope of Services (October 7, 2019), Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Services Requirements, Item 5., Certification Life Cycle, Sub-Item b., MECT Module Checklist Requirements.</p>

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325	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	79	<p>This requirement states "The Vendor's solution shall review provider participation and analyzes provider service capacity in terms of member access to health care."</p> <p>Question: Do you require your providers to report on their service capacity as that information is required for this analysis? If not, please clarify your intent regarding this requirement.</p>	Yes, this reporting is required.
326	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	80	<p>This requirement states "The Vendor's solution shall report on dual eligibles pre and post Medicare part D implementation."</p> <p>Please provide further clarity on this requirement. As Medicare part D only went into effect in 2006 and as the State is requiring that Vendors only store seven (7) years of data we do not understand the expectation to compare dual eligibles before and after 2006. Please provide a use case(s) to help clarify your requirements. Please also provide clarity as to which aspects of the data you would expect to be compared?</p>	The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist. The seven (7) years of data refers to claims and encounters and does not apply to supporting reference data such recipients/ provider/managed care history. The Agency encourages vendors to propose a solution that provides the best value.
327	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	81	Does the State require the EDW solution to store IRS data?	Yes.
328	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	82	<p>This requirement states that the Vendor's system shall provide the ability to suspend all Medicaid payments to a provider after determining that there is a credible allegation of fraud.</p> <p>We believe that you may have established this requirement in error as the EDW Vendor is not responsible for processing or making Medicaid payments. Will AHCA delete this requirement from the Scope of Services for the EDW solution or provide further clarity as to your intent regarding this requirement?</p>	This is a MECT checklist requirement. The EDW solution will not be responsible for suspending Medicaid payment to providers. The EDW solution will be responsible to identify and report on the providers with suspended payments in an effort to comply with the certification requirement. MECT checklist items will be discussed in JAD sessions during DDI and module responsibility will be determined. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
329	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	86	Is the EDW Vendor required to meet all requirements under SSA-IEA Attachment 4?	Yes.

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330	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	92	<p>This requirement states "The Vendor's solution shall associate clinical data (e.g. claims attachment) with the claim record."</p> <p>Please provide further clarity on this requirement. For example, please clarify if you are asking for the capability to extract and store claims attachments in 837 transactions.</p>	<p>The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B, Scope of Services (October 7, 2019), Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Services Requirements, Item 5., Certification Life Cycle, Sub-Item b., MECT Module Checklist Requirements.</p>
331	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	102	<p>The RFP states, "The SSP is based on the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS)." CMS ARS is CMS' own compliance framework while CMS MARS-E is what CMS requires for state-based exchanges.</p> <p>Will the State confirm that the controls defined under CMS MARS-E 2.0 will suffice to assess compliance to NIST 800-53 at a moderate baseline?</p>	No.
332	Optum Government Solutions, Inc.	B.3., Services Provided by the EDW Vendor	102	<p>The list of System Security Plan (SSP) items mentions a Federated Identity Solution Report. Please clarify what the Federated Identity Solution Report is designed to accomplish and what content must be included.</p>	<p>Please see the revision within Attachment B, Scope of Services (October 7, 2019), Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 8., Deliverable Requirements, Sub-Item c., Payment Deliverable Requirements – Contract Wide, Sub-Item 4)b), which removes reference to Federated Identity Management Solution Report.</p>
333	CMA	B.3., Services Provided by the EDW Vendor	29	<p>BR-020 - The final bullet in this requirement listing of Federal Reports states "Other reports identified by the Agency". This is a broad extension that we are well prepared to support with some additional guidance from the Agency.</p> <p>Would the Agency please provide an inventory of the "other" Federal reports required to be produced by the EDW vendor (in addition to those already listed for BR-020)?</p> <p>If the "other reports" open requirement must remain as-is, would the Agency be able to provide any further guidance on maximum number of additional reports (ex. 10) to be defined later by AHCA during the EDW project's execution?</p>	<p>Other reports would include all the current and future mandatory Federal reports and reports for compliance to audits EX: PERM (Payment Error Rate Measurement).</p>

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				<p>If there are no other Federal reports that the EDW vendor will be responsible for, would the Agency consider amending this portion of the overall requirement?</p>	
334	CMA	B.3., Services Provided by the EDW Vendor	29	<p>BR-021 - The final bullet in this requirement listing of the reports required by Florida Statute states "Other reports identified by the Agency". This is a broad extension that we are well prepared to support with some additional guidance from the Agency.</p> <p>Would the Agency please provide an inventory of the "other" reports required by Florida Statute to be produced by the EDW vendor (in addition to those already listed for BR-021)?</p> <p>If the "other reports" open requirement must remain as-is, would the Agency be able to provide any further guidance on maximum number of additional reports (ex. 20) to be defined later by AHCA during the EDW project's execution?</p> <p>If there are no other reports required by Florida Statute that the EDW vendor will be responsible for, would the Agency consider amending this portion of the overall requirement?</p>	<p>Other reports would include all the current and future mandatory reports required per Florida Statute and reports for compliance to audits.</p>

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335	CMA	B.3., Services Provided by the EDW Vendor	32	<p>UR-001 - While we can confirm that our solution will absolutely facilitate the data needs of the future FX modules, the actual work effort involved in the integration of a new module system into the FX program and how it will utilize the ODS (and/or any of the other EDW Data Stores) will need to be addressed and estimated separately as part of the integration plan for each new FX module.</p> <p>Would the agency please confirm (or amend) this assumption relating to UR-001 of the approach to assessing the added effort for incorporating the new functional FX modules into the EDW (as they get identified) in the future?</p>	Please refer to Attachment B section B.4.B.4 Fixed Price Task Orders.
336	CMA	B.3., Services Provided by the EDW Vendor	41	<p>CR-060 - Would the Agency please confirm (or amend) our assumption that this particular query performance SLA is related to requests made to the ODS Data Stores from the IS/IP, not for the reporting queries within the EDW that are specific to the Enterprise Analytic Data Stores?</p> <p>Further, please confirm (or amend) the assumption that the performance metrics are gathered on transaction processing times between servers, not to the actual desktops of end users.</p>	<p>This SLA is for data access services that retrieve data from the ODS.</p> <p>The performance measures are expectations from the time a business area module initiates a request until the response is provided to the requestor. Network time from end users to business area modules and processing time in other business area modules are not included in these performance measures. Other vendor's (e.g. the IS/IP Vendor or business area module network infrastructure) may have partial responsibility for components of the overall performance measure.</p>
337	CMA	B.3., Services Provided by the EDW Vendor	41	<p>CR-061 - Would the Agency please confirm (or amend) our assumption that this particular query performance SLA is related to requests made to the ODS Data Stores from the IS/IP, not for the reporting queries within the EDW that are specific to the Enterprise Analytic Data Stores?</p> <p>Further, please confirm (or amend) the assumption that the performance metrics are gathered on transaction processing times between servers, not to the actual desk tops of end users.</p>	<p>This SLA is for data access services that retrieve data from the RDS.</p> <p>Response times are between servers and not to the actual desktops of end users.</p>

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338	CMA	B.3., Services Provided by the EDW Vendor	41	<p>CR-062 - Would the Agency please confirm (or amend) our assumption that this particular query performance SLA is related to requests made to the Enterprise Analytic Data Stores, not for the ODS Data Store?</p> <p>Further, please confirm (or amend) the assumption that the performance metrics are gathered on transaction processing times between servers, not to the actual desktops of end users.</p>	Yes. Response times are between servers and not to the actual desktops of end users.
339	CMA	B.3., Services Provided by the EDW Vendor	46	<p>CR-109 - Would the Agency please provide a distinct list of current systems from which historical data will need to be converted into the EDW platform and data stores?</p> <p>For each system listed, please also confirm the total number of years of historical data currently held in that sub-system and how many of those historical years of data from that specific sub-system are required to be fully converted into the new EDW (if different from the total number of years).</p>	Attachment B , Scope of Services (October 7, 2019), Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , Anticipated Implementation Approach, provides details on data that is to be converted. For volumes, please refer to the updated FX Volumetric Information document in the EDW Procurement Library.
340	CMA	B.3., Services Provided by the EDW Vendor	51	CR-171 - Is the 7 years of converted data the maximum number of years to be converted from legacy sources or is the 7 years just the cut-off for how much of the converted data needs to be moved into the Enterprise Analytic Data Stores?	Attachment B , Scope of Services (October 7, 2019), Table: 16 – Enterprise Analytic Data Store Requirements, CR-171 provides guidance on the amount of data that needs to be moved to the enterprise analytic data store. A very limited amount of data older than seven (7) years (e.g. lifetime event data) that is retained by the Agency is to be populated in the enterprise analytic data store. The Agency's data retention policies are currently being updated and will be discussed during negotiations.
341	CMA	B.3., Services Provided by the EDW Vendor	71	<p>SR-072 - The requirement to be able to alter the training approach at no additional cost at the direction of the agency has significant potential scope implications.</p> <p>For example, if a vendor were to propose a train-the-trainer approach to training for the project, the number of resources needed for that approach to working with the agency's OCM Team would be significantly lower than if a vendor proposed a comprehensive state-wide end-user training program.</p> <p>Given the substantial range of effort between training</p>	The requirement is to update the training plan and the training materials. The Agency encourages vendors to propose a solution that provides the best value.

