



RON DESANTIS
GOVERNOR

MARY C. MAYHEW
SECRETARY

October 16, 2019

Prospective Vendor(s):

Subject: Solicitation Number: AHCA ITN 001-19/20

Title: Florida Health Care Connections (FX)
Enterprise Data Warehouse (EDW)

Addendum No. 6

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

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

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

Sincerely,

Crystal Demott

Crystal Demott, Procurement Director
Bureau of Support Services

Enclosures:

Addendum No. 6 (2 Pages)

Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response) (October 16, 2019) (37 Pages)



**AHCA ITN 001-19/20
ADDENDUM NO. 6**

Item #1

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

TABLE 1		
SOLICITATION TIMELINE		
ACTIVITY	DATE/TIME	LOCATION
Solicitation Issued by Agency	July 29, 2019	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu
Deadline for Receipt of Written Questions	August 12, 2019 2:00 p.m.	solicitation.questions@ahca.myflorida.com
Date for Agency Responses to Written Questions	October 7, 2019	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu
Deadline for Receipt of Responses	November 4, 2019 2:00 p.m.	Crystal Demott Agency for Health Care Administration Mailroom Building 4 2727 Mahan Drive Tallahassee, FL 32308-5403
Public Opening of Responses	November 4, 2019 3:00 p.m.	2727 Mahan Drive, Building 2 Operations Conference Room, 2nd Floor, Room 200 Tallahassee, FL 32308-5403
Anticipated Dates for Negotiations	January 6, 2020 through February 12, 2020	2727 Mahan Drive, Building 2 Operations Conference Room, 2nd Floor, Room 200 Tallahassee, FL 32308-5403
Anticipated Posting of Notice of Intent to Award	March 2, 2020	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu

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AHCA ITN 001-19/20 ADDENDUM NO. 6

Item #2

Attachment A, Instructions and Special Conditions, **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response)(October 7, 2019), is hereby deleted in its entirety and replaced with **Attachment A**, Instructions and Special Conditions, **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response) (October 16, 2019).

The below information outlines items addressed in the replaced **Attachment A**, Instructions and Special Conditions, **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response) (October 16, 2019):

- SRC# 10 and SRC #25 have been updated.

Item #3

Questions and Answers, the Agency response to Question No. 468 has been modified as shown below:

468	Cerner State & Local Government Services, Inc.	<p>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.</p> <p>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.</p>	<p>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.</p> <p>This section should refer to Attachment B, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section I., Contract Requirements, Item 3., EDW Solution Turnover. Please provide information within SRC #25 accordingly.</p> <p>Reference to the section regarding Contract Wide Services was inadvertently left out of the instructions for SRC #10. Please provide information within SRC #10 accordingly.</p>
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EXHIBIT A-4

SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

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

The Agency is seeking information to determine the ability of respondents to provide design, development and implementation (DDI), as well as subsequent, ongoing operations and maintenance services.

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

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

Each SRC contains form fields. Population of the form fields with text will allow the form field to expand and cross pages. There is no character limit. Form fields do not permit text formatting.

Attachments are acceptable for any SRC, except where limitations are noted in the SRC. The attachment must be referenced in the form field for the respective SRC and located behind each respective SRC response. Respondents shall name and label attachments to refer to respective SRCs by SRC identifier number.

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

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

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

The SRCs in **Exhibit A-4** may not be retyped and/or modified and must be submitted in the original format.

Failure to submit, **Exhibit A-4**, may result in the rejection of response.

Exhibit A-4 is available for respondents to download at: <http://ahca.myflorida.com/procurements/index.shtml>.

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

Respondent Name:

SRC# 1: Table of Contents

The Respondent shall include a Table of Contents in its response. The Table of Contents shall contain section headings and subheadings along with corresponding page numbers. This shall be provided as an attachment.

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

SRC# 2: Executive Summary

The Respondent shall include an executive summary which demonstrates the Respondent's overall understanding of the Scope of Services and describes the prominent features of the Respondent's Technical Proposal.

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

Response:

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 3: Organizational and Structure History

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

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

Attachments are limited to the following:

- Organizational chart of company and subsidiaries; and
- List of physical locations of company and subsidiaries.

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

Response:

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 4: Respondent Qualifications

The Respondent shall demonstrate its capability to provide the services described in **Attachment B**, Scope of Services, by describing its relevant experience with large healthcare systems, qualifications and length of experience in providing services similar in nature to those below and how these experiences will be applied to move the Agency forward based on its current Strategic Plan. Details of corporate experience (including subcontractors' capabilities) shall describe all contracts related to the Scope of Services in this solicitation within the last five (5) years and shall cover:

1. Relevant experience with designing, developing, implementing, hosting, and maintaining information technology solutions including Operational Data Stores (ODS), Reporting Data Stores (RDS), Analytical Data Management, and Content Data Management;
2. Relevant experience with developing and implementing technology services for large healthcare systems including project and program management, business requirements elicitation and development, system testing and system implementation;
3. Capability to work in parallel on multiple projects, with multiple vendors, and maintain timelines while effectively working as a single, distributed team to meet Agency and Federal requirements; and
4. Ability to describe how qualifications and experience prepares the Vendor to move the Agency forward based on the goals, objectives and guiding principles as described within the Agency's Strategic Plan.

