



RON DESANTIS  
GOVERNOR

SIMONE MARSTILLER  
SECRETARY

November 12, 2021

Prospective Vendor(s):

Subject: Solicitation Number: ITN 002-21/22

Title: Provider Services Module (PSM)

Addendum No. 1

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

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

**Section 120.57(3)(b), Florida Statutes and Section 28-110.003, Florida Administrative Code, require that a Notice of Protest of the solicitation documents shall be made within seventy-two hours after the posting of the solicitation. Failure to file a protest within the time prescribed in section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes.**

Sincerely,

*Ashley Balkcom*

Issuing Officer, Purchasing Manager  
Bureau of Support Services

Enclosures: Addendum No. 1 (7 Pages)  
Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components  
(Technical Response) (32 Pages)  
Exhibit B-1-a, Deliverables and Performance Standards (22 Pages)  
Questions and Answers (14 Pages)



**ITN 002-21/22  
ADDENDUM NO. 1**

**Item #1**

Attachment A, Instructions and Special Conditions, Exhibit A-4, Submission Requirements and Evaluation Criteria Components (Technical Response), is hereby deleted in its entirety and replaced with Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response), attached hereto, and made a part of the ITN. All references in the ITN to Exhibit A-4 shall hereinafter refer to Exhibit A-4-a.

**Item #2**

Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 8, Transition/Design, Development, and Implementation (DDI), Item 8.2, Implementation Plan, sub-item 8.2.3, PSM Implementation Timeline Assumptions, is hereby deleted in its entirety and replaced with the following:

**8.2.3 PSM Implementation Timeline Assumptions**

The FX Strategic Roadmap depicted in **Section A., Services to be Provided, subsection 3, General Overview**, demonstrates the fact that the Agency has many simultaneous initiatives occurring over the next several years to support the FX Enterprise Transformation to Medicaid Management Information System (MMIS) modularity in Florida. Given this complexity and the level of effort required from Agency Stakeholders and Subject Matter Experts (SMEs), and other Stakeholder vendors, the PSM Vendor shall assume that the earliest possible Go-Live date for the PSM is in Q3 of SFY 22/23, and that the legacy Fiscal Agent contract must be fully resolved by Q2 of SFY 24/25.

The PSM Vendor shall provide additional DDI services for new FX projects incorporated into the PSM Solution during DDI which shall be authorized by the Agency as Task Orders (TO) based on their potential complexity of implementation (Low, Medium, or High) as appropriate.

The PSM Vendor's work will be managed by the Agency's Contract Manager who shall issue written authorization to work in the form of individual TOs. Each TO shall include project or service requirements (Scope of Services) which the PSM Vendor shall assist in developing and finalizing with the Agency; PSM Vendor activities; activities the PSM Vendor expects the Agency to perform; timelines; staffing plan; specific fixed price deliverables, milestones, and delivery dates; and cost reimbursable bill of materials. The PSM Vendor is not authorized to initiate work on any TO prior to approval by the Agency. The PSM Vendor is also not authorized to perform work on any TO beyond the services completion date as identified in the individual TO unless approved by the Agency and reduced to writing in the form of a change order to the TO. The format and processes associated with TOs shall be developed during Contract initiation activities. Deliverables completed for a TO shall be submitted to the Agency for review and approval, and in accordance with the timeframes established in the applicable TO. The TO shall be signed by the Agency and the PSM Vendor.

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In accordance with **Attachment A, Instructions and Special Conditions, Exhibit A-5-a, Detailed Budget, Tab F**, Low complexity TOs shall be implemented within 30 business days of approval to begin services; TOs of Medium complexity shall be implemented within 90 business days of approval to begin services; High complexity TOs shall be implemented within 180 business days of approval to begin services.

**Item #3**

Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 9, PSM Platform Solution (Technology), Item 9.3, Disaster Recovery and Business Continuity, is hereby amended to delete the second paragraph, and shall now read as follows:

The PSM Vendor must meet each of the disaster recovery and business continuity requirements included in **Exhibit B-3, Requirements Matrix**, to this attachment.

**Item #4**

Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 13, Staffing, is hereby amended to include Item 13.1.2, DDI System Implementation Support Staffing, as follows:

**13.1.2 DDI System Implementation Support Staffing**

In order to keep the PSM software product usable in the changing FX environment, the PSM Vendor must maintain a staff of managers including a project manager, business analysts, programmers, and system operators for the purpose of implementing requirements and responding to FX enterprise changes and integration needs during DDI. The resources dedicated to system implementation support will prioritize low and medium complexity requests and then address high complexity requests, if capacity allows, all of which will be agreed upon by the Agency. Final decisions on the system implementation support staffing level will be agreed to by the Agency.

The PSM Vendor must provide this system implementation support staffing level to analyze systems and business processes, design and implement technical solutions to respond to FX Enterprise changes and system integration needs over and above any staff used for base requirements implementation. This staff shall implement changes requested or approved by the Agency during DDI. All such work shall be completed based on priorities set by the Agency. If system implementation support requests exceed the system implementation support staffing level agreed to by the Agency and the PSM Vendor, the Agency will authorize additional support staff through Task Orders (TO) as specified in subsection 8, Transition / Design, Development, and Implementation (DDI), Item 8.2, Implementation Plan, sub-item 8.2.3, PSM Implementation Timeline Assumptions, based on the Support Staff Hourly Rates specified in the Contract.

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No additional or separate payment will be made to the PSM Vendor by the Agency for the above system implementation support staff, or the cost of computer resources, or other items necessary for system modifications due to error, continued system operation, or system modifications.

**Item #5**

Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 13, Staffing, Item 13.1.1, Key Personnel Roles, is hereby amended to include the following:

The CVO Medical Director shall maintain a Doctor of Medicine degree and be in good standing and must not have: prior professional disciplinary actions from a state licensing board, specialty board, or organized medical organization such as a state or county medical society; licensure revocations; or board certification revocations.

**Item #6**

Attachment B, Scope of Services, Section E., Special Provisions, subsection 7, Information Technology, Item 7.1, Development Requirements, sub-item v. is hereby amended to now read as follows:

The PSM Vendor must conform to current and updated publications of the principles, standards, and guidelines of the FIPS, the National Institute of Standards and Technology (NIST) publications, including but not limited to Cybersecurity-Framework and NIST 800-53.

**Item #7**

Attachment B-1, Scope of Services, Exhibit B-1, Deliverables and Performance Standards, is hereby deleted in its entirety and replaced with Exhibit B-1-a, Deliverables and Performance Standards, attached hereto, and made a part of the ITN. All references in the ITN to Exhibit B-1 shall hereinafter refer to Exhibit B-1-a.

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**Item #8**

Attachment B, Scope of Services, Exhibit B-2-a, Service Level Metrics, the following metrics are hereby amended to now read:

<b>SLM Number</b>	<b>SLM Description</b>	<b>Measurement Formula</b>	<b>Data Source</b>	<b>Measurement Frequency</b>	<b>Reporting Frequency</b>	<b>Financial Consequence</b>
SLM-B009	Provider Credentialing activities shall be completed 100% of the time within 60 calendar days from a complete enrollment submission to final disposition.		Monitoring Dashboard or Performance monitoring logs	Quarterly	Quarterly	\$500.00, per business day, after 60 calendar days a provider's credentialing activities remain uncompleted.
SLM-B024	The PSM Vendor shall provide flex staff to support Provider Enrollment, Provider Maintenance and Management, and Site Visit Agency services within 30 business days from formal Agency written request, unless otherwise agreed to by the Agency in writing.		Workflow Report	Daily	Monthly	\$1,000.00, per business, day after the required number of business days a flex staffing request remains unfulfilled.
SLM-T007	Removed.					
SLM-T008	The PSM Vendor shall perform patching and corrections to mitigate security vulnerabilities according to the vulnerability priority: Critical within 24 hours, Major priority within seven (7) calendar days, High priority within 30 calendar days, Minor priority within 90 calendar days, Low priority within 180 calendar days. The Agency will determine the level of priority in consultation with the PSM Vendor.		Security vulnerability scans	Quarterly	Quarterly	\$2,000.00, per occurrence, if the patch or correction is not implemented within the Performance Standard timeframe.