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				<p>approach options, would the Agency please provide further guidance with regards to training program approach requirements and/or preferences for vendors working with the agency's OCM Team?</p>	
342	CMA	B.3., Services Provided by the EDW Vendor	94	<p>While input from the SEAS (and other stakeholders) would be pertinent to the Conceptual/Logical Data Models, primary responsibility would still seem more pertinent for the EDW vendor.</p> <p>Would the Agency consider reassigning the Primary Vendor responsibility for the Conceptual/Logical Data Modeling to the EDW vendor (or minimally have it shared between the EDW and the SEAS)?</p>	<p>The Agency anticipates that its SEAS Vendor and EDW Vendor would collaborate on the conceptual and logical modeling. Vendors may propose as an option for Agency consideration.</p>
343	CMA	B.3., Services Provided by the EDW Vendor	130	<p>Under the HIPAA heading, the Agency has provided a range of \$500 to \$5000 per incident that is determined "depending upon severity".</p> <p>Would the agency please provide some examples of incidents and severities that it considers are at both the upper and lower end of the range provided?</p>	<p>The severity is determined at the Agency's discretion using Federal guidelines for HIPAA compliance.</p>
344	HealthTech Solutions		20	<p>Page 20 of Exhibit B-1, states the performance metrics and standards for the 'Direct Access Query Response Time' (PM-11). Can the State please provide the number of rows/volume of data that is required to be accessed via Direct Access Queries within the 24 ms, 40 ms, and 70 ms timeframes; respectively.</p>	<p>There is no limit on the number of rows retrieved. Large ad-hoc data extracts are not applicable to this requirement.</p>
345	SAS	B.3. Services Provided by the EDW Vendor	29	<p>Please provide a definition and example of Socio Cultural Analysis.</p>	<p>Socio Cultural Analysis is conducted on recipients based on their various cultural, institutional, and historical contexts.</p>
346	SAS	B.3. Services Provided by the EDW Vendor	29	<p>Please provide a definition and example of Image Data Analysis.</p>	<p>Data Analysis refers to analyzing images and obtaining meaningful information from them. Image analysis tasks may be as simple as reading bar coded tags or as sophisticated as facility blueprint analysis.</p>

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347	SAS	B.3. Services Provided by the EDW Vendor	28	Please provide a definition and example of Behavioral Analysis.	Behavioral Analysis is conducted on recipients based on their various biological, pharmacological, and experiential factors.
348	SAS	B.3. Services Provided by the EDW Vendor	28	Please provide a definition and example of Natural Language Analysis.	Natural Language Analysis is to process and analyze large amounts of natural language data such as speech recognition.
349	SAS	B.3. Services Provided by the EDW Vendor	28	Please provide a definition and example of Survey Analysis.	Survey Analysis refers to analyzing data that has been submitted as part of surveys.
350	SAS	B.3. Services Provided by the EDW Vendor	30	Please define and provide an example of proximity in two or more dimensions.	The ability to collapse the multiple dimensions into a single, denormalized dimension. For example, the organizational structure of the enterprise may be represented as a series of related level dimensions (e.g. office, department, bureau, region, etc.) or collapsed into a single dimension with each level as a separate column.
351	SAS	B.3. Services Provided by the EDW Vendor	30	Please provide an example of health plan benchmarks (compliance and performance).	Information about the Agency's current managed care contracts is available at https://ahca.myflorida.com/Medicaid/Policy_and_Quality/Policy/Managed_Care_contracting/index.shtml . The Agency encourages vendors to propose solutions that provide the best value to meet the business goals of the FX Project.
352	SAS	B.3. Services Provided by the EDW Vendor	82	Please provide additional definition and requirements associated with the solutions ability to suspend Medicaid payments.	The EDW solution will not be responsible for suspending Medicaid payments to providers. The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist.
353	SAS	B.3. Services Provided by the EDW Vendor	82	Please provide additional definition and requirements associated with the solutions ability to safeguard against the unnecessary or inappropriate use of services and excessive payments.	The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
354	SAS	B.3. Services Provided by the EDW Vendor	66	Please define 'parallel test results and the associated requirements. Is this related to performance testing (S-017) or COB testing (CR-050)?	No, parallel testing would be to compare converted records or reports against legacy system data or reports.

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355	SAS	B.3. Services Provided by the EDW Vendor	78	Is this requirement meant for the MMIS Vendor? - The Vendor shall provide a defined and documented process for ensuring MMIS system changes and SS-A to-be maturity are aligned to an approved State plan.	The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
356	SAS	B.3. Services Provided by the EDW Vendor	91	Is this requirement meant for the MMIS/Enrollment Vendor? - The Vendor's solution shall not allow atypical providers to be assigned numbers that duplicate any number assigned by the National Plan and Provider Enumeration System (NPPES).	Yes. The EDW solution is required to store and manage the data to support the business processes as outlined in the MECT requirements. The EDW solution is to provide access to the data from the FX modules to enable them to meet the MECT requirements. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
357	SAS	B.3 Services Provided by the EDW Vendor	51	Please define the process and procedures associated with notification of data that needs to be retained for life.	A provider claim or encounter for a recipient health care service that is limited to once in a lifetime is an example of a "lifetime transaction". The EDW data archival that removes data based on data retention policy should accommodate identification, flagging or specification of meta data that allows proper retention of data.
358	SAS	B.3 Services Provided by the EDW Vendor	31	What are these processes around "claims and encounter data" and how many can we expect?	The EDW solution is required to store and manage the data to support the business processes as outlined in the requirement. The EDW solution is to provide access to the data from the FX modules to enable them to meet the requirements.
359	SAS	B.3 Services Provided by the EDW Vendor	31	Please define and clarify the requirement for the solution to capture data on facilities.	The EDW solution is required to store, report and manage the data to support the business processes as outlined in the requirement. The EDW solution is to provide access to the data from the FX modules to enable them to meet the requirements.
360	SAS	B.3 Services Provided by the EDW Vendor	31	Will this "licensed facilities" information be included in the data provide or do we need to provide this data?	Yes, the licensed facilities data will be provided.
361	SAS	B.3 Services Provided by the EDW Vendor	69	The ITN indicates new pricing for new modules; however, SR-057 indicates additions and modifications. Please provide details on how many additions and modifications a Vendor should expect.	Enhancement needed for modular implementation will be through Agency-approved task orders.

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362	SAS	B.3 Services Provided by the EDW Vendor	59	CR-263 references the ability to process Delta files. Are the files in this section going to be deltas or full replacements?	For Attachment B , Scope of Services (October 7, 2019), Table: 22 – List of Additional Solution Capabilities, CR-260, there are some of each; both delta and full replacement files.
363	SAS	B.3 Services Provided by the EDW Vendor	40	How will this data be provided (i.e. SFTP file, API Calls, etc.)?	For Delta Files, SFTP is typical. Per our procurement strategy the intent is to transition to web-services.
364	SAS	B.3 Services Provided by the EDW Vendor	58	Please provide the Agency data retention timeline.	The retention period for claims and encounter data is seven (7) years. Claims and encounters reflecting Lifetime procedures, as defined by State policy, must be retained indefinitely, along with other records as defined by the Agency. The Agency's data retention policies are currently being updated and will be discussed during negotiations.
365	SAS	B.3 Services Provided by the EDW Vendor	59	Will the Consent Management solution be a public facing site available to all Florida residents?	No, this is intended for internal tracking by the HIPAA Compliance Office.
366	SAS	B.3 Services Provided by the EDW Vendor	64	Will the Vendor be provided a license for the Agency data licensing model tool for Vendor use? If not, does the Agency have a preferred data licensing model tool?	No. The Vendor is required to procure the tools.
367	SAS	B.3 Services Provided by the EDW Vendor	77	Please define the process in which the EDW vendor will be notified of a policy change.	The policy change notification process will be in accordance with the agreed-to change control plan.
368	SAS	B.3 Services Provided by the EDW Vendor	81	Please define authorized individuals, i.e. AHCA or other outside users. Please provide the number of authorized users.	An authorized user is one that has been authenticated and has the permissions to access the information requested. Please refer to the updated FX Volumetric Information document in the EDW Procurement Library for the number of users.
369	SAS	B.3. Services Provided by the EDW Vendor	29	Please provide examples of the reports identified such as "Expenditures", "My Florida Rx", and/or "Prescribed Drug Services Spending Control Initiative".	Existing reports will need to be reviewed individually. Vendors should propose a comprehensive reporting solution that meets State and Federal requirements, minimizes the number of static reports produced, and maximizes the Agency's visibility to recipient healthcare outcomes, provider performance, operational data, and financial data. Some of the listed reports are available at ahca.myflorida.com .
370	SAS	B.3. Services Provided by the EDW Vendor	31	Does the Agency require NCQA certification for the HEDIS evaluation?	This is not in scope for the EDW Vendor.