Response:

SRC# 4 Evaluation Criteria:

1. The adequacy of the Respondent's capability and approach to meet the requirements described in this solicitation, based on the relative experience in the performance of current or previous contracts for which it is/was the lead Vendor on any projects which are similar in size, scope, and complexity in the past five (5) years, as the services outlined in this solicitation.
2. The adequacy of the Respondent's experience with Operational Data Stores (ODS), Reporting Data Stores (RDS), Analytical Data Management, and Content Data Management information technology solutions and services.
3. The adequacy of the Respondent's experience with programmatic services for developing and implementing technology services including project and program management, business requirements elicitation and development, system testing and system implementation; especially technology services experience related to large healthcare systems. The adequacy of the Respondent's experience and capability to work in parallel

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

on multiple projects and delivery timelines to effectively work as a single, distributed team to meet Agency and Federal requirements.

4. The adequacy of the Respondent's qualification and experience to move the Agency forward based on the goals, objectives and guiding principles as described within the Agency's Strategic Plan and to limit the potential for vendor lock-in and conflict of interest for future Agency acquisitions.

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 5: Sanctions

The Respondent shall list and describe any sanctions levied against the Respondent, the Respondent's affiliates, its subsidiaries, its parent company, the affiliates and subsidiaries of its parent company, its affiliate's subsidiaries and subcontractors (handling sub-contracts related to consultant services when the sub-contracts are for **\$250,000.00** or more annually), within the five (5) years preceding the date of its Response to this solicitation, that have been imposed by:

1. The Agency;
2. CHIP;
3. A Medicaid program in another state;
4. Medicare;
5. Any Federal government regulatory body, regardless if the sanction was related to Medicaid; or
6. Any regulatory body in any state, regardless if the sanction was related to Medicaid.

Information requested in [Exhibit A-4, SRC #5 Template](#) for each sanction shall be provided by the Respondent for administrative and non-administrative sanctions. An administrative sanction means the issue pertains to timeliness or the use of an incorrect format, i.e., report, deliverable, or another required item submitted late or submitted in the wrong format. A non-administrative sanction means the issue pertains to performance in accordance with the contract scope of services, i.e., incomplete or inaccurate deliverable or services.

Response:

Respondents shall use **Exhibit A-4, SRC #5 Template**, located at <http://ahca.myflorida.com/Procurements/index.shtml> to provide its response.

SRC# 5 Evaluation Criteria:

1. The extent to which sanctions were due to issues with performance in accordance with contract Scope of Services, versus administrative issues.
2. The extent to which sanctions were significant (e.g. high dollar amounts above **\$10,000.00** or lengthy - longer than ninety (90) calendar days to resolve) or numerous (e.g. multiple contracts with similar sanctions).

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

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

For Item 1:

1. 5 points if no sanctions;
2. 4 points if sanctions related only to administrative issues;
3. 3 points if non-administrative sanctions were all minor (less than **\$10,000.00**) and there were fewer than four (4) incidents;
4. 2 points if non-administrative sanctions were all minor but four (4) or more incidents;
5. 1 point if any major (**\$10,000.00** or above) administrative sanction; or
6. 0 points if any major non-administrative sanction.

For Item 2:

1. 5 points if no sanctions;
2. 4 points if sanctions were minor and there were fewer than four (4) incidents;
3. 3 points if sanctions were all minor (less than **\$10,000.00**) but four (4) or more incidents;
4. 2 points if up to two (2) are more than **\$10,000.00** or lengthy (longer than ninety (90) calendar days) to resolve or more than two (2) contracts with multiple sanctions;
5. 1 point if more than two (2) but fewer than five (5) high-dollar amounts or lengthy (longer than ninety (90) calendar days) and/or more than two (2) but fewer than five (5) contracts with multiple sanctions; or
6. 0 points if performance falls below above limits.

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 6: Security Rating Score

In accordance with **Attachment A**, Instructions and Special Conditions, Section A.2., Special Terms and Conditions, Sub-Section A., Information Technology, Item 4, the Agency shall conduct an initial IT security risk score scan on the Respondent through an information security rating service, at the Agency's expense, to enable the Agency to effectively measure and mitigate the successful respondent's security risks. The Respondent will work with the Agency's Security Rating Score Provider to define the relevant Respondent assets providing Agency services.