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<b>SLM Number</b>	<b>SLM Description</b>	<b>Measurement Formula</b>	<b>Data Source</b>	<b>Measurement Frequency</b>	<b>Reporting Frequency</b>	<b>Financial Consequence</b>
SLM-T016	Vendor shall notify the Agency of any critical level Deficiencies, as defined by the Agency, it identifies where essential functionality is non-operational (e.g., system has crashed), within one hour of the initial Deficiency or within 30 minutes of becoming aware of the issue, whichever is earlier. Vendor shall provide its plan for resolution within 4 hours of the notification of the Deficiency to the Agency and resolve the Deficiency within 24 hours of the notification of the Deficiency to the Agency.		Monitoring Dashboard or Performance monitoring logs	Daily	Monthly	Agency shall assess the financial consequences as specified below for failure to meet the Performance Standard timeframe:  \$2,000.00 /24-hour period 0 to 72 hours beyond Performance Standard  \$2,500.00 /24-hour period 73 to 168 hours beyond Performance Standard  \$5,000.00 /24-hour period > 169 hours beyond Performance Standard

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**Item #9**

Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, the following requirements are hereby amended to now read:

Scope of Services Section Number	Scope of Services Section	Subsection	Requirement ID	Requirement Description
B.6.3	FX Project Life Cycle and Management	Testing	TEST-003	<p>The PSM Vendor shall ensure, in order to release code to UAT or production, the code meets the minimum acceptable defect levels:</p> <ul style="list-style-type: none"> <li>• Critical:100% have been resolved.</li> <li>• Major: 100% have been resolved.</li> </ul>
B.9.1	PSM Platform Solution (Technology)	Technology Standards and Compliance	CMP-008	The PSM Vendor shall adhere to recognized best practices during the execution of the Contract including the latest version of the National Institute of Standards and Technology (NIST) 800 series related to cyber security and the Florida Cybersecurity Standards (FCS) FAC 60GG 2.001-2.006.
B.9.2	PSM Platform Solution (Technology)	Hosting and Environments	ENV-006	The PSM Vendor shall provision environments as requested by the Agency and submit Environmental Readiness Review, which details the scope of work, planned tasks, and completed tasks as part of the configure/build process for the PSM Solution including, implementation of detailed requirements, detailed design, configuration, development, unit testing, and documentation.
B.9.7	PSM Platform Solution (Technology)	Security	SEC-020	<p>The PSM Vendor will provide a completed Security Audit Report with results to the Agency by September 30th of each year. The Security Audit Report must include either an electronic data processing (EDP) systems audit using SSAE - 18 at a minimum level service organization control (SOC) 2 Type II or a NIST 800-53 assessment at a "moderate" system risk control level.</p> <p>The PSM Vendor shall perform patching and corrections to mitigate security vulnerabilities according to the vulnerability priority: Critical within 24 hours, Major priority within seven (7) calendar days, High priority within 30 calendar days, Minor priority within 90 calendar days, Low priority within 180 calendar days. The Agency will determine the level of priority in consultation with the PSM Vendor.</p>

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B.10.5	Provider Services Module (PSM) Solution	Self-Service Portal	PSER-022	The PSM Vendor's Solution shall have the ability to use information from the Core Module using the Agency's Integration Platform to support the Health Plans' information needs.
B.15	Facilities and Service Location(s)		FAC-002	All of the PSM Vendor's facility locations shall be fully and solely dedicated to PSM Vendor Services. Services provided remotely shall be agreed to, in writing, by the Agency.
Attachment B, Exhibit B-1-a	Deliverable Management		DEL-001	The PSM Vendor shall develop and submit a Deliverable Expectations Document (DED) for each deliverable, to include the PSM Vendor's format and content, within 30 calendar days of the Agency's approval to commence work on the deliverable, unless otherwise directed by the Agency. The PSM Vendor shall conduct walk-throughs of the DED with the Agency, unless otherwise directed by the Agency. The Agency will establish Agency deliverable review timeframes and PSM Vendor revision timeframes customized for each deliverable.

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## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

#### Instructions to Respondents for the Completion of Exhibit A-4-a, Components (Technical Response):

The Agency is seeking information to determine the ability of Respondents to provide a Provider Services Module (PSM) as described in this ITN, to include development and ongoing operations and maintenance services.

All Respondents to this ITN shall utilize **Exhibit A-4-a, 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 unless otherwise instructed within a particular SRC.

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

Attachments are acceptable for any SRC but must be referenced in the form field for the respective SRC and located behind each respective SRC response. Respondents shall name and label attachments to refer to respective SRCs by the 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 SRC 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-a, Submission Requirements and Evaluation Criteria Components (Technical Response)**.

STANDARD EVALUATION CRITERIA SCALE	
Point Score	Evaluation
0	The component was not addressed anywhere in the response submission.
1	The component contained significant deficiencies and omissions and lacked meaningful detail.
2	The component is below average. It met some of the minimum requirements but did not address all elements requested.
3	The component is average and met the minimum requirements with minimum detail.
4	The component is above average. It exceeded the minimum requirements and provided good detail.
5	The component is excellent. It exceeded the minimum requirements and contained exceptional content and detail.

## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

The SRCs in **Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response)**, may not be retyped and/or modified and must be submitted in the original format.

Failure to submit SRC responses via **Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response)**, may result in the rejection of the response.

**Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response)**, is available for Respondents to download at:

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

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

**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. The Table of Contents page(s) shall be provided as the first page(s) of the Respondent's Technical Response.

**Response:**

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

**SRC #2 – EXECUTIVE SUMMARY**

The Respondent shall include an Executive Summary, which demonstrates its overall understanding of the services described in this ITN and describes the prominent features of its Technical Response.

**Response:**

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

## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #3 – ORGANIZATIONAL STRUCTURE AND HISTORY**

The Respondent shall demonstrate its capability to provide the services specified in this ITN by describing its organizational structure and history. For responses including the use of proposed subcontractors, the same descriptions of organizational structure and history shall be provided for each subcontractor, including the organizational structure connecting the Respondent and each proposed subcontractor. At a minimum, the description shall include:

1. The Respondent's, and its proposed subcontractor's, organizational structure, ownership, affiliations, and location(s)
2. The Respondent's, and its proposed subcontractor's, corporate organizational chart, and a depiction of where the PSM Solution services described in this ITN falls within the organizational structure
3. Background information on the Respondent's corporation, and on its proposed subcontractor's corporation(s), the size, and resources, to include:
  - a. Name of Respondent and any subcontractor(s)
  - b. Date established
  - c. Ownership (public company, partnership, subsidiary, etc.)
  - d. Corporation's Federal Employer Identification Number (FEIN) and Florida Corporate Charter Number
  - e. Corporation's primary line of business
  - f. Total number of employees

Attachments are limited to the following:

- Organizational chart of the Respondent and its subcontractor(s)
- List of the Respondent's, and its proposed subcontractor's, physical location(s)

**Response:**

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

## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

#### **SRC #4 – RESPONDENT QUALIFICATIONS**

The Respondent shall demonstrate its capability to provide the services specified in **Attachment B, Scope of Services**, by describing its relevant experience with large healthcare systems, qualifications, and length of experience in providing technology and services similar in nature to those described in this ITN. The description shall include how these experiences will be applied to move the Agency forward, based on its own current Strategic Plan. Details of corporate experience (including any subcontractor experience and capabilities) shall include a list of all contracts related to services similar in nature to those described in this ITN within the last five (5) years, and shall include, at a minimum:

1. Relevant experience with designing, developing, implementing, hosting, and maintaining information technology and business solutions including provider enrollment, provider management and maintenance, provider site visits, and a credentials verification organization.
2. Relevant experience with developing and implementing technology services and support, business operations 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 State and federal requirements.
4. How the Respondent's, and any subcontractor's, qualifications and experience prepare the Respondent to move the Agency forward, based on the goals, objectives, and guiding principles specified within the Agency's Strategic Plan.
5. Any relevant experience the Respondent has with obtaining CMS certification for overall operations.

**Response:**

## **EXHIBIT A-4-a**

### **SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)**

#### **SRC #4 Evaluation Criteria:**

1. The adequacy of the Respondent's capability and approach to meet the requirements described in this ITN, based on the relative experience in the performance of current or previous contracts for which it is/was the lead vendor on any projects similar in size, scope, and complexity to the PSM Project in the past five (5) years.
2. The adequacy of the Respondent's relevant experience with large healthcare systems.
3. The adequacy of the Respondent's experience and demonstrated capability to work in parallel to perform project and program management, business requirements elicitation and development, systems testing, and systems implementation.
4. The adequacy of the Respondent's and any subcontractor's qualifications 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.
5. The adequacy of the Respondent's relevant experience with obtaining CMS certification.

**Score: This section is worth a maximum of 25 raw points with each of the above criteria being worth a maximum of 5 points each.**

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## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

#### **SRC #5 – CUSTOMER EXPERIENCE**

The Respondent shall demonstrate its capability to integrate its proposed PSM Solution with other Agency and vendor systems where the end-user has a consistent and unified digital user experience across all modules. In addition, the Respondent shall demonstrate its capability to continuously improve the experience of PSM customers, including recipients, providers and other Stakeholders. The Respondent shall provide an overview of its experience in improving customer experience and using tools (i.e., customer experience blueprint, customer journey maps) to continuously improve the customer experience.

**Response:**

**Score: No points will be awarded for Customer Experience. The response will be reviewed by the Agency and may be addressed with the respondent in the negotiation phase of the ITN, at the Agency's discretion.**

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## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #6 – SANCTIONS**

The Respondent shall list and describe any sanctions levied against the Respondent, its affiliates, its subsidiaries, its parent company, the affiliates and subsidiaries of its parent company, its affiliate's subsidiaries, and subcontractors (handling subcontracts related to consultant services when the subcontracts are for \$250,000.00 or more annually), within the five (5) years preceding the date of its response to this ITN. Sanctions shall include those imposed by a state or federal entity in relation to a contract under which the Respondent provided health care system implementation and operations services or government services contracts in excess of one million dollars (\$1,000,000.00). Sanctions shall include financial consequences, damages, liquidated damages, or other amounts paid by the Respondent in a settlement of a contract dispute.