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371	SAS	B.3. Services Provided by the EDW Vendor	36	This requirement infers that 100% uptime is required please confirm that this is still subject to the 99.982% stated in CR-055.	Yes.
372	SAS	B.3. Services Provided by the EDW Vendor	37	Please define the computer resource center (CRC).	The CRC refers to the Vendor's proposed office location.
373	SAS	Exhibit B-1	19	The requirements for business rules response times relates to a MMIS transactional system and would not be found in typical operations of a data warehouse. Can the Agency confirm this performance requirement is valid and if so, can the Agency give an example of an applicable business rule?	This SLA is for data access services that retrieve data from the ODS. The performance measures are expectations from the time a business area module initiates a request until the response is provided to the requestor. Network time from end users to business area modules and processing time in other business area modules are not included in these performance measures. Other vendor's (e.g. the IS/IP Vendor or business area module network infrastructure) may have partial responsibility for components of the overall performance measure.
374	SAS	B.3. Services Provided by the EDW Vendor	40	The requirements for business rules response times relates to a MMIS transactional system and would not be found in typical operations of a data warehouse. Can the Agency confirm this performance requirement is valid and if so, can the Agency give an example of an applicable business rule?	This SLA is for data access services that retrieve data from the ODS. The performance measures are expectations from the time a business area module initiates a request until the response is provided to the requestor. Network time from end users to business area modules and processing time in other business area modules are not included in these performance measures. Other vendor's (e.g. the IS/IP Vendor or business area module network infrastructure) may have partial responsibility for components of the overall performance measure.
375	SAS	B.3. Services Provided by the EDW Vendor	41	These RTO and RPO requirements are high for a traditional analytical and reporting system and will result in significant additional cost. Would the Agency consider raising these to the industry best practice of 24hr RPO and 48hr RTO.	The Agency's current requirements for RPO is 15 minutes for transaction data. Alternative metrics may be provided within the response that support the vendor's proposed solution.
376	SAS	B.3. Services Provided by the EDW Vendor	42	Can the Agency provide examples of a business security rule that would have to be monitored because it can't be implemented technically?	There is currently no business case that can be used as an example. The Agency encourages the vendor, as part of its response, to cite examples for business security rule and provide solution(s) to address them.

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377	SAS	B.3. Services Provided by the EDW Vendor	99	Do the Payment Deliverables in Figure 6, denote ALL the require documentation associated with the project's Risk and Complexity rating? If not, what is the anticipated Risk and Complexity Score for this project?	No, the Payment Deliverables do not include all required documentation associated with the project's anticipated Risk and Complexity Score. Anticipated DST Risk and complexity Score of 4; anticipated CMS complexity level of 3.
378	SAS	B.3. Services Provided by the EDW Vendor	68	Please Define Engagement activities; g, Attachment B, Page 68 of 144	Engagement Management activities pertain to meetings, activities, or initiatives to engage the project stakeholders. These are activities that the EDW Vendor will manage and coordinate during the implementation phase.
379	SAS	B.3. Services Provided by the EDW Vendor	127	Clarify the discrepancy between the staffing requirements in (Attachment B, Page 119 of 144) Figure 8: Key Staff Responsibilities and Qualifications which seem to indicate that only the Deputy Project Director must work full-time at the Project site, with the statement on page 127 of 144: "Key Vendor Staff shall work full-time at the Vendor facility unless otherwise approved by the Agency." (Attachment B, pg. 127 of 144). Please clarify which Key staff are expected to work-full time at the vendor facility.	Yes, key staff are expected to work full-time at the vendor facility. 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. However, the Vendor shall obtain prior approval from the Agency for any variance in the staffing requirements, including on-site presence.
380	SAS	B.3. Services Provided by the EDW Vendor	129	Please explain: The Vendor shall provide an automated method or system/operations tools used to provide the monthly reports (Performance Reporting System). What is the Performance Reporting System?	A system with dashboards and reporting system that measure the performance standards set forth in the contract.
381	SAS	B.1. General Overview	19	Will the Agency provide metrics on how many end users need to be provided training by Scope Area ? Scope Area: Attachment B, Page 19 of 144 <ul style="list-style-type: none"> • Operational Data Store Management • Analytic Data Management and Tools • Content Management • Data Management / Organizational Transformation 	Please refer to the updated FX Volumetric Information document in the EDW Procurement Library. Any additional details will be discussed through JAD sessions during EDW DDI.

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382	SAS	B.3. Services Provided by the EDW Vendor	33	Will the Agency provide metrics on how many end users need to be provided training by Persona? Persona (Attachment B, Page 33 of 144) • Data Viewer • Data Selector • Data Retriever • Data Analyst • Data Advanced Analyst • Data Scientist	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists.
383	SAS	B.3. Services Provided by the EDW Vendor	40	Can the Agency define what transaction means for the EDW? Where is the origination transaction coming from? Is this a MMIS transactional system performance metric?	ODS and legacy MMIS are the primary data sources for replication.
384	SAS	B.3. Services Provided by the EDW Vendor	41	Is the Agency expectation that an adhoc query will return a result in the times specified? i.e. a complex query returns results in less than 70 milliseconds? If so, will the Agency adjust response times for large record queries (i.e. all claims from 2010 to 2012)? Does this requirement conflict with CR-080?	The Vendor is required to meet the performance requirements stated in the ITN. The vendor may choose to request exception in cases where large amount of data needs to be extracted.
385	SAS	B.3. Services Provided by the EDW Vendor	41	Will the Agency increase response times for larger than average amounts of data contained in a report (i.e. the T-MSIS report)?	The Vendor is required to meet the performance requirements stated in the ITN. The Vendor may choose to request exception in cases where large amount of data needs to be extracted.
386	SAS	B.3. Services Provided by the EDW Vendor	48	Will the Agency define what a transaction is considered to be in the EDW? Is this a MMIS transactional system performance metric.	ODS and legacy MMIS are the primary data sources for replication.
387	SAS	B.3. Services Provided by the EDW Vendor	82	Does the Agency mean for the IS/IP to suspend the payment and the EDW vendor to provide the flag of fraud to the IS/IP (and applicable stakeholders) to remedy?	The EDW solution will not be responsible for suspending Medicaid payments to providers. The EDW solution will store and manage the data for the business processes listed in the relevant section of the MECT Checklist. Please refer to the revisions within Attachment B , Scope of Services (October 7, 2019), Section B.3. , Services Provided by the EDW Vendor, Sub-Section F. , Services Requirements, Item 5. , Certification Life Cycle, Sub-Item b. , MECT Module Checklist Requirements.
388	SAS	B.1. General Overview	21	Will the Agency provide a detailed list of resource roles and their expected availability to support the EDW project throughout the duration of the implementation and operations? Active participation from Agency SMEs will be a significant factor in the project's success.	This information will be provided when the selected EDW Vendor is on board. The vendor, as part of its response, may provide its expectations for Agency staffing as needed to support its proposed solution(s).

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Q#	VENDOR NAME	ITN SECTION	ITN PG #	QUESTION	RESPONSE
389	SAS	B.3. Services Provided by the EDW Vendor	27	Will the Agency provide access to the MES Project Repository Templates during the procurement?	No.
390	SAS	B.3. Services Provided by the EDW Vendor	40	Will the Agency consider 99% uptime (excluding scheduled maintenance periods) of all components acceptable? (See also SR-329)	No.
391	SAS	B.3. Services Provided by the EDW Vendor	61/6 2	Will the Agency consider monthly reports due on the 5th work day of the month rather than the 2nd calendar day?	The requirement is updated to 2 nd Business day.
392	SAS	B.3. Services Provided by the EDW Vendor	62	What volume of ad hoc analysis and reports does the Agency forecast? (e.g., 1-2 requests per month).	Vendors should propose a comprehensive reporting solution that meets State and Federal requirements, minimizes the number of static reports produced, and maximizes the Agency's visibility to recipient healthcare outcomes, provider performance, operational data, and financial data.
393	SAS	B.3. Services Provided by the EDW Vendor	66/6 7	User acceptance testing must be completed within the agreed upon timelines with the baselined Project Schedule. How will the "testing duration" be determined as insufficient?	This would be based on the vendor's proposed solution and previous experience during UAT testing.
394	SAS	B.3. Services Provided by the EDW Vendor	71	Will the Agency agree to integrating via interfaces their help desk solution with the Vendor's help desk solution?	The vendor is responsible for integrating with the Agency's helpdesk solution.
395	SAS	B.3. Services Provided by the EDW Vendor	76	Will the EDW vendor only be responsible for providing an enterprise data warehouse that supports data and analytic reporting of the 5 modules and not creating specific reports, such as SR-104 - an annual hospice report?	No, The EDW Vendor is responsible for meeting all requirements in Attachment B , Scope of Services (October 7, 2019).
396	SAS	B.3. Services Provided by the EDW Vendor	76	Will the Agency delineate each MECT requirement's applicability to the EDW vendor and the Module Vendors?	The Agency, its SEAS Vendor, IV&V Vendor, and Module Vendors will work together to ensure all CMS certification requirements are met for each module. EDW will go through the CMS certification process and must address any EDW applicable certification requirements.
397	SAS	B.3. Services Provided by the EDW Vendor	97	Will the Agency consider defining a Contract Deliverable Management List inclusive of all deliverables, outlining the expectations, identifying the reviewers and approvers for each deliverable during the Planning Phase in lieu of the Deliverable Expectation Documents?	All projects create a Project Process Agreement artifact that lists all artifacts to be produced or updated by a project. Deliverable Expectation Documents are required for payment deliverables.