Response:

SRC# 6 Evaluation Criteria:

The adequacy of the Respondent's security rating score by determining whether the Respondent has received:

1. A score in the top 90-100% of submitters;
2. A score in the top 80-89% of submitters;
3. A score in the top 70-79% of submitters;
4. A score in the top 60-69% of submitters;
5. A score in the top 50-59% of submitters; or
6. A score in the lower 0-49% of submitters.

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

1. 5 points for a score in the top 90-100% of submitters;
2. 4 points for a score in the top 80-89% of submitters;
3. 3 points for a score in the top 70-79% of submitters;
4. 2 points for a score in the top 60-69% of submitters;
5. 1 point for a score in the top 50-59% of submitters; or
6. 0 points for a score in the lower 0-49% of submitters.

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 7: Business Solution Requirements

The Respondent shall demonstrate its proposed approach to the Business Solution requirements, addressing all requirements in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Sections B., Business Outcome Requirements, C., Business Requirements, and D., User Requirements. At a minimum, the description shall include the following:

1. Approach to achieving the required business outcomes in order to:
 - a. Improve delivery of healthcare services or cost;
 - b. Eliminate costs of collecting duplicate data;
 - c. Reduce complexity;
 - d. Alleviate manual processes;
 - e. Facilitate a holistic, evidence-based decision-making process;
 - f. Reduce error payments using prepayment analysis; and
 - g. Eliminate cost of duplicate analysis performed by different stakeholders.
2. Approach to fulfilling the Agency's legislative mandates, business objectives and strategic objectives for:
 - a. Component Specific Business Requirements including data management, business intelligence, and analytic capabilities;
 - b. Reporting Requirements including reporting and analytic tools; and
 - c. Business Unit Specific Requirements including optimized data stores.
3. Approach to providing solutions that meets the functional and non-functional requirements related to specific users or user categories for:
 - a. Data management, business intelligence and analytic capabilities that support the data sharing needs of Agency Stakeholders; and
 - b. Reporting and analytic capabilities based on user specific persona.

Response:

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 7 Evaluation Criteria:

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

1. Improve delivery of healthcare services or cost;
2. Eliminate costs of collecting duplicate data;
3. Reduce complexity;
4. Alleviate manual processes;
5. Facilitate a holistic, evidence-based decision-making process;
6. Reduce error payments using prepayment analysis;
7. Eliminate cost of duplicate analysis performed by different stakeholders;
8. Fulfill the Agency's legislative mandates, business objectives and strategic objectives for:
 - a. Component Specific Business Requirements including data management, business intelligence, and analytic capabilities;
 - b. Reporting Requirements including reporting and analytic tools; and
 - c. Business Unit Specific Requirements including optimized data stores.
9. Data management, business intelligence, and analytic capabilities that support the data sharing needs of Agency Stakeholders; and
10. Reporting and analytic capabilities based on user specific persona.

Score: This Section is worth a maximum of 60 raw points with each of the above components being worth a maximum of 5 points each.

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 8: Solution Wide Requirements

The Respondent shall demonstrate its proposed approach and capability to 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 1., FX Enterprise Requirements. At a minimum, the description shall include the approach to achieving the required Solution Wide requirements in order to:

1. Adhere to FX technology and compliance standards including the current and future Agency technology standards;
2. Provide hosting services to meet the Agency requirements and support optimal performance of the Solution; and
3. Adhere to FX Security Standards and the Enterprise Data Security Plan.

Response:

SRC# 8 Evaluation Criteria:

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

1. FX technology and compliance standards including the current and future Agency technology standards;
2. Hosting services to meet the Agency requirements and support optimal performance of the Solution; and
3. FX Security Standards and the Enterprise Data Security Plan.

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 9: Disaster Recovery and Business Continuity

The Respondent shall demonstrate its capability and approach to meet the requirements described 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, and Sub-Section F., Services Requirements, Item 8., Deliverable Requirements, Sub-Item c.13) PD-13: Contingency Plan (for Disaster Recovery and Business Continuity). At a minimum, the Response shall demonstrate the adequacy of the Respondent's Disaster Recovery / Business Continuity proposed approach and capability to:

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

Response:

SRC# 9 Evaluation Criteria:

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

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

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 10: Performance Standards

The Respondent shall demonstrate its understanding and ability to provide an automated method or system/operations tools to provide the monthly reports of the quality measurements and performance monitoring dashboards as defined in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section I., Contract Requirements, Item 3., EDW Solution Turnover. At a minimum, the Response shall include the following:

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

Response:

SRC# 10 Evaluation Criteria:

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

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 11: Solution Component ODS Requirements

The Respondent shall demonstrate its proposed approach and capability to 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 a., Operational Data Store (ODS). At a minimum, the description shall include the approach to providing Component ODS Solution requirements in order to:

1. Design, develop, and implement an ODS Solution that shall function as the Single Source of Policy Truth;
2. Support and promote an enterprise view, utilizing technologies which align with Centers for Medicare and Medicaid (CMS) Standards and Conditions, Agency goals, Medicaid Information Technology Architecture (MITA) Maturity Strategy, and nationally recognized business processes and technologies;
3. Provide a Data Conversion and Migration solution which provides the capability of resolving semantic and context conflicts across numerous data sources in a consistent and reliable manner to preserve both the accuracy and integrity of the data;
4. Provide Data Replication and data replication tools to sync data in real-time between databases, and supports: loading and extracting; cloud-based replication; bi-directional replication, transactional integrity; auto capture of metadata; and load balancing; and
5. Design, develop, and implement data services to decouple data from modules and applications and maintain separation of concerns.

Response:

SRC# 11 Evaluation Criteria:

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

1. ODS Solution that shall function as the Single Source of Policy Truth;
2. Enterprise view, utilizing technologies which align with CMS Standards and Conditions, Agency goals, MITA Maturity Strategy, and nationally recognized business processes and technologies;
3. Data Conversion and Migration solution which provides the capability of resolving semantic and context conflicts across numerous data sources in a consistent and reliable manner to preserve both the accuracy and integrity of the data;

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

4. Data Replication and Data Replication tools to sync data in real-time between databases, and supports: loading and extracting; cloud-based replication; bi-directional replication, transactional integrity; auto capture of metadata; and load balancing; and
5. Data services to decouple data from modules and applications and maintain separation of concerns.

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 12: Solution Component Data Store Requirements

The Respondent shall demonstrate its proposed approach and capability to 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 f., Enterprise Analytic Data Store, g., Persona Optimized Analytics & Reporting (POAR), and h., Specialized Data Stores (SDS). At a minimum, the description shall include the approach to providing Component Data Store solution requirements in order to:

1. Design, develop, and implement an Enterprise Analytic Data Store Solution to function as the central data repository for decision making, business intelligence, data analytics, operational reporting, dashboards, and fraud and abuse detection;
2. Design, develop, and implement a Persona Optimized Analytics and Reporting (POAR) solution to function as the standard set of tools for Federal and State reporting, operational reporting, data analytics, financial reporting and analytics, dashboards, ad hoc reporting, and geospatial analysis; and
3. Design, develop, and implement a Specialized Data Store (SDS) 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.

Response:

SRC# 12 Evaluation Criteria:

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

1. Enterprise Analytic Data Store Solution to function as the central data repository for decision making, business intelligence, data analytics, operational reporting, dashboards, and fraud and abuse detection;
2. Persona Optimized Analytics and Reporting (POAR) solution to function as the standard set of tools for Federal and State reporting, operational reporting, data analytics, financial reporting and analytics, dashboards, ad hoc reporting, and geospatial analysis; and
3. Specialized Data Store (SDS) 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.

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

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 13: Solution Component Specific Requirements

The Respondent shall demonstrate its proposed approach and capability to 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 i., Solution Component Specific Requirements. At a minimum, the description shall include the approach to providing Component Specific Feature solution requirements in order to:

1. Design, develop, and implement an enterprise Data Dictionary encompassing the business processes, practices and policies of the Agency and incorporating current industry standard tools and technologies;
2. Design, develop, implement, and maintain a Metadata Management Tool and Repository that contains all Agency Metadata to include business, technical, data quality, operational, security, and end-user;
3. Design and develop Extract Transfer Load (ETL) processes as well as procure, implement, operate and maintain an ETL Management Tool that supports all ETL activities; and
4. Design, develop, implement, and maintain additional solution capabilities such as machine learning, consent management, data anonymization, automated financial balancing, automated data redaction, archiving solutions, automated attestation, and audit functionality.

Response:

SRC# 13 Evaluation Criteria:

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

1. Data Dictionary encompassing the business processes, practices, and policies of the Agency and incorporating current industry standard tools and technologies;
2. Metadata Management Tool and Repository that contains all Agency Metadata to include business, technical, data quality, operational, security, and end-user;
3. ETL processes as well as procure, implement, operate, and maintain an ETL Management Tool that supports all ETL activities; and
4. Additional solution capabilities such as machine learning, consent management, data anonymization, automated financial balancing, automated data redaction, archiving solutions, and audit functionality.

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 14: Project Management Life Cycle Requirements

The Respondent shall describe its proposed approach to PD-1: Project Management Plan (Includes Vendor Resource Management Plan) and provide a draft PD-2: Project Schedule, as described in **Attachment B, Scope of Services**, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 2., 8.c.(1) and 8.c.(2). The Respondent shall demonstrate sound project management methodology as documented in the FX Project Management Standards. The proposed Project Management Plan approach shall include sufficient detail to provide an understanding of how the Respondent will implement the project, guide work execution, manage communication among project stakeholders, and handle required project changes.