Information requested 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:**

### **SRC #6 Evaluation Criteria:**

1. The extent to which sanctions were due to issues with performance (non-administrative) in accordance with the contract scope of services, versus administrative issues.
2. The severity of the sanction(s) from **minor** (dollar amounts less than \$10,000.00 or resolution time less than 90 calendar days) to **significant** ((dollar amounts above \$10,000.00 or resolution time longer than 90 calendar days or numerous sanctions (more than one sanction among two or more contracts)).

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



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

**For Item 1:**

- a. 5 points if no sanctions.
- b. 4 points if sanction(s) were related only to **administrative** issues.
- c. 3 points if **non-administrative** sanction(s) were all **minor** and there were fewer than four (4) incidents.
- d. 2 points if **non-administrative** sanctions were all **minor** but four (4) or more incidents.
- e. 1 point if any **significant administrative** sanction.
- f. 0 points if any **significant non-administrative** sanction.

**For Item 2:**

- a. 5 points if no sanctions.
- b. 4 points if sanction(s) were **minor** and there were fewer than four (4) incidents.
- c. 3 points if sanctions were all **minor** but four (4) or more incidents.
- d. 2 points if up to two (2) **significant** sanction(s); or more than two (2) contracts with multiple sanctions.
- e. 1 point if more than two (2) **significant** sanctions but fewer than five (5); or more than two (2) but fewer than five (5) contracts with multiple sanctions.
- f. 0 points if performance falls below the above limits.

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## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #7: SECURITY RISK RATING SCORE SCAN**

In accordance with **Attachment B, Scope of Services, Section E., Special Provisions, subsection 7, Information Technology, Item 7.1, Development Requirements, sub-item ee**, the Agency will conduct an initial IT security risk rating score scan on the Respondent through an IT security risk rating service, at the Agency's expense, to enable the Agency to effectively measure and mitigate the successful Respondent's security risks. The Respondent shall work with the Agency's security risk rating service provider to define the relevant Respondent assets providing Agency services.

**Response:**

### **SRC #7 Evaluation Criteria:**

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

- a. A score in the top 90-100% of the scan recommendations.
- b. A score in the top 80-89% of the scan recommendations.
- c. A score in the top 70-79% of the scan recommendations.
- d. A score in the top 60-69% of the scan recommendations.
- e. A score in the top 50-59% of the scan recommendations.
- f. A score in the lower 0-49% of the scan recommendations.

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

- a. 5 points for a score in the top 90-100% of the scan recommendations.
- b. 4 points for a score in the top 80-89% of the scan recommendations.
- c. 3 points for a score in the top 70-79% of the scan recommendations.
- d. 2 points for a score in the top 60-69% of the scan recommendations.
- e. 1 point for a score in the top 50-59% of the scan recommendations.
- f. 0 points for a score in the lower 0-49% of the scan recommendations.

## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #8 – PROJECT MANAGEMENT AND SERVICE DELIVERY APPROACH**

The Respondent shall present its project management and service delivery approach and explain how it reflects industry best practices in service delivery excellence. The Respondent shall demonstrate its capabilities in working with third-party organizational standards by developing an approach that complies with the Agency's FX Project Management Standards included in the **PSM Proposal Library**.

The Respondent shall describe its proposed approach to **PD-1: Project Management Plan** (includes the PSM Vendor Resource Management Plan) and provide a draft **PD-2: Project Schedule**, as described in **Attachment B, Scope of Services, Exhibit B-1, Deliverables and Performance Standards**.

The proposed draft Project Schedule should show the Respondent's thorough understanding of the services required in this ITN, and the capability to successfully complete each deliverable. The draft Project Schedule shall include a high-level project timeline for successful management and completion of the project, as well as identify major project phases with consideration to **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 8, Transition/Design, Development, Implementation (DDI), Item 8.2, Implementation Plan**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**. The draft Project Schedule must include timeframes and durations for key milestones and deliverables.

The Respondent shall demonstrate the following:

1. Approach to following project management best practices to ensure adherence to the **P-2: FX Project Management Standards**, including, but not limited to:
  - a. Communications management
  - b. Risk and issue management
  - c. Change management
  - d. Scope management
  - e. Schedule management
  - f. Requirements management
  - g. Quality management
  - h. Status reporting
  - i. Human resource management
2. Experience following third party standards (such as the FX Program standards included in the **PSM Proposal Library**).
3. Experience implementing the System Development Life Cycle (SDLC) for multi-component configurable and customizable technology platforms.

## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

4. Experience in and approach to successful delivery of services and solutions in a multi-vendor and multi-agency environment.
5. Ability to effectively manage multiple teams that would include the Respondent, subcontractor(s), and Agency Provider Services staff.
6. Ability to implement and provide services and solutions to be adapted to accomplish the PSM Objectives and FX Guiding Principles outlined in **Attachment B, Scope of Services, Section A., Services to be Provided, subsection 3, General Overview, Items 3.2, Overview of the FX Transformation and 3.5, PSM Objectives.**

**Response:**

#### **SRC #8 Evaluation Criteria:**

1. The adequacy of the Respondent's proposed approach to project management and service delivery, and its alignment with FX Project Management Standards, including demonstrated understanding and approach to the System Development Life Cycle (SDLC) for a multi-component configurable and customizable technology platform.
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.
3. The adequacy of the Respondent's experience following third party standards (such as the FX Program standards included in the **PSM Proposal Library**).
4. The adequacy of the Respondent's experience and demonstrated ability to successfully deliver in a multi-vendor and multi-agency environment.
5. The demonstrated ability of the Respondent to effectively manage multiple teams including PSM Vendor, subcontractor, and Agency staff.

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

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## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

#### **SRC #9 – DISASTER RECOVERY AND BUSINESS CONTINUITY**

1. The Respondent shall demonstrate its capability and approach to meeting the disaster recovery and business continuity requirements described in the referenced subsections, below, of **Attachment B, Scope of Services, Section B., Manner of Services Provisions, and Exhibit B-3, Requirements Matrix.**
  - a. Subsection 9.3, Disaster Recovery and Business Continuity
  - b. Subsection 11.1, Operations and Maintenance Phase Requirements
  - c. Subsection 15, Facilities and Service Location(s)

**Response:**

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

For both technology and services, the adequacy of the Respondent's ability to:

1. Maintain and annually test a Contingency Plan (for Disaster Recovery and Business continuity) for the PSM Solution with the FX Technical Management Strategy.
2. Support the Agency's Enterprise Contingency Plan and coordination of related activities.
3. Provide backup 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.
6. Create effective policies and procedures to implement a recovery, as well as business continuation services.

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

## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

#### **SRC #10 – TECHNICAL SOLUTION COMPONENTS – PLATFORM REQUIREMENTS**

The Respondent shall demonstrate its capability and approach to meeting the requirements described in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 9, PSM Platform Solution (Technology)**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**, including, but not limited to, ensuring its PSM Solution provides all the required technology components and specified options, and all components are integrated into one common solution. In addition, the Respondent shall complete and submit with its response to this SRC, **Attachment B, Exhibit B-4, PSM Technology Matrix**, to provide its proposed solution components.

**Response:**

#### **SRC #10 Evaluation Criteria:**

The adequacy of the Respondent's demonstrated ability to:

1. Provide hosting services to meet the Agency's requirements and support optimal performance of the PSM Solution.
2. Provide a PSM solution that includes adequate quality management capabilities.
3. Provide a PSM solution with relevant business operations technologies.

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

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## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

## **SRC #11 – BUSINESS SOLUTION COMPONENTS – PROVIDER SERVICES SOLUTION**

The Respondent shall demonstrate its experience and proposed approach to the PSM Solution, addressing all requirements specified in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 10, Provider Services Modules (PSM) Solution**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**. This shall include, at a minimum, the following:

1. Providing a PSM Solution that facilitates the enrollment of new providers, including the following services:
  - a. Web-based tool for providers to electronically enroll in Medicaid.
  - b. Automated tools for screening provider application, evaluating risk factors, assessing site visits, and accessing primary source documentation that comply with federal or State laws, statutes, policies, or mandates.
  - c. NCQA compliant provider credentialing that align with managed care plan standards and their accrediting organizations.
2. Providing a PSM Solution that maintains up to date and accurate provider records including, at a minimum, the following:
  - a. Web-based tool and processes for providers to reenroll or recredential based on defined timeframes.
  - b. Self-service options for providers to update their records and report changes that may impact their enrollment status.
  - c. Automated tools or processes that interface with primary source entities to assess and act on renewal or reported changes with limited manual intervention.
  - d. System alerts to the provider and workflow notification to the Agency when a provider's information has been updated.
  - e. Automated file reconciliation processes to ensure the integrity of the provider data.
3. Integrating the PSM Solution with the UOC to facilitate business operations that support the provider management process including, at a minimum, the following:
  - a. Notification to providers on the status of their Enrollment, Reenrollment, Credentialing, or maintenance activities.

## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

- b. Workflow and integration with the UOC Mailroom and Fulfillment operations to process and link incoming and outgoing documents to the provider's record.
- c. Coordination activities with the UOC Vendor to develop provider communications and outreach materials that meet Agency guidelines and approval.
- d. Integration with the UOC Complaint portal to monitor and record actions to be taken within the PSM Solution to address complaint outcomes.
- e. Coordination with the UOC Vendor to develop training materials, conduct trainings, and ensure that UOC Training staff have the necessary tools and information to disseminate training and to catalog in the UOC Knowledge Management System.

#### Response:

#### SRC #11 Evaluation Criteria:

The adequacy of the Respondent's relevant experience with and proposed approach to:

- 1. Designing, developing, implementing, hosting, and maintaining an automated self-service provider enrollment and maintenance solution that interfaces with primary verification sources to reduce manual processes.
- 2. Screening provider applications through automation, risk factor evaluation, and criteria for assessing site visits.
- 3. Evaluating and assessing provider applications that comply with federal or State laws, statutes, policies, or mandates.
- 4. Complying with NCQA standards, guidelines, and policies to conduct credentialing activities.
- 5. Contracting with a Credentials Verification Organization (CVO) to support primary source verification for provider credentialing.
- 6. Conducting account maintenance activities related to provider reenrollment, recredentialing or acting on reported changes from providers or external sources.
- 7. Generating system alerts to providers and the Agency when updates have been made to provider information.
- 8. Maintaining integrity of provider records through reconciliation activities and the electronic monitoring of updates or changes initiated.



## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

9. Integrating services with the UOC Vendor to support the provider business function to notify providers of the status of their application.
10. Integrating services with the UOC Vendor to support the provider business function related to mailroom and fulfillment operations.
11. Integrating services with the UOC Vendor to support provider communications and outreach activities.
12. Integrating services with the UOC Vendor to support the provider complaint and appeals processes.
13. Integrating services with the UOC Vendor to support the development and delivery of training to Agency staff and the provider community.

**Score: This Section is worth a maximum of 65 raw points with each of the above criteria being worth a maximum of 5 points each.**

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## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

#### **SRC #12 – PERFORMANCE STANDARDS AND REPORTING**

1. The Respondent shall demonstrate its experience, understanding and ability to provide an automated method or system/operations tools to provide reports of the quality measurements and performance monitoring dashboards for the post-implementation PSM Solution services as specified in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 12, Reporting** and **Exhibit B-2, Operations and Maintenance Service Level Agreement**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**. This shall include, at a minimum, the following:
  - a. Providing a PSM performance reporting dashboard system and resulting generated reports to the Agency's Contract Manager.
  - b. Providing real-time performance reporting dashboards for contracted performance standards and Service Level Metrics described in **Attachment B, Scope of Services, Exhibit B-2-a, Operations and Maintenance Service Level Metrics**.
  - c. Storing and reporting relevant data for ongoing and ad hoc reporting, including methods for conducting quality control.
  - d. Adhering to and reporting on Service Level Metrics provided in **Attachment B, Scope of Services, Exhibit B-2-a, Operations and Maintenance Service Level Metrics**.
2. The Respondent shall submit, with its response, samples of the following types of dashboard report exports:
  - a. Staffing Report
  - b. Executive Level Dashboard Report
  - c. Contract Compliance / Service Level Metrics Dashboard

**Response:**

#### **SRC #12 Evaluation Criteria:**

1. The adequacy of the Respondent's relevant experience with and proposed approach to providing web-based reporting dashboard solutions and tools for performance reporting.
2. The adequacy of the Respondent's proposed approach and demonstrated ability to meet the Service Level Metrics.

## **EXHIBIT A-4-a**

### **SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)**

3. The adequacy of the Respondent's relevant experience and proposed approach to developing standard report dashboard extracts and ad hoc queries for the PSM Solution.
4. The adequacy of the Respondent's sample dashboard reports to demonstrate a successful performance and status reporting approach (storing, data reporting, quality control, etc.) for the PSM Solution.

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

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## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #13 – SECURITY**

1. The Respondent shall demonstrate its experience, 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 the requirements in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 9.7, Security**, to:
  - a. Coordinate with stakeholders to develop and execute a Systems Security Plan, security controls, security assessments, and risk assessments, in compliance with all State and federal enterprise information security policies, standards, security initiatives, and regulations.
  - b. 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.
  - c. Develop and execute a Security Test Plan for all shared infrastructure, connectivity, and communications between the EDW Solution, the Integration Platform, and the modules.
  - d. Conduct periodic Security Control Assessments to monitor ongoing effectiveness of implemented security controls and remediate those issues as determined by the Agency.
2. The Respondent shall describe its proposed plan and approach to resolving security breaches in relation to the PSM Solution. The Respondent shall also describe any security breaches that have occurred within the last five (5) years and the remedies used for those breaches, if applicable. The described security breach(s) may pertain to more than one (1) system.

**Response:**

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

**SRC #13 Evaluation Criteria:**

1. The adequacy of the Respondent's proposed approach and demonstrated ability to meet all federal, state, and Agency security requirements.
2. The adequacy of the Respondent's proposed PSM Solution in terms of including all security/vulnerability testing as outlined in **T-8: Enterprise Data Security Plan**, in the **PSM Proposal Library**.
3. The demonstrated ability of the Respondent to provide a hosting environment that is FEDRAMP compliant.
4. The demonstrated capability of the Respondent to resolve security breach incidents.

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

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## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #14 – DELIVERABLE APPROACH**

The Respondent shall describe its relevant experience, proposed approach, and representative content, relative to the PSM deliverables described in **Attachment B, Scope of Services, Exhibit B-1, Deliverables and Performance Standards**. Where proposed approaches and content for a deliverable are addressed by the Respondent in another SRC, the Respondent shall refer to the other SRC(s) within its response to SRC #14.

- a. PD-1 Project Management Plan (Includes Vendor Resource Management Plan)
- b. PD-2 Project Schedule
- c. PD-3 High-Level Technical Design
- d. PD-4 System Security Plan
- e. PD-5 Requirements Management Plan
- f. PD-6 Bill of Materials
- g. PD-7 Completed Requirements Traceability Matrix
- h. PD-8 System Design Document (Architecture Specifications)
- i. PD-9 Implementation Plan/Software Release Plan
- j. PD-10 Contingency Plan (for Disaster Recovery and Business Continuity)
- k. PD-11 Test Plan
- l. PD-12 Customer Experience Blueprint Integration
- m. PD-13 Organizational Change Management Plan
- n. PD-14 Training Approach and Plan
- o. PD-15 Training Materials
- p. PD-16 Training Delivery
- q. PD-17 Operations and Maintenance Manual
- r. PD-18 Production Readiness Review
- s. PD-19 Post Implementation Report
- t. PD-20 Warranty Completion Report
- u. PD-21 Annual Operational Analysis (AOA)
- v. PD-22 Vendor Turnover Plan

**Response:**

### **SRC #14 Evaluation Criteria:**

**Score: No points will be awarded for Deliverable Approach. The response will be reviewed by the Agency and may be addressed with the respondent in the negotiation phase of the ITN, at the Agency's discretion.**

## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

## **SRC #15 - OPTIONAL ADDITIONAL INNOVATION OPPORTUNITIES**

1. **General Opportunities** – The Respondent may include any additional innovations offered to the Agency that are not included in **Attachment B, Scope of Services**. 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 ITN 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 of this ITN.

The market for operations and business services is constantly changing, offering new or modified service delivery methods and technologies. The Agency is seeking a PSM vendor that will utilize Agency-approved innovative methods and technologies to meet PSM objectives and demonstrate tangible benefits.

Following are examples of areas where potential innovations may be of benefit:

- a. Self service capabilities
  - b. 100% paperless service delivery
  - c. Leveraging process automation and Artificial Intelligence (AI)
  - d. Real-time decision-making tools and predictive analytics
  - e. Scalable staffing models
  - f. Virtual service delivery
  - g. Employee engagement
  - h. Knowledge management
2. **Facility Licensure Opportunity** – The Agency is particularly receptive to considering innovative approaches from Respondents to providing facility licensure capabilities within their proposed PSM Solution. Respondents are encouraged to describe solutions for integrating necessary functionality to support facility licensure and maintenance activities within its proposed PSM Solution. The Agency's anticipated specifications for such capabilities are provided in the **Anticipated Facility Licensure Specifications – Optional Innovation** document within the **PSM Proposal Library**.

Respondents interested in proposing facility licensure capabilities as part of their PSM Solution shall articulate their approach to integrating necessary functionality to support facility licensure and maintenance activities within their proposed PSM Solution. Respondents shall provide sufficient detail in their response that will allow the Agency to determine the viability of the Respondent's proposed innovation.

**Response:**

## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Score:** No points will be awarded for any proposed Optional Additional Innovation Opportunities. The response will be reviewed by the Agency and may be addressed with the respondent in the negotiation phase of the ITN, at the Agency's discretion.

**Respondent Name:**

#### **SRC #16 – VENDOR STAFFING**

1. The Respondent shall describe its proposed baseline staffing solution as described in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 13, Staffing**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**. The Respondent shall identify its proposed team, including Key Personnel, and describe how its team will implement and support operations during the Contract term.