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398	SAS	B.3. Services Provided by the EDW Vendor	129	Will the Agency provide examples of how the scoring will be used against each performance standard? For example, how does the Agency propose to apply the scoring standard against system availability and uptime?	The Agency will use a report card to monitor performance of the Vendor during the operations and maintenance phase. The Agency will access the system monitoring to obtain system availability and uptime data.
399	SAS	B.3. Services Provided by the EDW Vendor	117	Will the Agency confirm that it is solely responsible for obtaining and providing all third party data needed to support service providers or Agency reporting needs?	No, sources of data and methods of obtaining data may vary. Vendors are encouraged to propose innovative approaches to meet the requirements of the ITN and offer the best value to the Agency.
400	SAS	B.3. Services Provided by the EDW Vendor	71	Will the Agency provide the number of users that will participate in User Acceptance Testing?	User Acceptance Testing scope and thus number of users is different for each business area / module.
401	SAS	B.3. Services Provided by the EDW Vendor	51	The requirement discusses that the EADS must have 7 years of converted data and support a rolling 7 years of history. We assume that Data Marts and Specialized Data Stores will have requirements to maintain less than the amount required for the EADS. Can the Agency confirm that any Data Marts and Specialized Data Stores will have no more than 7 years - as the requirement mentions that each Data Mart and Data store will have retention periods defined on a case by case basis.	No, this will be determined on a case-by-case basis depending on the business needs for the Data Marts.
402	Deloitte	B.1 General Overview	p 12 of 144	From the illustration, the agency is anticipating 140+ applications (80 from Medicaid) to interact with EDW. Can the state provide a listing of the anticipated applications?	The FX project is the Agency's vision to transform the business rather than just replace the FMMIS system. As part of the transformation, the Agency would like the vendors to propose solutions that provide the best value. Attachment B , Scope of Services (October 7, 2019), Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , Anticipated Implementation Approach, details the data stores that are included in the initial implementation. Additional information on the number of applications that would be included in the EDW will be provided in JAD sessions during EDW DDI discussions.
403	Deloitte	B.3., Services Provided by the EDW Vendor	P 14 of 144	Based on the state's vision, can the state confirm all data transfer to the EDW will come through the IS/IP?	The Integration Platform provided by the IS/IP Vendor includes data transfer of transactional data (e.g. via ESB) and file data (e.g. Secure File Transfer). The overwhelming majority of data will come through the Integration Platform, but there may be select data sources that bypass the Integration Platform.
404	Deloitte	B.3., Services Provided by the EDW Vendor	p 27 of 144	Who are the intended users of the Public Records request solution? How will Public Records requests be provided to the EDW?	State employees are designated as part of the public records request fulfillment.

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Q#	VENDOR NAME	ITN SECTION	ITN PG #	QUESTION	RESPONSE
405	Deloitte	B.3., Services Provided by the EDW Vendor	p 27 of 144	Will AHCA provide the current performance benchmarks in health plans' contracts for the EDW procurement library?	Information about the Agency's current managed care contracts is available at https://ahca.myflorida.com/Medicaid/Policy_and_Quality/Policy/Managed_Care_contracting/index.shtml . The Agency encourages vendors to propose solutions that provide the best value to meet the business goals of the FX Project.
406	Deloitte	B.3., Services Provided by the EDW Vendor	p 28 of 144	Does the state data set provide geocoding (latitude / longitude)?	The Agency's data sets do contain geographical information for the recipient and provider data. The Agency encourages vendors to propose a solution that provides the best value.
407	Deloitte	B.3., Services Provided by the EDW Vendor	p 31 of 144	How will the plans be submitting claims/encounters to the Agency (e.g. 837/NCPDP direct to the EDW or to MMIS and then to EDW via the IS/IP)	Health plans submit claims and encounters to the EDI gateway. The EDI will post information to the EDW ODS solution via the IS/IP or provide the information to other modules that posts the information to EDW via IS/IP.
408	Deloitte	B.3., Services Provided by the EDW Vendor	p 34 of 144	Will the state provide a copy of the latest state self assessment for the EDW procurement library?	Yes.
409	Deloitte	B.3., Services Provided by the EDW Vendor	p 36 of 144	What is the anticipated volume of data that agency is planning to convert and upon what intervals during DDI? (I.E. Are all seven (7) years converted for DDI?)	Attachment B , Scope of Services, Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , provides the Anticipated Implementation Approach for the EDW solution. The updated FX Volumetric Information document in the EDW Procurement Library provides the data volumes of the systems within the Agency.
410	Deloitte	B.3., Services Provided by the EDW Vendor	p 42 of 144	Has the agency identified use cases which identify data usage anomalies or data misuse?	No. This information will be determined in the JAD sessions during EDW DDI.
411	Deloitte	B.3., Services Provided by the EDW Vendor	p 43 of 144	Is Multi-Factor Authentication "supported by the EDW vendor" provided by the IS/IP vendor?	Yes.
412	Deloitte	B.3., Services Provided by the EDW Vendor	p 44 of 144	Does the state have any current storage metrics or estimates of data, data structures, files, images, documents, emails, faxes, Optical Character Recognition (OCR) data, blueprints, and any other digital content?	The storage metrics for content management are stated in the updated FX Volumetric Information document in the EDW Procurement Library.
413	Deloitte	B.3., Services Provided by the EDW Vendor	p 46 of 144	Can you share the number of databases, and their details, that are required to be replicated as part of the initial delivery? Additionally, since replication requires involvement from the source system should the vendor document their proposed replication strategy for each application along with assumptions or can the agency provide more details regarding	Attachment B , Scope of Services, Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , provides the Anticipated Implementation Approach for the EDW solution. The updated FX Volumetric Information document within the Procurement Library provides the number of databases. Yes, the vendor may document its proposed

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				downstream databases and what they will support from a replication perspective.	replication strategy for each application, along with assumptions in its response.
414	Deloitte	B.3., Services Provided by the EDW Vendor	p 46 of 144	Does the agency have an Identity Management solution that the EDW vendor is expected to integrate with? If so what is the solution and is this for state employees only?	The Agency's IS/IP Vendor will be implementing the Single Sign-On and Identity Management solution. Additional details will be provided during contract initiation activities and DDI sessions.
415	Deloitte	B.3., Services Provided by the EDW Vendor	p 47 of 144	Requirements CR-060 and CR-058 define timeframes for the EDW, is this the baseline definition of real-time from the state.	CR-058 is a replication requirement. CR-060 is a data access requirement.
416	Deloitte	B.3., Services Provided by the EDW Vendor	p 48 of 144	How many and which data sources are part of the DDI? Are there dependencies as to when the data sources will become available?	Please refer to the updated Attachment B , Scope of Services (October 7, 2019), Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , Anticipated Implementation Approach for the EDW solution that details the data sources for DDI.
417	Deloitte	B.3., Services Provided by the EDW Vendor	p 49 of 144	Has the state identified the Managed File Transfer (MFT) solution? If so, what tool and has it been acquired?	The Agency's IS/IP Vendor will be implementing the MFT solution. Additional details will be provided during contract initiation activities and DDI sessions.
418	Deloitte	B.3., Services Provided by the EDW Vendor	p 51 of 144	Does the state have any current storage metrics or estimates of the converted data? Has the state identified sizing and types of data sources for DDI?	Storage metrics are provided in the updated FX Volumetric Information document in the EDW Procurement Library. Attachment B Scope of Services details the type of Data Stores that are required as part of the EDW solution.
419	Deloitte	B.3., Services Provided by the EDW Vendor	p 58 of 144	Has the state identified the enterprise job scheduler tool? If so, what tool and has it been acquired?	The Agency is in the process of procuring the Enterprise Job Scheduler. The specific information will be provided when the vendor is on-board.
420	Deloitte	B.3., Services Provided by the EDW Vendor	p 59 of 144	Will users of the secure public access web portal have a user ID and password; who are the intended users; and what is the anticipated volume of users? Will all information on the public access site be de-identified and aggregate?	Metrics regarding current users are provided in the updated FX Volumetric Information document in the EDW Procurement Library. The IS/IP vendor will be providing the Single Sign-On and Identity Management solution. Further details will be provided during JAD sessions. However much of this information is expected to become available as the FX Enterprise matures.
421	Deloitte	B.3., Services Provided by the EDW Vendor	p 59 of 144	For data version control, can the state confirm the EDW intended to maintain the information in the form of Slowly Changing Dimensions Type 2? If not, how does the state anticipate it will be maintained?	The vendor, as part of its response, may propose a solution that fulfills all of the related ITN requirements. While SCD Type 2 will be utilized for certain data within the Solution, various other forms of historical tracking will be implemented throughout.
422	Deloitte	B.3., Services Provided by the EDW Vendor	p 59 of 144	What are the current enterprise batch and test suite tools? Does AHCA intend to reuse these tools?	The Vendor is required to provide test suite of tools. IS/IP vendor will provide the Application Lifecycle Management tools for the enterprise.