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

Attachments are limited to the following:

- Draft Project Schedule

Response:

SRC# 14 Evaluation Criteria:

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

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 15: System Delivery Life Cycle Phase Requirements

The Respondent shall demonstrate its proposed approach and capability to meet the requirements in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 3., System Delivery Life Cycle Phase Requirements. At a minimum, the description shall include the approach to providing System Delivery Life Cycle Phase solution requirements in order to:

1. Comply with all aspects of the agreed-to Project Process Agreement (PPA);
2. Design, develop, and implement an enterprise Data Model encompassing business processes, practices, and policies of the Agency and which incorporates current industry standard tools and technologies;
3. Provide testing services for developing and executing a Master Test Plan to include objectives, scope, testing strategy, testing types, entrance and exit criteria, schedule, testers, and software tools to be used for the Solution;
4. Provide implementation services for Engagement Management activities to engage the project stakeholders for the purposes of coordinating implementation activities which conform to Agency IT Change Control processes;
5. Provide ongoing Operations & Maintenance to support:
 - a. Project solution throughout the life of the contract including correcting defects, configuration updates, updating the solution to implement policy changes, best practices or initiatives, scheduled maintenance, testing, and release management;
 - b. Help desk system and services for the help desk system to record and maintain tickets;
 - c. Development and implementation of a written and customized training plan which includes webinars, web-based modules, face-to-face training, and the coordination with the Organizational Change Management team;
6. System Warranty for the project solution which meets CMS certification requirements, the contract requirements, the design and development documents, and the system documentation;
7. Provide system disposition activities of any systems decommissioned during the Contract.

Response:

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 15 Evaluation Criteria:

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

1. Compliance with all aspects of the agreed-to Project Process Agreement (PPA);
2. Enterprise Data Model encompassing business processes, practices, and policies of the Agency and which incorporates current industry standard tools and technologies;
3. Testing services for developing and executing a Master Test Plan to include objectives, scope, testing strategy, testing types, entrance and exit criteria, schedule, testers and software tools to be used for the Solution;
4. Implementation services for Engagement Management activities to engage the project stakeholders for the purposes of coordinating implementation activities which conform to Agency IT Change Control processes;
5. Ongoing Operations & Maintenance to support:
 - a. Project solution throughout the life of the contract including correcting defects, configuration updates, updating the solution to implement policy changes, best practices or initiatives, scheduled maintenance, testing and release management;
 - b. Help desk system and services for the help desk system to record and maintain tickets;
 - c. Written and customized training plan which includes webinars, web-based modules and face-to-face training, and the coordination with the Organizational Change Management team; and
6. System Warranty for the project solution which meets CMS certification requirements, the contract requirements, the design and development documents, and the system documentation; and
7. System disposition activities of any systems decommissioned during the Contract.

Score: This Section is worth a maximum of 45 raw points with each of the above components being worth a maximum of 5 points each.

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 16: Security Life Cycle

The Respondent shall demonstrate its capability, approach and proposed solution for the Security Life Cycle to include activities defined in certification and accreditation, risk assessment, and system security plan phases and to address all requirements in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 4., Security Life Cycle to:

1. Coordinate with stakeholders to develop and execute a Systems Security Plan, security controls, security assessments, and risk assessments, in compliance with all Florida and Federal enterprise information security policies, standards, security initiatives, and regulations;
2. 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;
3. Develop and execute a Security Test Plan for all shared infrastructure, connectivity and communications between the EDW Solution, the Integration Platform and the modules; and
4. Conduct periodic Security Control Assessments to monitor ongoing effectiveness of implemented security controls and remediate those issues as determined by the Agency.

Response:

SRC# 16 Evaluation Criteria:

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

1. Systems Security Plan, security controls, security assessments, and risk assessments, in compliance with all Florida and Federal enterprise information security policies, standards, security initiatives, and regulations;
2. Security Controls Test Plan that includes objectives, scope, misuse cases, testing type, entrance and exit criteria, schedule, testers, software tools and test results;
3. Security Test Plan for all shared infrastructure, connectivity, and communications between the EDW Solution, the Integration Platform and the modules; and
4. Security Control Assessments to monitor ongoing effectiveness of implemented security controls and remediate those issues as determined by the Agency.