The Respondent's proposed baseline staffing solution shall include, but may not be limited to, the following:

- a. PSM Vendor staff organizational chart that identifies the number of Key Personnel and other staff dedicated to PSM support, including FTE hours, roles, and hierarchies for all identified staff.
  - b. Qualifications and experience of the PSM Vendor's Key Personnel, including resumes with references, and job descriptions for each proposed team member. Key Personnel resumes must reflect prior experience and expertise as defined in subsection 13, Staffing.
  - c. Workforce management tool(s) used to assist with operational efficiency of PSM Vendor staffing and scheduling.
  - d. Staff ratio for all functional areas of the PSM and how this ratio will be defined and modified based on changes occurring during the Contract term due to additional FX modules going live.
  - e. Plan to mitigate the risk of staff turnover (and potential effect on quality of service and continuity of operations) during the Contract term. The PSM Vendor shall provide specific examples from past or current experience to describe how it has managed similar challenges.
  - f. The proposed base level of PSM system modification staffing and information and assumptions to support this proposed staffing level.
2. In addition to the proposed Baseline Staffing Solution (technical solution support/maintenance and CVO), the Respondent shall describe its proposed approach for scaling up of resources to support peak provider enrollment activity volumes and scaling down of resources and costs when volumes are lower, to meet the requirements defined in **Attachment B, Scope of Services, Exhibit B-2, Operations and Maintenance Service Level Agreement** and **Exhibit B-2-a, Operations and Maintenance Service Level Metrics**.



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

**Response:**

**SRC #16 Evaluation Criteria:**

**Score: No points will be awarded for Vendor Staffing. The response will be reviewed by the Agency and may be addressed with the respondent in the negotiation phase of the ITN, at the Agency's discretion.**

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## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

#### **SRC #17 – FACILITIES AND SERVICE LOCATION(S)**

The Respondent shall identify its proposed service location(s) and describe its proposed approach/criteria used to identify and select its proposed facility location(s), within the State of Florida, for PSM Vendor staff providing services as described in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 13, Staffing**, including the facility location(s) for technical solution support, credentials verification organization, and Key Personnel. The Respondent shall include specific proposed locations ((full street address(es))), with special consideration of proximity to the Agency. The Respondent shall describe its approach to establishing locations that satisfy the requirements in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 15, Facilities and Service Location(s)**.

**Response:**

#### **SRC #17 Evaluation Criteria:**

1. The adequacy of the Respondent's selection criteria/approach for its proposed facility location selection(s).
2. The adequacy of the Respondent's proposed facility location in terms of its proximity to Tallahassee and other Agency headquarter cities in Florida, and the benefits of the proposed locations to the State of Florida.
3. The adequacy of the Respondent's demonstrated ability to meet the facility requirements specified in this ITN.

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

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

**Respondent Name:**

**SRC #18 – TURNOVER PLANNING**

The Respondent shall demonstrate its capability to fulfill the turnover and project close out requirements described in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 16, Vendor Turnover**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**. The Respondent shall submit a sample Turnover Plan specifying how the Respondent will provide assistance in turning over all artifacts in its possession, as it relates to the resulting Contract, in the event of Contract expiration or termination for any reason. The Respondent shall include a detailed description of its proposed processes and approach to turnover planning, including:

1. Providing the Turnover Plan deliverable to the Agency within the agreed-upon timeframe.
2. An overview of the support the Respondent will provide for the turnover activities described in this ITN.
3. Identifying and submitting all records, files, methodologies, data, and any supplemental documentation that the Agency would require to continue services.
4. Resources and training that would be required by the Agency or another FX Vendor to take over operation of the project.
5. Coordinating tasks and activities with the incoming PSM Vendor, upon Agency request.
6. Providing the Agency with a turnover results report documenting completion of all tasks at each step of the turnover plan.

**Response:**

**SRC #18 Evaluation Criteria:**

**Score: No points will be awarded for Turnover Planning. The response will be reviewed by the Agency and may be addressed with the respondent in the negotiation phase of the ITN, at the Agency's discretion.**

## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #19 – OPERATIONS AND MAINTENANCE**

1. The Respondent shall demonstrate its proposed approach and capability to maintain the day-to-day functions of the implemented PSM Solution and support the PSM technical and business operations specified in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 11, Operations and Maintenance**, using best practices. At a minimum, the description shall include the Respondent's proposed approach to providing ongoing PSM services and support of the PSM Solution, per the requirements specified in **Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix**. The description shall include, at a minimum:
  - a. The Respondent's proposed PSM Solution maintenance, defect management correction, configuration updates, enhancements, best practices solutions, scheduled maintenance, testing, and release management processes and approaches.
  - b. The Respondent's proposed approach to developing and implementing a training plan to successfully meet the requirements specified in this ITN.
  - c. The Respondent's proposed approach to providing the PSM Solution warranty to successfully meet the requirements specified in this ITN.
  - d. The Respondent's proposed incident management approach and process.
  - e. The Respondent's proposed process and approach to disposition activities for any systems decommissioned during the Contract term.

**Response:**

### **SRC #19 Evaluation Criteria:**

1. The adequacy of the Respondent's PSM Operations and Maintenance approach in terms of meeting the requirements specified in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 11, Operations and Maintenance**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**.
2. The adequacy of the Respondent's approach to ongoing PSM Solution maintenance activities, including defect management, testing, solution configuration management, integration, and change process.

## **EXHIBIT A-4-a**

### **SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)**

3. The adequacy of the Respondent's training approach.
4. The adequacy of the Respondent's proposed approach to providing warranty activities.
5. The adequacy of the Respondent's proposed Operations and Maintenance Manual.
6. The adequacy of the Respondent's Incident Management approach and process.
7. The adequacy of the Respondent's proposed approach to staffing, managing, and assisting with system disposition activities.

**Score: This Section is worth a maximum of 35 raw points with each of the above criteria being worth a maximum of 5 points each.**

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## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

#### **SRC #20 – IMPLEMENTATION AND TRANSITION APPROACH**

The Respondent shall demonstrate its experience successfully transitioning technology and business services solutions from an incumbent vendor for services similar in nature to those described in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 8, Transition / Design, Development, and Implementation**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**. At a minimum, the Respondent shall demonstrate the following:

1. Experience implementing large, complex, multi-stage technology and services projects in a multi-vendor environment, using an innovative, best practices approach.
2. Approach to effective Organizational Change Management per the requirements in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 8.3, FX Organizational Change Management (OCM)**.
3. Capability and approach to successful staff training and knowledge management.
4. The extent to which the Respondent's approach integrates the Agency's implementation assumptions.

**Response:**

#### **SRC #20 Evaluation Criteria:**

1. The adequacy of the Respondent's demonstrated experience with and articulation of successful business services and technology transition practices and outcomes, as well as best practices and experience implementing large, complex, multi-stage technology and services projects in a multi-vendor environment, using an innovative best practices approach.
2. The adequacy of the Respondent's proposed approach to Organizational Change Management and demonstrated ability to meet the requirements in **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 8.3, FX Organizational Change Management (OCM)**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**.
3. The adequacy of the Respondent's approach to staff training and knowledge management, including its ability to work with subcontractor vendors.
4. The adequacy of the Respondent's approach to integrating the Agency's implementation assumptions.

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

## EXHIBIT A-4-a

# SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

**Respondent Name:**

### **SRC #21 – GENERAL PSM PRODUCT DEMO**

The Respondent shall provide a high-level preview of its proposed PSM Solution that introduces the Agency to the PSM Solution's base functionality. The Respondent shall submit with its response: one (1) thumb drive containing one (1) or more high-level, recorded product demos of its end-to-end, integrated solution that demonstrates functionality relevant to that required by the Agency for the PSM operations, as specified in **Attachment B, Scope of Services**. The demo shall be limited to a total of 20 minutes in length, and may include video demonstrations of workflows, screen shots, and other content as deemed appropriate to demonstrate the ability of the Respondent's proposed solution to meet the Agency's PSM business and technical requirements specified in **Attachment B, Scope of Services**. Failure of the Respondent to submit the above described information in the specified format will result in an evaluation score of zero points.

**NOTE:** The Agency intends to request additional, detailed solution demonstrations during the Negotiations phase of this ITN.

Examples of demo scenarios the Respondent may consider include, but are not limited to, the following:

1. Website self-service functionality used to complete a provider's initial enrollment and credentialing.
2. Functionality used to automate provider application screening, risk assessment, and site visit scheduling.
3. Functionality used to renew a provider's enrollment and credentials.
4. Functionality used to maintain a provider's records initiated through provider updates or primary source reporting.
5. Functionality used to integrate with the UOC to support mailroom and fulfillment operations, provider notifications, communications, outreach, and training.

**Response:**

### **SRC #21 Evaluation Criteria:**

1. The adequacy of the PSM Solution's demonstrated functionality in terms of how well it relates to the Agency's PSM business process needs, as described in **Attachment B, Scope of Services**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**.

## EXHIBIT A-4-a

### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA COMPONENTS (TECHNICAL RESPONSE)

2. The adequacy of the PSM Solution's demonstrated functionality in terms of how well it meets the PSM technical requirements of the Agency, as described in **Attachment B, Scope of Services**, and any applicable requirements specified in **Exhibit B-3, Requirements Matrix**.
3. The PSM Solution's demonstrated ease of use, intuitiveness, and navigation.