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423	Deloitte	B.3., Services Provided by the EDW Vendor	p 59 of 144	What is AHCA's current use and vision for workflow management in the EDW? What business processes are supported?	The vendor, as part of its response may propose a solution for discussion during negotiations. Please refer to the EDW Procurement Library, which includes information to assist vendors in understanding the Agency's intended strategies for the FX Enterprise.
424	Deloitte	B.3., Services Provided by the EDW Vendor	p 86 of 144	Does the agency employ ID proofing that the EDW vendor is expected to integrate with? If yes, who is the provider and what solution is expected to be used?	The Agency's IS/IP Vendor will provide the ID proofing services and will provide end points to use the services.
425	NewWave/ Snowflake	B.E. Hosting and Environments	35	Would the Agency consider an EDW solution that is delivered completely as a cloud service (Data Warehouse As A Service)? This can result in significant savings in infrastructure and services costs overall.	Yes, as long as the solution fulfills all of the related ITN requirements.
426	NewWave/ Snowflake	B.E Hosting and Environments	35	Would the Agency consider an EDW solution which is a pay only for what your use vs a fixed price, vendor built, hosted EDW?	Yes, as long as the solution fulfills all of the related ITN requirements.
427	NewWave/ Snowflake	B.E Hosting and Environments	35	Would the Agency consider a cloud disaster recovery option that provides more resiliency and lower cost than traditional DR approaches, i.e., alleviating the need to have separate physical infrastructures to support DR?	Yes, as long as the solution fulfills all of the related ITN requirements.
428	NewWave/ Snowflake	B.E Hosting and Environments	36	Elasticity is the ability to grow or shrink infrastructure resources dynamically, in real time, as needed to adapt to workload changes in an automatic manner, maximizing the use of resources. Is this the agency's definition for "bursting"?	Yes.
429	NewWave/ Snowflake	B. Analytic Tools	19	What existing Analytic and BI tools are widely used at the agency today? How important is the ability to support concurrency without resource contention as BI workloads and users fluctuate?	The Agency currently uses SAS, SAP Business Objects, SPSS, Power BI, Tableau, Microsoft SSRS and 3M Analytics. As part of the transformation, the Agency would like the vendors to propose solutions that provide the best value to the Agency. The EDW solution is required to support concurrency without resource contention and meet the required SLAs for the enterprise.
430	NewWave/ Snowflake	B. Analytic Tools	19	Is it the Agency's preference for the solution to include pre-built integrations with these BI and Analytics tools?	The Agency encourages vendors to propose a solution that provides the best value and fulfills all the related ITN requirements.
431	NewWave/ Snowflake	B.E Hosting and Environments	42	FedRAMP enables Agencies to rapidly adapt from old, insecure legacy IT to mission-enabling, secure, and cost-effective cloud-based IT. Does the agency require a FedRAMP authorized system? If so, what level of authorization does the agency expect the vendor to include in its cost proposal?	For Cloud-based solutions FedRAMP is required. The vendor, as part of its response, should propose the level of authorization that meets the requirements of the ITN and provides the best value to the Agency.

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GENERAL QUESTIONS:

?#	VENDOR NAME	QUESTION	RESPONSE
432	BPM BI	12. Can part of the work can be completed in offshore delivery centers based out of India and Europe?	No. Development must occur within the United States.
433	BPM BI	17. Can the work be completed in the Vendors USA office locations with partial onsite presence?	Attachment B , Scope of Services, Section B.3. , Services Provided by the EDW Vendor, Sub-Section H. , Vendor Staffing Requirements, states requirements for the Vendor's facility and staffing.
434	Cerner State & Local Government Services, Inc.	Exhibit A-4, Instructions to Respondents for the completion of Exhibit A-4, states attachments must be "located behind each respective SRC response." Exhibit A-4 is locked and does not allow edits to page breaks. When printing, it may be possible that a response to an SRC ends and a new SRC begins on the same page. Are vendors allowed to include all attachments behind Exhibit A-4 instead of behind each respective SRC? If not, will the Agency allow editing of Exhibit A-4 to allow page breaks within the document?	Each SRC begins on a new page. See Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019), paragraph 5 of page 1.
435	Cerner State & Local Government Services, Inc.	<p>Per AHCA ITN 001-19/20, ATT A, A.1.10.b, page 5, we are attempting to complete Exhibit A-1 Questions Template. We were able to download the Excel file from the link provided in the solicitation, however, the file itself appears to have an issue. The drop-down selections are missing for some reason. Is it something we may be doing upon download or is there perhaps an error with the Data Validation settings in the Excel file? We appreciate any direction the State can provide. At this time, we are unable to populate Exhibit A-1 in order to turn in our questions.</p> <p>Referenced RFP Text: b. Prospective respondents must submit all questions by email at solicitation.questions@ahca.myflorida.com, utilizing Exhibit A-1, Questions Template. Exhibit A-1, Questions Template, is a Microsoft excel document and is available for prospective respondents to download at: http://ahca.myflorida.com/procurements/index.shtml.</p> <p>Please note, due to the subject of the question, we initially emailed this question to the procurement officer and the State has already addressed it by posting an updated document to the procurement site. We have left this question in our form to ensure we have complied with the stipulations of the ITN regarding questions.</p>	No response required; this is a technical issue that was previously resolved.
436	Cerner State & Local Government Services, Inc.	Will the Agency be willing to negotiate any terms of AHCA's Standard Contract?	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section A. , Overview, Item 7. , PUR1000, General Contract Conditions, and Item 8. , PUR1001, General

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			Instructions to Respondents. Also, see Addendum No. 1, first line of Exhibit A-8 , Standard Contract (August 9, 2019).
437	Cerner State & Local Government Services, Inc.	Please confirm if subcontractors must return the following Exhibits: Exhibit A-2 Transmittal Letter, Exhibit A-3 Required Certifications and Statements, Exhibit A-4 SRC-5 Sanctions Template, Exhibit A-7 Certification of Drug-Free Workplace Program.	See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , Response Preparation and Content, and Sub-Section C. , Response Submission Requirements.
438	Optum Government Solutions, inc.	Exhibit A5 Detailed Budget, Summary: Totals from Deployment Deliverable tab do not populate the Summary tab and there is no way to alter the spreadsheet. Given that the respondents are responsible for ensuring that all formulas in the detailed budget are correct and accurate, would the State please provide a non-protected version of Exhibit A5a?	The Agency will upload an unlocked document to the procurement website.
439	CMA	The proposal exhibit templates provided by the State for submitting our proposals do not currently allow for the creation or insertion of anything other than pure text. Tables and diagrams cannot be entered into the response submission boxes provided in the exhibit templates. Please provide updated response templates that are fully open to all forms of proposed content including text, tables, pictures, drawings, etc. as needed by respondents to address the requirements of each section.	Please submit the required forms as provided and in accordance with Attachment A , Instructions and Special Instructions, Section A.1. , Instructions, Sub-Section B., Response Preparation and Content, Item 1. , General Instructions, Sub-Item c.
440	SAS	The Excel file for Exhibit A-1 Questions Template provides instructions, which indicate that "multiple tabs" or pull down options are included in the workbook that align with the structure of the solicitation; however, these tabs do not appear to be enabled. Can you provide an updated version of the Exhibit A-1 with the drop down tabs enabled to allow for compliance with the instructions? We want to ensure ample time to work in the template before the 2:00pm August 12, 2019 receipt of written questions deadline.	No response required; this is technical issue that was previously resolved.
441	SAS	Within Attachment A, Exhibit A-9 on page 3 of 25 there is a reference to "terms and conditions set forth in this Contract, Attachment I, Scope of Services," can you please confirm whether this should be updated to Attachment B Scope of Services or share Attachment I for review?	Attachment B , Scope of Services, of the solicitation will be renamed as Attachment I , Scope of Services, for the resulting Contract.
442	SAS	Finally, when reviewing Exhibit A5-a the Detailed Budget it was realized that when inputting specific amounts subsequent cells do not display totals and cannot be resized to display the appropriate amounts. Can an updated Exhibit A5-a be provided to fix this issue?	Respondents should select a cell to view its contents then make adjustments as needed in the Excel document's Formula Bar.
443	MauryRawlinsBrown, LLC	The Proposal Guarantee is tied first to meeting a contract negotiation timeframe of (10) consecutive days after the contract has been presented. How common is it for the Agency and vendor to conclude negotiations with the Agency within this time frame?	The final contract is presented to the awarded Vendor after completion of the negotiation process. When the final contract is presented for signature, the awarded vendor must sign within ten (10) consecutive calendar days as described in Attachment A , Instructions and Special Conditions, Section A.1. , Instructions,