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

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 17: Certification Life Cycle

The Respondent shall demonstrate its capability, approach and proposed solution for providing and maintaining a technical solution which supports all applicable requirements per the EDW Medicaid Management Information Systems (MMIS) Certification Checklist and in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 5., Certification Life Cycle to:

1. Provide and maintain a technical solution which supports all applicable requirements as per the EDW MMIS Certification Checklist, and provide support as needed to the Module Vendors for module certification activities including participating in planning activities, meetings, and other activities as required by CMS;
2. Provide a solution to maximize Federal Financial Participation (FFP) where this project and its Statement of Objectives aligns with the CMS Conditions and Standards for Enhanced Funding in accordance with 42 CFR 433.112;
3. Provide and maintain a technical solution which meets all Decision Support System and Program Integrity checklist items of the Medicaid Enterprise Certification Toolkit (MECT) providing evidence and artifacts to document checklist compliance and support the review and validation of those items;
4. Provide and maintain a technical solution which meets all Access and Delivery checklist items in the MECT providing evidence and artifacts to document checklist compliance and support the review and validation of those items;
5. Provide and maintain a technical solution which meets all Information Architecture checklist items in the MECT providing evidence and artifacts to document checklist compliance and support the review and validation of those items; and
6. Provide and maintain a technical solution which meets all Integration and Utility, Intermediary and Interfaces, and Standards and Conditions checklist items in the MECT providing evidence and artifacts to document checklist compliance and support the review and validation of those items.

Response:

SRC# 17 Evaluation Criteria:

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

1. Technical solution which supports all applicable requirements as per the EDW MMIS Certification Checklist, and provide support as needed to the Module Vendors for module certification activities including participating in planning activities, meetings, and other activities as required by CMS;

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

2. Ability to maximize FFP where this project and its Statement of Objectives aligns with the CMS Conditions and Standards for Enhanced Funding in accordance with 42 CFR 433.112;
3. Technical solution which meets all Decision Support System and Program Integrity checklist items of the MECT providing evidence and artifacts to document checklist compliance and support the review and validation of those items;
4. Technical solution which meets all Access and Delivery checklist items in the Medicaid Enterprise Certification Toolkit (MECT) providing evidence and artifacts to document checklist compliance and support the review and validation of those items;
5. Technical solution which meets all Information Architecture checklist items in the MECT providing evidence and artifacts to document checklist compliance and support the review and validation of those items; and
6. Technical solution which meets all Integration and Utility, Intermediary and Interfaces, and Standards and Conditions checklist items in the MECT providing evidence and artifacts to document checklist compliance and support the review and validation of those items.

Score: This Section is worth a maximum of 30 raw points with each of the above components being worth a maximum of 5 points each.

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 18: Other Project Services

The Respondent shall demonstrate its capability, approach, and proposed solution to support Other Projects Services and to address all requirements in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 6., Other Project Services to:

1. Support the data management framework for each Data Management Area; and
2. Provide services to support the migration of application data in Agency and external systems to use data services that access the Operational Data Store.

Response:

SRC# 18 Evaluation Criteria:

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

1. Data management framework for each Data Management Area; and
2. Migration of application data in Agency and external systems to use data services that access the Operational Data Store.

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 19: Project Artifact Requirements

The Respondent shall demonstrate its capability and approach for developing expected artifacts to be produced/reused to address all requirements in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 7., Project Artifact Requirements to:

1. Follow Agency formatting standards to create and update system documentation for the operational functions including narratives and flows, user manuals, desk level procedures, and the technical documentation necessary to describe and communicate the solution and services;
2. Provide easy, navigable access to system documentation at the functional-area level, providing comprehensive, searchable documentation in user-friendly, exportable, and printable format;
3. Provide and maintain a current, accessible, searchable, online data dictionary which clearly defines fields, field locations, tables, reports, data relationships, and formulas;
4. Maintain system design documentation to include Business Architecture, Business Process, Information Architecture, and Technical Architecture; and
5. Provide list of additional relevant project artifacts applicable for Projects performed under the Contract.

Response:

SRC# 19 Evaluation Criteria:

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

1. Create and update system documentation for the operational functions including narratives and flows, user manuals, desk level procedures, and the technical documentation necessary to describe and communicate the solution and services;
2. Easy and navigable access to system documentation at the functional-area level, providing comprehensive, searchable documentation in user-friendly, exportable, and printable format;
3. Current, accessible, searchable, online data dictionary which clearly defines fields, field locations, tables, reports, data relationships, and formulas;
4. System design documentation to include Business Architecture, Business Process, Information Architecture, and Technical Architecture; and
5. List of additional relevant project artifacts applicable for Projects performed under the Contract.

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 20: Deliverables and Deliverable Requirements

Note: Some deliverables are evaluated in specific SRCs as indicated below.