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

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# ATTACHMENT B

## EXHIBIT B-1-a

### DELIVERABLES AND PERFORMANCE STANDARDS

The PSM Vendor shall manage and report on all deliverables in accordance with **Attachment B, Scope of Services** and outlined below. Failure of the PSM Vendor to adhere to deliverable due dates and performance standards will result in financial consequences as indicated for each.

## 1 DELIVERABLE REQUIREMENTS

To ensure effective direction of project deliverables and artifacts (i.e., deliverables and work products) and to minimize Agency review and FX Project Team revision time, the PSM Vendor shall perform artifact management for each deliverable and artifact as defined in the **FX Artifact Management Standards (AMS)**, located in the **PSM Proposal Library**. Each deliverable and artifact should be oriented, branded, and presented as the property of the Agency as each shall become a permanent organizational asset of the Agency. Deliverables (i.e., artifacts specifically designed as deliverables in the Contract) shall be developed and provided by the PSM Vendor as specified by the deliverable requirements in the Contract.

Deliverables are specific artifacts produced for or provided to the Agency during the Design, Development, and Implementation (DDI) stage that are explicitly identified as deliverables in the Contract. All contractually identified deliverables require a Deliverable Expectations Document (DED) prior to deliverable development, which will be finalized and agreed to by the PSM Vendor and the Agency. Deliverables shall adhere to the specifications within the Agency-approved DED for each deliverable prior to approval by the Agency. A work product is a tangible project artifact required for a project to complete its objective and fulfill contractual obligations. Examples of work products include status reports, meeting minutes, or meeting presentations. The PSM Vendor shall use work products to help fulfill Contract objectives and/or create project deliverables. Additionally, an approved deliverable has payment directly connected to it as identified on its associated invoice; a work product does not. Components for work products shall be determined during the Design and Development phases. Expectations for which life cycle artifacts are required will be determined early in the Project Initiation Phase, with the development of the Project Process Agreement (PPA) work product. The Design and Development phases follow the System Development Life Cycle (SDLC) standards for developing technology systems, and in accordance with Centers for Medicare and Medicaid Services (CMS) certification guidance, as described in **Attachment B, Scope of Services, Section B., Manner of Service Provisions, subsection 6, FX Project Life Cycle and Management, item 2, System Development Life Cycle (SDLC) Standards**.

Work product and deliverable reviews are completed or conducted by the Agency per the PPA, according to the **AMS** and the associated DED. The PSM Vendor shall adhere to the **AMS** and the **FX Program Style and Writing Guide**, located in the **PSM Proposal Library**, to develop any artifact. The PSM Vendor shall develop deliverables in accordance with the Agency-approved DED for each deliverable. The PSM Vendor shall provide the final draft deliverables for the artifacts, as described below, to the Agency's Contract Manager by the dates indicated. The Agency reserves the right to request modification of the deliverables, as deemed necessary by the Agency, before their approval. Deliverable due dates may be modified, if approved in advance and in writing by the Agency. Additional deliverables may be added by Contract amendment if the Agency should determine that such additional deliverables are required to achieve the objectives of the Contract.

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

**1.1 DELIVERABLE MANAGEMENT**

The PSM Vendor shall comply with FX Deliverable Management Standards (outlined in the **P-2: FX Project Management Standards**) and **T-6: Technology Standards** (located in the **PSM Proposal Library**) for all deliverables.

To verify effective performance of PSM Project deliverables and to minimize Agency review and PSM Vendor revision, the PSM Vendor shall perform deliverable management for each deliverable in accordance with the requirements defined in **Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix**.

**2 LIST OF DDI DELIVERABLES**

**Table: 2.1 – DDI Deliverables**, below, provides delivery expectations for each DDI Deliverable. See **Section 2.1, DDI Deliverable Requirements**, below, for a detailed description of each deliverable.

<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
<b>PD-1</b>	<b>Project Management Plan (Includes Vendor Resource Management Plan)</b>	a. Initial deliverable due no later than 20 business days after Contract execution.  b. Resubmission(s) of updated deliverable due per Agency-approved DED.	a. Initial delivery during DDI by the due date.  b. Resubmission of updated deliverable per the Agency-approved DED.	a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.  b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	a. \$4,000.00 for each business day the deliverable is overdue.  b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
<b>PD-2</b>	<b>Project Schedule</b>	<p>a. Initial deliverable due no later than 25 business days after Contract execution.</p> <p>b. Resubmission(s) of updated deliverable due per Agency-approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-3</b>	<b>High-Level Technical Design</b>	<p>a. Initial deliverable due no later than 60 business days after Contract execution.</p> <p>b. Resubmission(s) of updated deliverable due per Agency-approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-4</b>	<b>System Security Plan</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable</p>

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
		b. Resubmission(s) of updated deliverable due per Agency approved DED.	per the Agency-approved DED.	b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.
<b>PD-5</b>	<b>Requirements Management Plan</b>	a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.  b. Resubmission(s) of updated deliverable due per Agency approved DED.	a. Initial delivery during DDI by the due date.  b. Resubmission of updated deliverable per the Agency-approved DED.	a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.  b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	a. \$4,000.00 for each business day the deliverable is overdue.  b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.
<b>PD-6</b>	<b>Bill of Materials Analysis</b>	a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.	a. Initial delivery during DDI by the due date.  b. Resubmission of updated deliverable per the Agency-approved DED.	a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.  b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	a. \$2,000.00 for each business day the deliverable is overdue.  b. \$2,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
<b>PD-7</b>	<b>Completed Requirements Traceability Matrix</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-8</b>	<b>System Design Document (Architecture Specifications)</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>Each Financial Consequence amount, below, is for each business day the deliverable is overdue.</p> <p><b>System Design:</b> \$18,000.00</p> <p><b>Data Conversion:</b> \$18,000.00</p> <p><b>Configuration Management:</b> \$18,000.00</p> <p><b>ICD:</b> \$4,000.00</p>
<b>PD-9</b>	<b>Implementation Plan/Software Release Plan</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined</p>

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
				the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	in the Agency-approved DED, unless otherwise agreed upon by the Agency.
<b>PD-10</b>	<b>Contingency Plan (for Disaster Recovery and Business Continuity)</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-11</b>	<b>Test Plan</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
<b>PD-12</b>	<b>Customer Experience Blueprint Integration</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-13</b>	<b>Organizational Change Management Plan</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$2,000.00 for each business day the deliverable is overdue.</p> <p>b. \$2,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-14</b>	<b>Training Approach and Plan</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond</p>	<p>a. \$2,000.00 for each business day the deliverable is overdue.</p> <p>b. \$2,000.00 for each deliverable resubmission beyond the number defined</p>

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
		c. Annual update, per requirements and standards, due no later than 60 calendar days prior to the start date of each State fiscal year, or as otherwise agreed to by the Agency.	c. Annual update delivered by due date unless otherwise agreed upon by the Agency.	the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency. c. \$1,000.00 for each business day the Annual update is overdue, unless otherwise agreed upon by the Agency.	in the Agency-approved DED, unless otherwise agreed upon by the Agency.  c. \$1,000.00 for each business day the Annual update is overdue, unless otherwise agreed upon by the Agency.
<b>PD-15</b>	<b>Training Materials</b>	a. Initial deliverable developed and delivered no later than 45 calendar days prior to the scheduled use according to the Agency approved PSM PD-2: Project Schedule.  b. Resubmission(s) of updated deliverable due per Agency approved DED.	a. Initial delivery during DDI by the due date.  b. Resubmission of updated deliverable per the Agency-approved DED.	a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.  b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	a. \$2,000.00 for each business day the deliverable is overdue.  b. \$2,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.
<b>PD-16</b>	<b>Training Delivery</b>	a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.  .	a. Initial delivery during DDI by the due date.  b. Resubmission of updated deliverable per the Agency-approved DED.	a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.	a. \$2,000.00 for each business day the deliverable is overdue.  b. \$2,000.00 for each deliverable resubmission beyond



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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
		b. Resubmission(s) of updated deliverable due per Agency approved DED.		b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.
<b>PD-17</b>	<b>Operations and Maintenance Manual</b>	a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.  b. Resubmission(s) of updated deliverable due per Agency approved DED.	a. Initial delivery during DDI by the due date.  b. Resubmission of updated deliverable per the Agency-approved DED.	a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.  b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	a. \$2,000.00 for each business day the deliverable is overdue.  b. \$2,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.
<b>PD-18</b>	<b>Production Readiness Review</b>	a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.  b. Resubmission(s) of updated deliverable due per Agency approved DED.	a. Initial delivery during DDI by the due date.  b. Resubmission of updated deliverable per the Agency-approved DED.	a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.  b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	a. \$2,000.00 for each business day the deliverable is overdue.  b. \$2,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
<b>PD-19</b>	<b>Post Implementation Report</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery during DDI by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-20</b>	<b>Warranty Completion Report</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>
<b>PD-21</b>	<b>Annual Operational Analysis (AOA)</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery by the due date.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined</p>

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<b>TABLE: 2.1 – DDI DELIVERABLES</b>					
<b>#</b>	<b>Title</b>	<b>Due Date(s)</b>	<b>Delivery Requirements</b>	<b>Measurement</b>	<b>Financial Consequences</b>
				the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.	in the Agency-approved DED, unless otherwise agreed upon by the Agency.
<b>PD-22</b>	<b>Vendor Turnover Plan</b>	<p>a. Initial deliverable developed and delivered for the project workstream according to the Agency approved PSM PD-2: Project Schedule.</p> <p>b. Resubmission(s) of updated deliverable due per Agency approved DED.</p>	<p>a. Initial delivery no less than (6) months prior to the end of the Contract.</p> <p>b. Resubmission of updated deliverable per the Agency-approved DED.</p>	<p>a. Total number of business days between the agreed upon due date and the date the initial deliverable is submitted to the Agency.</p> <p>b. Number of deliverable resubmissions beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>	<p>a. \$4,000.00 for each business day the deliverable is overdue.</p> <p>b. \$4,000.00 for each deliverable resubmission beyond the number defined in the Agency-approved DED, unless otherwise agreed upon by the Agency.</p>

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## **2.1 DDI DELIVERABLE REQUIREMENTS**

DDI Deliverables **PD-5 thru PD-22** shall be developed and delivered according to the Agency approved **PD-2: Project Schedule**. Acceptance Criteria for all deliverables shall be documented in the **Deliverable Expectations Document** for each DDI Deliverable.