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			Sub-Section B. , Response Preparation and Content, Item 2. , Mandatory Response Content, Sub-Item c. , Original Proposal Guarantee, Sub-Item 8).
444	MauryRawlinsBrown, LLC	The Performance Bond is due within (30) calendar days after execution of the resulting contract. Does the Agency return the Proposal Guarantee prior to the (30) day deadline? If no, when typically?	An acceptable Performance Bond must be presented to the Agency Procurement Officer within thirty (30) calendar days after execution and prior to commencement of any work performed under the resulting contract. See Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section D. , Response Evaluation, Negotiations and Contract Award, Item 11. , Performance Bond. Proposal Guarantees will be returned in accordance with Attachment A , Instructions and Special Conditions, Section A.1. , Instructions, Sub-Section B. , Response Preparation and Content, Item 2. , Mandatory Response Content, Sub-Item c. , Original Proposal Guarantee, Sub-Item 5).
445	IBM	The Procurement Library has a document labeled: MES Volumetric Information December 2018. While the data is helpful, additional information is required to provide AHCA pricing based on the various categories. Should the numbers be combined for estimation or do they overlap (e.g., the number of system applications and internal users)? If there is overlap, please provide the distinct numbers vendors should use for estimation in each category.	The updated FX Volumetric Information document in the EDW Procurement Library provides the existing volumes for different Systems within the Agency. Specific volumes cannot be provided as these will continue to change as modules are implemented. Further information, if requested, will be provided in JAD sessions during EDW DDI.
446	IBM	The Procurement Library has a document labeled: MES Volumetric Information December 2018. While the data is helpful, additional information is required to provide AHCA pricing based on the various categories. For EDW internal users, please provide the number of expected Data Viewers, Data Selectors, Data Retrievers, Analysts, Advanced Analysts, and Data Scientists.	There are currently 340 power users for data in the Agency. Of those, the Agency estimates 55% would be Data Viewers, 15% would be Data Selectors, 15% would be Data Retrievers, 8% would be Data Analysts, 5% would be Data Advanced Analysts and 2% would be Data Scientists. Any additional information on the users that need to be trained will be discussed in JAD sessions during EDW DDI.
447	IBM	The Procurement Library has a document labeled: MES Volumetric Information December 2018. While the data is helpful, additional information is required to provide AHCA pricing based on the various categories. Please confirm the number of users expected for the Content Store.	This information is currently unknown but will be provided as future modules are implemented.
448	IBM	The Procurement Library has a document labeled: MES Volumetric Information December 2018. While the data is helpful, additional information is required to provide AHCA pricing based on the various categories. Please confirm how many interfaces, both inbound and outbound, will be in scope for the DDI phase.	Information on the interfaces is provided in the Interfaces FMMIS & DSS document within the EDW Procurement Library. There are no ICDs available for the interfaces. The future state of these interfaces is unknown as this would depend on the solutions proposed by the IS/IP and module vendors.

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		How large are these interfaces in daily or weekly volumes and how many fields of data are transmitted in each interface in scope? Can the state provide ICDs for current interfaces in the procurement library?	
449	IBM	The Procurement Library has a document labeled: MES Volumetric Information December 2018. While the data is helpful, additional information is required to provide AHCA pricing based on the various categories. Please confirm how many external systems are expected to feed files into the Content Management Store.	The content management store will initially be used by Agency users only. This might change in the future based on interoperability needs between the Agencies.
450	IBM	The Procurement Library has a document labeled: MES Volumetric Information December 2018. While the data is helpful, additional information is required to provide AHCA pricing based on the various categories. How many of the 1,979 published reports will need to be directly migrated to the new system?	The FX project is the Agency's vision to transform the business rather than just replace the FMMIS system. As part of the transformation, the Agency would like vendors to propose solutions that provide the best value to the Agency. All the mandatory federal reports listed as part of Business requirements will be developed during the initial implementation. Any information on additional reports that need to be developed or migrated will be provided in JAD sessions during EDW DDI.
451	BPM BI	1. What are the source systems for the EDW? What are the different databases (E.g.: Oracle, SQL server etc) that the source data needs to be pulled from? Are there any API based source systems?	Interactions with source data are managed by the IS/IP vendor.
452	BPM BI	2. For the EDW, what are the different data domains? E.g.: Patient, Claims etc	Please refer to the Enterprise Data Types document in the EDW Procurement Library, which defines the data types that the Agency expects the EDW solution to store and manage.
453	BPM BI	3. How many canned reports are expected to be built out of the EDW?	The requirements for initial reports that need to be developed are stated under Attachment B , Scope of Services, Table: 2 - Reporting Requirements. Any additional reporting requirements will be provided in JAD sessions during EDW DDI.
454	BPM BI	5. Is there a requirement to master the data sets coming in from different source systems? For example: mastering attributes for a person etc	This is not in scope for the EDW Vendor.
455	BPM BI	6. Is there a requirement to provide self service reporting capability to the end users? If yes, please elaborate of the level of functionality expected.	Yes, there will be a subset of users who will require access to write and directly execute SQL as well as users who will need to be able to build reports from scratch. Please refer to Attachment B , Scope of Services, Table: 17 – Persona Optimized Analytics & Reporting (POAR) Requirements.
456	BPM BI	7. What is the expected data volume moving through the ETL process per day? What is the expected size of the EDW (in GBs).	Please refer to the updated FX Volumetric Information document within the EDW Procurement Library for the Agency's current data volumes.
457	BPM BI	8. How much is the EDW size expected to grow year on year?	Please refer to the updated FX Volumetric Information document within the EDW Procurement Library for the Agency's current data volumes and projected yearly growth.

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458	BPM BI	9. What level of tracking, monitoring and reporting of the ETL processes is expected? E.g.: Is validation and tracking of electronic claims at the claim level required?	The vendor, as part of its response, should provide the tracking, monitoring and reporting solution of the ETL processes.
459	BPM BI	10. For real time and near real time integration requirements, what is the expected volume of API calls or messages expected in a day?	This information is currently unknown. The average volume of daily transactions is available in the updated Volumetric Information document in the EDW Procurement Library. The types and volumes of transactions that currently occur are expected to change as the FX Enterprise matures.
460	BPM BI	11. Do you need to interact with data sources located outside of your firewall? For Example: Cloud native services for lookups etc.	Yes.
461	BPM BI	13. Does the agency plan to purchase software as part of this procurement?	The Agency does not intend to purchase software as part of this procurement.
462	BPM BI	14. Does the agency expects the vendors to propose custom-built solutions or solutions built using COTS product like Informatica, IBM, etc.,	The vendor may propose custom-built or COTS-based solutions that provide the best value to the Agency. The vendor must meet the Agency's requirements for a non-proprietary solution and must comply with federal CMS guidance.
463	BPM BI	15. Are there any restrictions on using cloud-based solutions?	Cloud-based solutions must be FedRAMP- Authorized, at a minimum. The vendor as part of its response, may propose an alternative for discussion during contract negotiations. The State of Florida is currently in the Florida Administrative Code Rule development for Cloud services.
464	BPM BI	18. Does the customer already have any data quality profiling tools like Informatica Data quality to understand the DQ issues?	Not at this time. The Agency's IS/IP Vendor is expected to provide the Data Quality tools for the enterprise.
465	BPM BI	19. What are the domains the customer wants to master using COTS MDM solutions? Some example domains are Patients, Providers, etc.,	The Agency's IS/IP Vendor is expected to provide the Master Data Management, Master Person Index and Master Organization Index functionality.
466	BPM BI	20. Does the customer prefer sprint or agile methodology for development cycles?	Vendors are encouraged to propose a project methodology that meets the requirements of the ITN and the project management standards included within the EDW Procurement Library.
467	DXC Technology	Please indicate the expected timeline (in months) for the solution to be implemented, in order for AHCA to stay on schedule for its FX transformation.	The vendor is required to propose the implementation timeline for the proposed EDW solution.
468	Cerner State & Local Government Services, Inc.	Exhibit A-4, SRC#10 and SRC#25 instructions state to respond to "Item 2., EDW Solution Turnover". Please confirm the response to "Item 2. EDW Solution Turnover" should only be in SRC#25. Please updated Exhibit A-4 accordingly. Please confirm if item "1. Contract Wide Services Requirements" from Attachment B should also be addressed in SRC#10 as this seems to relate to the same subject. This item is not identified as requiring a response in Attachment A-4.	Please address Contract Wide Services in the response to SRC #10, and refer to the revisions within Attachment A , Instructions and Special Conditions, Exhibit A-4 .

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469	Cerner State & Local Government Services, Inc	<p>Exhibit A-4, SRC#11 instructions state to respond to Sub-Item "b., Operational Data Store (ODS)". However, this sub-item is listed as "a. Operational Data Store (ODS)" in Attachment B. Please confirm and update Exhibit A-4 accordingly.</p> <p>Please also confirm if sub-items "b. Component Specific Solution Requirements, c. Data Conversion and Migration, d. Data Replication, and e. Integration and Data Services" from Attachment B should also be addressed in SRC#11 as these seem to relate to the same subject. These sub-items have not been identified as requiring a response in Exhibit A-4.</p>	Please address sub-items a-e in SRC #11, and refer to the revisions within Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019).
470	Cerner State & Local Government Services, Inc	<p>Exhibit A-4, SRC#12, instructions state to respond to "sub-items c., Enterprise Analytic Data Store, d., Persona Optimized Analytics & Reporting, and e., Specialized Data Stores (SDS)" from Attachment B. However, these sub-items are listed as "f., Enterprise Analytic Data Store, g., Persona Optimized Analytics & Reporting, and h., Specialized Data Stores (SDS)" in Attachment B. Please update Exhibit A-4 accordingly.</p>	Please refer to the revisions within Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019).
471	Cerner State & Local Government Services, Inc	<p>Exhibit A-4, SRC#13, instructions state to respond to "Sub-Item f., Solution Component Specific Requirements" from Attachment B. However, this sub-item is listed as "Sub-Item i., Solution Component Specific Requirements". Please updated Exhibit A-4 accordingly.</p> <p>Please also confirm if items "10. Solution Component Specific Services Requirements, and 11. Managed Service Requirements" from Attachment B should also be addressed in SRC#13 as these seem to relate to the same subject. These sub-items have not been identified as requiring a response in Exhibit A-4.</p>	Please refer to the revisions within Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019).
472	Cerner State & Local Government Services, Inc	<p>Please confirm if item "2. Project Management Life cycle requirements, sub-item a. Project Management Requirements – Contract Wide" from Attachment B should also be addressed in SRC#14 as this seems to relate to the same subject. This item has not been identified as requiring a response in Exhibit A-4.</p>	There are no SRCs specific to the requirements contained in item "2. Project Management Life Cycle Requirements". However, the Agency expects the vendor's response to include solutions that meet all requirements contained in Attachment B , Scope of Services.
473	Cerner State & Local Government Services, Inc	<p>Please confirm if item "3. Project Life Cycle Tool Requirements" from Attachment B should be addressed in SRC#21 as this seems to relate to the same subject. This item has not been identified as requiring a response in Exhibit A-4.</p>	There are no SRCs specific to the requirements contained in item "3. Project Life Cycle Tool Requirements". However, the Agency expects the vendor's response to include solutions that meet all requirements contained in Attachment B , Scope of Services.
474	Cerner State & Local Government Services, Inc	<p>Will the Agency provide any input or what is the Agency's expectation for overall project timeline (for example DDI 3 years & Operations 4 years)?</p>	Please refer to Attachment A , Instructions and Special Conditions, Exhibit A-5 , Cost Proposal (October 7, 2019).
475	Cerner State & Local Government Services, Inc	<p>We understand that you are looking for vendors to propose an implementation plan. Does the State have any guidance for what data elements it wishes to bring in and in what order?</p>	This would depend on the vendor's proposed implementation plan.
476	Cerner State & Local Government Services, Inc	<p>Will the Agency please post the Agency's MITA Self-Assessment to the EDW Procurement Library?</p>	The MITA State Self-Assessment and Update Process document has been added to the EDW Procurement Library.