The Respondent shall describe its proposed approach, represented content, and deliverable format to complete the deliverables within the proposed timeline and comply with FX Deliverable Management Standards and FX Technology Standards for all deliverables for the EDW Project as described in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 8., Deliverable Requirements and in accordance with the following:

1. PD-1: Project Management Plan - evaluated in **SRC# 14**;
2. PD-2: Project Schedule - evaluated in **SRC# 14**;
3. PD-3: High-Level Technical Design - an approach to integration related to the scope of work to include the Vendor's design of framework which shall serve as a single point of reference for integration management of modules, systems, and data;
4. PD-4: System Security Plan (SSP) – evaluated in **SRC# 16**;
5. PD-5: Requirements Document - further elaborates the requirements from the solicitation and the detailed requirements solicited during Joint Application Development (JAD) sessions with the FX stakeholders;
6. PD-6: Bill of Materials - purchase, Install, and Initial Hardware and Software Configuration according to the approved EDW Project Schedule, including a Hardware and Software Acquisition and Installation Plan;
7. PD-7: Technical Infrastructure Plan - documents the planned technical infrastructure (hardware, software, networks, data centers, facilities) to support all the components of the EDW Solution. It also includes the plan for tools and utilities that support the hardware and systems software. The plan shall include any local and remote environments including cloud services;
8. PD-8: Requirements Traceability Matrix (RTM) - developed and used in the EDW Project to confirm the project's scope, requirements, and deliverables remain as originally procured when compared to the baseline;
9. PD-9: System Design Document - written description of the solution including detailed architectural diagrams, data flows, component specifications and commercial of the shelf (COTS) products that provide guidance to the system developers;
10. PD-10: Data Conversion and Migration Plan - proposed methodology, roles and responsibilities, tools, data structures, quality controls, security and privacy considerations, testing tools, and schedule for converting data from the source system(s) to the target system(s);

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

11. PD-11: Implementation Plan/Software Release Plan - managing dependencies across releases along with handling technology stacks, databases, and infrastructure to match the roll out needs, to include stakeholder walkthroughs, method and schedule to deploy the solution, and process for submitting request for Agency's acceptance;
12. PD-12: Configuration Management and Release Management Plan - details the tracking, planning, managing, scheduling, and controlling the implementation of the solution through different stages and environments;
13. PD-13: Contingency Plan (for Disaster Recovery and Business Continuity) - evaluated in **SRC# 9**;
14. PD-14: Interface Control Document (ICD) - describes how the Vendor will incorporate the design, development, and maintenance of enterprise interfaces;
15. PD-15: Test Plan – evaluated in **SRC# 15**;
16. PD-16: Environmental Readiness Review - details the scope of work, planned tasks, and completed tasks as part of the configure/build process for the solution which includes implementation of detailed requirements, detailed design, configuration, development, unit testing, documentation, and Construction Completion Approval and Report;
17. PD-17: Implementation Readiness Review - includes a Test Completion Report for the various types of testing including, but not limited to System, Security, and Performance Testing. The results shall be traced to the use case/user story and design documentation being tested;
18. PD-18: Organizational Change Management Plan (includes Training Plan) - details the Vendor's approach to provide change management and training to the stakeholders for the solution. Deliverable includes Communications Approach and Plan, Training Plan, Training Materials, Training Schedule, User Training Completion, User Manual, and Desk Level Procedures;
19. PD-19: Operations and Maintenance Manual - details how to plan, operate and maintain the solution in compliance with Performance Standards. The manual shall include the plan and details for architecture/hosting operations, monitoring daily operations performance, performing routine maintenance, maintaining user and system documentation, approach to enhancements, reporting status against relevant Performance Standards and schedule of major and minor releases;
20. PD-20: Production Readiness Review and Stage Gate Review - which examines the actual solution characteristics and the procedures of the product's operation to ensure all hardware, software, resources, procedures, and user documentation accurately reflects the deployed state of the system;
21. PD-21: Post Implementation Report - details planning and roadmaps for managing all System releases which includes managing dependencies across releases along with handling technology stacks, databases, and infrastructure to match the roll out needs;

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

22. PD-22: Operational Readiness Review (ORR) - documents the Solution is ready for go-live, including the people, processes, and technology to confirm preparedness for operations and includes Operational Readiness Test Results and Operational Readiness Walkthrough;
23. PD-23: Warranty Completion Report - define the approach to the warranty period, warranty entrance and exit criteria, and the approach to correcting defects;
24. PD-24: Annual Operational Analysis (AOA) – developed in accordance with the FX Project Life Cycle (FXPLC) in the FX Design and Implementation Management Standards document; and
25. PD-25: Vendor Turnover Plan - evaluated in **SRC# 25**

Response:

SRC# 20 Evaluation Criteria:

The adequacy and viability of the proposed approach, represented content, and deliverable format for the following:

1. High-Level Technical Design, Requirements Document, Technical Infrastructure Plan and System Design Document (Architecture Specifications);
2. Requirement Traceability Matrix;
3. Data Conversion and Migration Plan;
4. Implementation Plan/Software Release Plan, Configuration Management and Release Management Plan, ICD;
5. Environmental Readiness Review (Includes Construction Completion Approval and Report), and Implementation Readiness Review (Includes System, Security, and Performance Test Completion and Report);
6. Organizational Change Management Plan (includes Training Plan);
7. Operations and Maintenance Manual; and
8. Production Readiness Review, Post Implementation Report, ORR, Warranty Completion Report, and AOA.