### **PD-1: Project Management Plan (Includes Vendor Resource Management Plan)**

1. The PSM Vendor shall complete the FX Project Management template and submit it to the Agency as the **Project Management Plan (PD-1)**, which contains a comprehensive and practical description of the PSM Vendor's plan for project management and control mechanisms, including staff organizational structure, progress reporting, major decision-making, sign-off procedures, and internal control procedures. The PSM Vendor shall submit to the Agency, the Project Management Plan (including a **Vendor Resource Management Plan**) in accordance with **Attachment B, Scope of Services, Section B., Manner of Services Provisions, subsection 6.1, FX Project Management Standards**, and no later than 20 business days after Contract execution. Delays in completing the planning deliverables may impact multiple FX projects including Agency resources, internal and external stakeholders, and other FX vendors. The **Project Management Plan** shall comply with and include all the sub plans as defined in the **P-2: FX Project Management Standards**.
2. The PSM Vendor shall develop a **Vendor Resource Management Plan** as part of the **Project Management Plan (PD-1)** in accordance with the **P-2: FX Project Management Standards**. In addition, the **Vendor Resource Management Plan** shall include the following:
  - a. Staff organizational chart that identifies staff by name, position title, and staff position
  - b. Roles, responsibilities, and authority for staff
  - c. Staff acquisition and release dates
  - d. Resource calendars
  - e. Staff physical location, working hours, and percentage of work time allocated to the Contract
  - f. Staff acquisition plan
  - g. Plan for identification, tracking and resolution of staffing-level deficiencies, and reporting staffing-level deficiencies to the Agency
  - h. Description of the automated tool used by the PSM Vendor for tracking and reporting staff allocation and hours across task orders
  - i. Training requirements
  - j. Regulations, standards, and policy compliance requirements
  - k. The PSM Vendor shall submit a revised **Vendor Resource Management Plan** for Agency review and approval within ten (10) business days of revised policies and procedures contained within the plan. If additional staff is required, then they shall be provided by the PSM Vendor at no additional cost to the Agency.

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**PD-2: Project Schedule**

1. The PSM Vendor shall develop and submit to the Agency a **Project Schedule (PD-2)**. The PSM **Project Schedule (PD-2)** shall meet the FX requirements for baselining included in the FX Schedule QC Checklist located in the **PSM Proposal Library** and be submitted to the Agency within 25 business days following Contract execution.
2. The **Project Schedule (PD-2)** must, at a minimum, include the complete list of tasks for the entire project. Tasks should be resource-loaded (named resources) for the first six (6) months of the project and updated on a rolling wave basis for each subsequent 6-month period.
3. The PSM Vendor shall submit to the Agency a Schedule Assumptions and Constraints document with each submission of and update to, the **Project Schedule (PD-2)** until it is baselined. See the Schedule Assumptions and Constraints template located in the **PSM Proposal Library**.
4. The PSM Vendor shall develop and submit to the Agency a **Project Schedule (PD-2)** that meets the following requirements:
  - a. Includes the entire scope of work for the PSM Implementation Project
  - b. Must include tasks of the Agency and other FX vendors (e.g., IS/IP, EDW, SEAS) that are integral to completing the scope of work (e.g., deliverable reviews, UAT, etc.)
  - c. Complies with the requirements in the **P-2: FX Project Management Standards** document located in the **PSM Proposal Library**, unless otherwise specified by the Contract or as directed by the Agency
  - d. Developed in Microsoft Project Professional or other, future project scheduling tool that may be in place by the Agency
  - e. Is resource-loaded (named resources)
  - f. Is cost-loaded as dollars per hour (use of a blended rate is acceptable)
  - g. Enables calculation of SPI/CPI
  - h. Identifies realistic person hours of effort estimated for each task
  - i. Is duration-driven
  - j. Has a clear critical path
5. The PSM Vendor shall coordinate with the Agency, the SEAS Vendor, and interdependent project teams to develop a PSM Implementation Integrated Master Schedule (IMS). The SEAS Vendor is responsible for maintaining the PSM Implementation IMS after Agency acceptance of the PSM **Project Schedule (PD-2)** and baselining. The PSM Vendor shall maintain and update the **Project Schedule (PD-2)** on at least a weekly basis to reduce risk of missed deadlines and adverse impacts to interdependent projects. The PSM Vendor shall provide release notes with each schedule remediation that specify changes made during each remediation.

**PD-3: High-Level Technical Design**

1. The PSM Vendor shall develop and submit to the Agency a **High-Level Technical Design (PD-3)**, which includes an approach to integration related to **Attachment B, Scope of Services**. The **PD-3** deliverable shall include the PSM Vendor's design framework, which shall serve as a single point of reference for integration management of modules, systems, and data. The **PD-3** deliverable shall be submitted to the Agency no later than 60 calendar days after Contract execution.

# ATTACHMENT B

## EXHIBIT B-1-a

### DELIVERABLES AND PERFORMANCE STANDARDS

#### PD-4: System Security Plan

1. The PSM Vendor shall develop and submit to the Agency an FX Enterprise **System Security Plan (SSP) (PD-4)**, which shall document the current level of security controls within the project that protects the Confidentiality, Integrity, and Availability (CIA) of the system and its information. This SSP contains the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) and the National Institute of Standards and Technology (NIST) 800-53. The SSP shall be a living document that shall be updated no less than annually, and when new vulnerabilities are identified and mitigated, and when additional functionality, components, or commercial-off-the-shelf (COTS) products are implemented.

The **PD-4** deliverable includes, at a minimum:

- a. NIST 800-53 SSP
- b. Security Audit Report
- c. Penetration Test Report
- d. Security Clearance/Staffing Controls Policies and Procedures
- e. Health Insurance Portability and Accountability Act (HIPAA) Disclosure Report, including the process for documenting and reporting any HIPAA disclosure violations
- f. Security Controls Test Plan
- g. Security Control Assessments
- h. Security Test Plan
- i. Security Authorization Package

#### PD-5: Requirements Management Plan

1. The PSM Vendor shall develop and submit to the Agency a **Requirements Management Plan (PD-5)**, which describes how requirements and business rules will be analyzed, elaborated, validated, documented, and managed.

This deliverable includes, at a minimum:

- a. Roles and responsibilities
- b. Requirements gathering and elaboration approach, including designations of testable and not testable for each requirement
- c. Requirements documentation approach and tools (the PSM Vendor shall assume that JIRA will be the requirements repository)
- d. Requirements traceability process
- e. Change control process

#### PD-6: Bill of Materials (BOM) Analysis

1. The PSM Vendor shall submit to the Agency an analysis of the planning activities to purchase, install, and initialize hardware and software configuration for the PSM Project.
2. The **BOM (PD-6)** deliverable shall list the hardware and software components that will be purchased for the PSM Project as described in **Attachment B, Scope of Services, Exhibit B-3, Requirements**

## ATTACHMENT B EXHIBIT B-1-a DELIVERABLES AND PERFORMANCE STANDARDS

**Matrix.** The BOM shall contain information including the name of the product, the type of the product, quantity, purchase amount, expected purchase date, licensing and support, and product vendor name and contact. The BOM shall be structured to show the material costs spread over the full seven-year Original Contract Term.

This deliverable includes, at a minimum:

- a. Hardware and Equipment Acquisition and Installation Plan
- b. Software Acquisition and Installation Plan

### PD-7: Completed Requirements Traceability Matrix (RTM)

1. The PSM Vendor shall document and submit to the Agency a **Completed Requirements Traceability Matrix (PD-7)** deliverable. The **PD-7** deliverable shall be an extract of JIRA software to serve as the Requirements Traceability Matrix and is easily viewed and shared across project stakeholders to confirm that the project's scope, requirements, and deliverables remain as originally procured when compared to the baseline.