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477	Cerner State & Local Government Services, Inc	Please indicate where the Content Management scanning hardware, such as the scanners and applicable workstations, are to be installed. Is the Vendor to install those in the existing Fiscal Agent's facility?	Document scanning services are not in the scope for the EDW vendor.
478	Cerner State & Local Government Services, Inc	In the MES-Volume Metric Information December 2018 document, would the State please provide an estimation of volume where the metric is currently listed as TBD.	There are over 100 application that are currently managed by Division of IT. The total number of transactions is not available at this time. If needed, the Agency will provide this information after the vendor is on-board.
479	Optum Government Solutions, Inc.	Exhibit A4: Is it the State's intent that vendors are to respond to Attachment B Requirement IDs individually within the form field provided in Exhibit A4 sections?	Vendors are not required to respond to the Requirement IDs individually within the form field provided in Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019). However, the Agency expects the vendor's response to include solutions that meet all requirements contained in Attachment B , Scope of Services.
480	Optum Government Solutions, Inc.	Should vendors respond to each Requirement ID in Exhibit A4 in the respective sections? Meaning should vendor copy/paste the Requirement ID tables into Exhibit A4 respective sections and add a row to respond to each requirement ID?	Vendors are not required to respond to the Requirement IDs individually within the form field provided in Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019). However, the Agency expects the vendor's response to include solutions that meet all requirements contained in Attachment B , Scope of Services.
481	Optum Government Solutions, Inc.	Should vendors respond to each Requirement ID in Attachment B separately and individually within Attachment B?	Vendors are not required to respond to the Requirement IDs individually within the form field provided in Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019). However, the Agency expects the vendor's response to include solutions that meet all requirements contained in Attachment B , Scope of Services.
482	Optum Government Solutions, Inc.	Exhibit A5 Detailed Budget, Complexity Deliverable: There are no references to the Complexity Deliverable tab on the summary or Deployment tab. How does the Complexity Deliverable tie to the Deployment and Summary tabs? Is the tab to price an instance for 3 different complexities for each deliverable title? How are hosting, hardware and software costs to be accounted for?	Please refer to Attachment B , Scope of Services, Section B.4. , Cost Proposal, Sub-Section B. , Method of Payment, Item 2. , Fixed Price Deliverables Based on Complexity.
483	Optum Government Solutions, Inc.	Exhibit A5 Detailed Budget, Monthly O&M: Where do non labor costs such as software maintenance, hosting costs and hardware refresh get listed?	Please refer to Attachment B , Scope of Services, Section B.4. , Cost Proposal, Sub-Section B. , Method of Payment, Item 2. , Fixed Price Deliverables Based on Complexity.
484	CMA	Are there metrics available on existing reporting facility users (counts/types)?	The updated FX Volumetric Information document in the EDW Procurement Library provides the report metric counts. However report types information is not available.
485	CMA	Are there metrics available on current number of queries/report executions (operational counts and frequencies by report)?	Vendors should propose a comprehensive reporting solution that meets State and Federal requirements, minimizes the number of static reports produced, and maximizes the Agency's visibility to recipient healthcare outcomes, provider performance, operational data, and financial data.

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486	Accenture	Approximately how many data sources will be integrated as part of the initial implementation of the fixed-fee scope?	Please refer to the updated Attachment B , Scope of Services (October 7, 2019), Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , Anticipated Implementation Approach, that provides guidance on what is included in the initial scope.
487	Accenture	In Attachment A, Section 1, Sub-section 14, the contract structure is noted as Fixed Price and Fixed Price Task Orders. Will the agency please provide examples for the EDW scope that would fall under future Task Orders?	Please refer to the updated Attachment B , Scope of Services (October 7, 2019), Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , Anticipated Implementation Approach that provides guidance on what is included in the initial scope.
488	Accenture	In Exhibit A-4, it appears the sections listed in the SRC 12 and 13 do not align to Attachment B. In SRC 12, will the Agency confirm that the cross-reference to Attachment B should be to items f., Enterprise Analytic Data Store, d., Persona Optimized Analytics & Reporting, and e., Specialized Data Stores (SDS); and in SRC 13, will the Agency confirm that the cross-reference to Attachment B should be to Item i. Solution Component Specific Requirements?	Please refer to revisions within Attachment A , Instructions and Special Conditions, Exhibit A-4 , Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019).
489	SAS	In Exhibit A-4, Will the Agency clarify in which SRC section response Vendors should address the Managed Services Requirements (SRs 322 through 332)?	There is no corresponding SRC for this information. If utilizing managed services, the vendor's response should include solutions that meet all applicable requirements contained in the ITN.
490	SAS	There seem to be multiple requirements that are more applicable to an MMIS Fiscal Agent solution. Can you clarify the intention of these requirements for the EDW Solution?	<p>The requirements stated in the ITN are relevant to the EDW solution. The FX strategy expects incremental implementation of business area modules as opposed to a simultaneous big-bang transition to all business area modules. As business modules are implemented, the user interfaces and processing in FMMIS are deactivated.</p> <p>The FMMIS transformation strategy is to minimize disruption to existing FMMIS operations and minimize changes to the FMMIS system.</p> <p>The timeline for implementation of all phases is to complete replacement of FMMIS processing by the end of 2024.</p>
491	SAS	<p>Will AHCA provide an example of Completion documents for the following:</p> <p>Warranty Completion Report; k. Attachment B, Page 72 of 144 System, Security, Performance Test Completion Report; PD-17, Attachment B, Exhibit B-1, Page 9 of 25 Construction Completion Report; PD16, Attachment B, Page 99 of 144 User Training Completion Document; 18. B Attachment B, Page 107 of 144</p> <p>If not, is the Vendor defined content for these documents</p>	Vendor-defined content is acceptable. Each deliverable will be managed starting with the Deliverable Expectation Document (DED) that will include the Vendor's format and content or the deliverable.

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		acceptable so long as the vendor meets the formatting standards described in the SEAS Project Management Standards?	
492	SAS	Please provide a list of all data sources required for the EDW along with the required update frequency for each.	Please refer to the updated Attachment B , Scope of Services (October 7, 2019), Section B.1. , General Overview, Sub-Section B. , Purpose, Item 5. , Anticipated Implementation Approach, that provides guidance on what is included in the initial scope. The information on additional data sources will be provided in JAD sessions during EDW DDI.
493	SAS	In reviewing the ITN we noticed the following documents, which were referenced either directly or through subsequent documents, but may not have been uploaded to the Procurement Library or EDW Procurement Library: <ul style="list-style-type: none"> • Organizational Change Management (OCM) Tools and Definitions document referenced on in Attachment B Page 107 of 144 • FX Current to Future State Roadmap document referenced within the EDW Procurement Library Document Reference Guide on page 3 of 4 • FX Procurement Strategy document referenced within the EDW Procurement Library Document Reference Guide on page 3 of 4 • Deliverables Crosswalk (Attachment B, Page 26 of 144) • System Delivery Management Tools (Attachment B, Page 60 of 144) • OCM Tools and Definitions Document (B, pg. 107 of 144) 	Please refer to the EDW Procurement Library. The Agency is not providing a Deliverable Crosswalk and has removed reference to this document within the ITN. The system delivery management tools may be found in the FX Project Lifecycle Tools document within the EDW Procurement Library.
494	SAS	What is the expected number of AHCA users? Total named users and concurrent?	This user volume information is provided in the updated FX Volumetric Information document in the EDW Procurement Library. Approximately twenty percent (20%) of the total users are concurrent users.
495	SAS	What is the total data size that will be saved to the EDW?	This data size information is provided in the updated FX Volumetric Information document in the EDW Procurement Library.
496	Deloitte	Are there vendors (e.g. MCOs) in the state's Medicaid program that would be part of the state's new Medicaid Enterprise System (MES) such that these vendors would have a conflict of interest with respect to their dual roles?	Any contract award remains subject to the restrictions placed on actual or potential organizational conflicts of interest as described in Chapter 48 Code of Federal Regulation (CFR) and Section 287.057(17), Florida Statutes.