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

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 21: Project Life Cycle Review

The Respondent shall demonstrate its capability and approach to meet FXPLC project implementation processes, services and to address all requirements in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 9., Project Life Cycle Review Requirements to:

1. Produce plans, throughout the FXPLC, which are noted as deliverables, work products, and accompanying artifacts for each specific FX Project;
2. Produce a Project Reuse Plan to be incorporated in the CMS Reuse Plan that describes the approaches used to maximize reuse; and
3. Provide materials and participate in reviews defined in FXPLC.

Response:

SRC# 21 Evaluation Criteria:

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

1. Deliverables, work products, and accompanying artifacts for each specific FX Project; and
2. Project Reuse Plan to be incorporated in the CMS Reuse Plan that describes the approaches used to maximize reuse.

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 22: Data Management Requirements

The Respondent shall demonstrate its capability, approach, and proposed solution to meet the Agency's data management needs and to address all requirements in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section F., Service Requirements, Item 12., Data Management Requirements to:

1. Provide data management, business intelligence, and analytic capabilities to support the data sharing needs of the Agency, CMS, other identified State Agencies, and partners that support Medicaid;
2. Support the data needs (real-time and historical) for future FX modules implemented by other vendors;
3. Support the data needs for third party data analytic service providers contracted with the Agency; and
4. Provide storage and retention services in compliance with the policies defined by the Agency.

Response:

SRC# 22 Evaluation Criteria:

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

1. Data management, business intelligence and analytic capabilities to support the data sharing needs of the Agency, CMS, other identified State Agencies, and partners that support Medicaid;
2. Data needs (real-time and historical) for future FX modules implemented by other vendors;
3. Data needs for third party data analytic service providers contracted with the Agency; and
4. Storage and retention services in compliance with the policies defined by the Agency.

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 23: Additional Innovation Opportunities (not evaluated)

As described in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section G., Additional Innovation Opportunities, the respondent may include any additional technological innovations offered to the Agency which are not included in the functional requirements (a requirement that defines specific behaviors or functions) and non-functional requirements (a requirement that specifies criteria that can be used to judge the operation of a system, rather than specific behaviors). The requirements described in **Attachment B**, Scope of Services are not intended to limit innovations, cost effective solutions, or creativity in preparing a response which provides the Agency the best solution. Innovative ideas, product offerings, and new concepts other than those presented in this solicitation can be considered by the respondent. Responses to this SRC will not be scored and may, at the Agency's discretion, be included in the negotiations phase.

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

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

Attachments are limited to the following:

- Additional Innovation Opportunity documents and diagrams.

Response:

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 24: Vendor Staffing Requirements

The Respondent shall describe its proposed approach to staffing as described in **Attachment B, Scope of Services**, Section B.3., Services Provided by the EDW Vendor, Sub-Section H., Vendor Staffing Requirements and show how the Respondent's proposed team will implement and support operations during the contract term. At a minimum, the response shall include the following:

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

Attachments are limited to the following:

- Draft Staffing Plan;
- Staff Organization Chart;
- Key Staff Resumes; and
- Proposed local facilities.

Response:

SRC# 24 Evaluation Criteria:

1. The adequacy of the Respondent's proposed Staffing Plan, organization structure, list of named resources, and additional positions filled by current employees.
2. The adequacy of the Respondent's approach for providing staff to perform the resulting Contract requirements which require a local presence.

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

3. The adequacy of the Respondent's approach to maintaining Key Staff and additional staff to provide consistent and high-quality products and services.
4. The adequacy of the Respondent's proposed local facilities to be used during the contract term.

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

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EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

SRC# 25: EDW Solution Turnover

The Respondent shall demonstrate its capability to fulfill the turnover and project closeout requirements described in **Attachment B**, Scope of Services, Section B.3., Services Provided by the EDW Vendor, Sub-Section I., Contract Requirements, Item 3., EDW Solution Turnover. At a minimum, the Respondent shall develop a draft FX Vendor Turnover Plan which includes:

1. Transition of services to a new vendor or other designated entity at the end of this Contract;
2. Project Schedule to include activities, milestones, and key deliverables;
3. 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;
4. Maintain required staffing throughout the Contract term, in accordance with this Contract requirement;
5. Documentation of skillsets and training needs required for transitioning resources; and
6. Perform process shadowing to accelerate knowledge transfer.

Attachments are limited to the following:

- Draft Vendor Turnover Plan

Response:

SRC# 25 Evaluation Criteria:

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

EXHIBIT A-4
SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA
COMPONENTS (TECHNICAL RESPONSE) (October 16, 2019)

2. The adequacy of the Respondents 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.

Score: This Section is worth a maximum of 45 points for the above components with each of the above components being worth a maximum of 5 points each.

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