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497	World Wide Technology	If that iterative process results in changes due to revelation of new knowledge or requirements (technical or legal) how does the state plan to deal with scope changes and cost changes?	Changes to the project will adhere to the change control process as outlined in the Project Management Standards document provided in the EDW Procurement Library.
498	World Wide Technology	With the possibility of different vendors working many different stages or modules, how does the state plan to handle transitions and continuity concerns, as well as changes to the hardware requirements based on development of modules further downstream?	The vendor, as part of its response, should provide details of the initial implementation of their solution and ongoing enhancements to meet the agency's transformation needs.
499	MauryRawlinsBrown, LLC	How did the Agency determine the \$9.37M cost for the Proposal Guarantee?	The Proposal Guarantee amount has been changed. The new amount is \$4.5 million.
500	MauryRawlinsBrown, LLC	What was the justification for the Porposal Guarantee?	The Proposal Guarantee amount has been changed. The new amount is \$4.5 million.
501	MauryRawlinsBrown, LLC	The structured ITN seems to dissuade smaller firms from bidding. Is there a role for smaller firms in the Florida Health Care Connections?	The ITN is open to all firms.
502	NewWave/Snowflake	The RFP calls out for cloud migration capability. Could you briefly explain how far State is in implemeting cloud infrastructure?	The current Decision Support System (DSS) is premise based. The Agency is implementing and using cloud services for office productivity and Agency custom-built applications. The Agency is currently using multiple cloud providers and is open to considering cloud-based solutions.
503	NewWave/Snowflake	Where can we find State's cloud roadmap?	The State of Florida is currently in the Florida Administrative code Rule development for Cloud services.
504	NewWave/Snowflake	Which cloud service provider is State currently working with?	The Agency currently uses Azure Government as its cloud service provider. The Agency encourages vendors to propose a solution that provides the best value.
505	NewWave/Snowflake	Is the state considering any cloud native data warehousing solution which provides data sharing capability without physically duplicating data?	The ITN states the requirements for the EDW solution. The vendor, as part of its response, may propose a solution that meets the requirements of the ITN.
506	NewWave/Snowflake	Is the state considering the initial implementation of EDW in the cloud?	The ITN states the requirements for the EDW solution. The vendor, as part of its response, may propose a solution that meets the requirements of the ITN.
507	BPM BI	4. Is there any requirement for data cleansing and standardization? If yes, can you elaborate on the data quality challenges faced currently?	Yes, as provided in the General Overview section of Attachment B, Scope of Services. The data quality challenges include, but may not be limited to, duplicate data, data access and data security.
508	BPM BI	16. Are there any restrictions on using cloud-hosted hardware?	The State is evaluating the rules and guidelines to further elaborate recently passed "Cloud First" regulation. The vendor, as part of its response, may propose a solution that provide the best value to the Agency and meets the requirements of the ITN.
509	Cerner State & Local Government Services, Inc.	There are numerous data center-related hardware requirements throughout the RFP. The hardware requirements are not applicable to a Cloud/SaaS offering. Since AHCA allows vendors to propose cloud/SaaS offerings, will the State update the physical hardware requirements to consider cloud solutions?	If the vendor proposes a cloud solution, the requirements on hardware are not applicable.

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510	Optum Government Solutions, Inc.	<p>Some of the ITN provisions inadvertently conflict with each other. Under Section B.3.E.1.a, the ITN references how the EDW Vendor's services must be consistent with the FX Technical Management Strategy. Section 3.11.4 of that FX Technical Management Strategy permits the use of Software as a Service (SaaS) solutions which may be hosted in the cloud and in which licenses for the software are generally held by the vendor, title in the hardware is "rented" as a service by the vendor and for those software components that are to be used by the Agency, usage rights are provided for the term of the Contract. These attributes of a SaaS solution are further reflected in Section B.3.E.1.b, Requirement CR-015 and 16 where the Contractor procures the hardware (where the procurement may be more in the form of a rental), procures software and where any transfer of a software license to the Agency is caveated by the words "if applicable" and hence, would not apply. On the other hand, under Section B.3.F.5.a.2, the ITN requires the Contractor to convey title in the system comprising the EDW Solution to the Agency and to transfer either title or licenses in any software to the Agency upon Contract termination. The language around the Agency requiring ownership of the hardware and for the software licenses to be transferred to the Agency, with the Agency discouraging the use of proprietary applications, is rooted in a concern about being captive to a vendor upon Contract termination. Permitting a bidder to propose an EDW Solution that is either completely or partially a SaaS solution can still be structured in a way that addresses this underlying concern of the Agency, especially where the SaaS Solution is comprised of commercial, off the shelf (COTS) software products such that the Agency or a successor contractor could procure usage rights independent of the EDW Vendor upon Contract termination and where the Agency or a successor contractor could procure usage rights to the cloud service provider's hardware independent of the EDW Vendor upon Contract termination. Usage of a SaaS solution in this manner would be consistent with the FX Technical Management Strategy and the other objectives of the ITN while at the same time permitting the Agency to enjoy a lower cost EDW Solution that is consistent with the Agency's goal to migrate to the cloud</p> <p>Based upon the foregoing, would AHCA clarify the ITN such that if a bidder proposed a cloud based, SaaS solution, such bidder would not be required to convey title in the system nor to transfer licenses to the Agency upon Contract termination?</p>	<p>The Agency' requirements for turnover on contract termination and proprietary solutions are stated in the ITN. The vendor, as part of its response, may propose an alternative solution.</p>
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511	Deloitte	<p>Based on our read of Attachment A-4 (SRCs), in two situations the Agency has requested the answers to the same Attachment B requirements in multiple SRCs. We can copy our answers to the Attachment B requirements into both SRC responses (if desired) but before we duplicated content, we wanted to make sure that we are correctly understanding the instructions in Attachment A-4 (SRCs). Can the Agency confirm whether vendors:</p> <ul style="list-style-type: none"> - Should address the requirements listed in Table 8 in our responses to both SRC#8 and SRC#9? <ul style="list-style-type: none"> - page 11 of 37, SRC#8, Solution Wide Requirements references requirements in Attachment B, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section E., Technology Solution Requirements, Item 1., FX Enterprise Requirements which contains Tables 6, 7, 8, 9 and 10. <input type="checkbox"/> page 12 of 37, SRC#9, Disaster Recovery and Business Continuity references requirements in Attachment B, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section E., Technology Solution Requirements, Item 1., FX Enterprise Requirements, Sub-Item c., Disaster Recovery and Business Continuity which also contains Table 8. - Should address the requirements listed in Table 9 in our responses to both SRC#8 and SRC#10? <ul style="list-style-type: none"> <input type="checkbox"/> page 11 of 37, SRC#8, Solution wide Requirements references requirements in Attachment B, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section E., Technology Solution Requirements, Item 1., FX Enterprise Requirements which contains Tables 6, 7, 8, 9 and 10. <input type="checkbox"/> page 13 of 37, SRC# 10 Performance Standards also references requirements in Attachment B, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section E., Technology Solution Requirements, Item 1., FX Enterprise Requirements, Sub-Item d., Performance Standards which also contains Table 9. 	<p>Responses to SRC #8 and SRC #9 have a different focus, but some requirements within Table 8 will have relevance to both SRCs</p> <p>Responses to SRC #9 and SRC #10 have a different focus, but some requirements within Table 9 will have relevance to both SRCs.</p>
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512	Deloitte	<p>We are having difficulty determining if we have the correct section reference based on the Attachment A4 SRC instructions, in regards to reference numbers for Attachment B items. Can the Agency confirm the below mappings?</p> <ul style="list-style-type: none"> • page 16 of 37, SRC#12, Solution Component Data Store Requirements requests that vendors meet the requirements in Attachment B, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section E., Technology Solution Requirements, Item 2., Technology Solution Component Specific Requirements, Sub-Items c., Enterprise Analytic Data Store, d., Persona Optimized Analytics & Reporting, and e., Specialized Data Stores (SDS). <ul style="list-style-type: none"> • Sub-Item c., Enterprise Analytic Data Store maps to Sub-Items f., Enterprise Analytic Data Store? • Sub-Item d., Persona Optimized Analytics & Reporting maps to Sub-Item g., Persona Optimized Analytics? • Sub-Item e., Specialized Data Stores (SDS) maps to Sub-Item h., Specialized Data Stores (SDS)? • page 17 of 37, SRC#13, Solution Component Specific Requirements requests that vendors meet the requirements in Attachment B, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section E., Technology Solution Requirements, Item 2., Technology Solution Component Specific Requirements, Sub-Item f., Solution Component Specific Requirements <ul style="list-style-type: none"> • Sub-Item f., Solution Component Specific Requirements maps to Sub-Item i., Solution Component Specific Requirements? 	<p>Please refer to revisions within Attachment A, Instructions and Special Conditions, Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response) (October 7, 2019).</p>
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