### PD-8: System Design Document (Includes Architecture Specifications)

1. The PSM Vendor shall develop and submit to the Agency a **System Design (PD-8)** in accordance with the **T-7: Design and Implementation Management Standards** document, located in the **PSM Proposal Library**. At a minimum, the deliverable shall include a written description of the solution including detailed architectural diagrams, data flows, component specifications, and COTS products that provide guidance to the system developers. The deliverable shall also include a plan for data conversion and migration, configuration and release management, and the Interface Control Documentation (ICD) in the Agency's ICD template.

#### a. Data Conversion and Migration Plan

The PSM Vendor shall include a **Data Conversion and Migration Plan** in accordance with **Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix**. The plan shall include, at a minimum, 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).

#### b. Configuration Management and Release Management Plans

The PSM Vendor shall include a **Configuration Management Plan** and a **Release Management Plan**. The **Configuration Management Plan** shall establish the technical and administrative direction and surveillance for the management of configuration items (i.e., software, hardware, and documentation) associated with the MES that are to be placed under configuration control. The **Release Management Plan** shall establish the management, planning, scheduling, and controlling of an entire software build through every stage and environment involved, including testing and deploying software releases.

#### c. Interface Control Documentation (ICD)

The PSM Vendor shall develop and submit to the Agency an ICD, which describes how the PSM Vendor will incorporate the design, development, and maintenance of enterprise interfaces. Each Application Program Interface (API) and component that will interface with the PSM Vendor's Solution platform shall be documented using the Agency's ICD template. This effort shall be performed in collaboration with other stakeholders in the FX projects. This deliverable includes, at a minimum:

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- 1) Data Layout Documentation
- 2) Data Dictionary
- 3) Data Mapping Crosswalk (including mapping to EDW)

**PD-9: Implementation Plan/Software Release Plan**

1. The PSM Vendor shall develop and submit to the Agency an **Implementation Plan/Software Release Plan (PD-9)** to include managing dependencies across releases along with handling technology stacks, databases, and infrastructure to match the release needs. The plan shall include stakeholder walk-throughs, method and schedule to deploy the solution, and process for submitting request for Agency's acceptance. The plan shall also describe, at a minimum:
  - a. The rollout approach, including phased implementation, if necessary.
  - b. Overall integration approach.
  - c. The approach to continuous integration of other modules or data from other data providing entities.
  - d. The proposed implementation schedule.
  - e. The rollback strategy.
  - f. Communication and Vendor support procedures.
  - g. Vendor and Agency roles and responsibilities.
  - h. Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of the PSM Vendor, solution, and Agency readiness.
  - i. All critical tasks that are required for cutover.
  - j. Post cutover monitoring.
  - k. The on-site and off-site user support provided by the PSM Vendor and Agency during the initial solution implementation.
  - l. Solution acceptance procedures.
  - m. Tools and processes to ensure overall quality.
  - n. Describe post implementation production deployment process and activities.

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

1. The PSM Vendor shall develop and submit to the Agency a **Contingency Plan (PD-10)** deliverable to document the PSM Vendor's approach to cover situations that could interrupt the ability of the Agency to access and/or use the solution for business purposes as described in **Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix**. The Agency will review and provide comments and edits to the PSM Vendor's Contingency Plan during the Project Initiation Phase.
2. **The Contingency Plan (PD-10)** shall comply and integrate with the Agency's **Enterprise Disaster Recovery and Business Continuity Plan** and shall address recovery of business functions, units, processes, human resources, and technology infrastructure; backup strategy and recovery process; communication protocols, and process for restoring operations in a timely manner.
3. **The Contingency Plan (PD-10)** will be updated and tested at least annually, and the test results and corrective actions will be reported to the Agency. The Agency, at its discretion, reserves the right to



## **ATTACHMENT B EXHIBIT B-1-a DELIVERABLES AND PERFORMANCE STANDARDS**

direct the PSM Vendor to amend or update its **Contingency Plan (PD-10)** during the term of the Contract in accordance with the best interests of the Agency and at no additional cost to the Agency.

This deliverable includes, at a minimum:

- a. Disaster Recovery and Business Continuity Test Report
- b. Business Impact Assessment
- c. Annual Test Results and Corrections

### **PD-11: Test Plan**

1. The PSM Vendor shall develop and submit to the Agency a **Test Plan (PD-11)** as documented in **T-7: Design and Implementation Management Standards**, which describes how the PSM Vendor will perform testing of the solution and detail the work products that will be submitted to the Agency as part of the Testing Phase. The plan shall detail the support the PSM Vendor will provide to the Agency and FX Module Vendors in integrating with the enterprise solution. This includes operating a test bed against which teams can test and resolve integration issues. The **Test Plan (PD-11)** deliverable shall include roles and responsibilities throughout the Testing Phase and a process for submitting, monitoring, and resolving defects found during testing and enhancements, assigning severities/priorities in accordance with Agency standards, process for applying fixes, regression testing of any fixes, and assurance of parity between technical environments. The **Test Plan (PD-11)** deliverable shall include use of the tools for identifying, prioritizing, tracking, fixing, and retesting system defects or enhancements, structured promotion of functionality to subsequent testing levels, summary of testing tools used throughout the Testing Phase, including the approach to defining test cases that are representative of actual cases, and testing of recovery processes and/or component outages/failures.

The **PD-11** deliverable includes, at a minimum:

- a. UAT Test Data Information
- b. Extract Data Process
- c. Test Progress Report
- d. Test Defects Weekly Report
- e. Test Results
- f. Detailed test cases for each subphase of testing: Integration Testing, System Testing, Regression Testing, Performance Testing, User Acceptance Testing
- g. Test Region refreshment schedule to keep all stakeholder test regions in sync to allow for ongoing and accurate testing

### **PD-12 Customer Experience Blueprint Integration**

1. Based on all applicable customer experiences (providers, recipients, stakeholders) outlined in **Attachment B, Scope of Services**, the PSM Vendor shall provide to the Agency, the **Customer Experience Blueprint Integration (P-12)** documentation that maps a customer's experience when conducting business with the PSM module. The PSM Vendor will share this information with the UOC Vendor as directed by the Agency. The UOC Vendor will incorporate the information in the **Customer Experience Blueprint**.

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## **DELIVERABLES AND PERFORMANCE STANDARDS**

The **Customer Experience Blueprint**, provided by the UOC Vendor, is a living document that shall include, but not be limited to, the following information:

- a. Customer personas informed by quantitative and qualitative research for each customer segment including primary archetypes and the attitudes, behaviors, and motivations for each archetype
- b. The customer journey *front stage* activities across potentially multiple interactions/touchpoints and channels
- c. The *front stage* customer interactions that drive the most value (*Moments that Matter*)
- d. The *backstage* non-customer facing operations and systems that support the overall experience
- e. The future opportunities to improve experience
- f. A narrative, which casts a vision for the desired future experience

### **PD-13: Organizational Change Management Plan (multiple components)**

1. The PSM Vendor shall develop and submit to the Agency, an **Organizational Change Management (OCM) Plan (PD-13)** in accordance with the **FX Organizational Change Management Plan**, located in the **PSM Proposal Library**. The PSM Vendor shall coordinate with the Agency's OCM team to use appropriate tools, templates, and standards for all OCM work products and artifacts. At the request of the Agency, the PSM Vendor shall provide OCM activities to be completed across the life cycle, including the following project-specific artifacts:
  - a. **Component #1: Project Level Stakeholder Analysis and Change Plan (PD-13a):** A Project Level Stakeholder Analysis identifies the internal and external audiences participating in and/or impacted by the PSM initiative. The Agency maintains a Program Level Stakeholder Analysis that can be used as a starting point to identify the subset of audiences for the Project Level Stakeholder Analysis. The Project Level Stakeholder Analysis is also used as an input for the Change Plan. The Change Plan sets the foundation for the magnitude of the change that is coming. A change can affect a specific group of end users or people across the organization. This plan identifies the change characteristics and the risk level related to change acceptance and identifies suggested mitigation strategies/activities around the change.
  - b. **Component #2: OCM Communications Approach and OCM Communications Plan (PD-13b):** The Communications Approach includes the key stakeholder groups impacted by the change (i.e., those identified in the project level stakeholder analysis), identifies available communication channels for use with those key stakeholder groups, and documents risks and associated mitigation strategies around planned communication activities. The Communications Approach also describes supporting information such as communication approval processes, internal and external communications standards and processes, and distribution list management. The Communications Plan is the matrix that supports the execution of communication activities. It allows the various team members to plan and focus on presenting the right messages, at the right time, via the right channel, from the right person(s) to the right people in concert with all other messaging in progress. Project level communications will be relayed to the Agency's FX Program OCM Lead for inclusion in the Agency's program level communications planning.

### **PD-14: Training Approach and Plan**

1. The **Training Approach and Plan (PD-14)** identifies the delivery methods available (online tutorial, instructor-led in-class, instructor-led webinar, train-the-trainer, printed training guide, or as specifically directed and otherwise contracted by the Agency), and includes slide deck and document formatting, coordination with the UOC Vendor training team, roles and responsibilities, consistency in terminology

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and acronyms, FX training objectives, scope, and success criteria. The Training Approach and Plan also includes information about the coordination and loading of materials to the designated training repository, training roles and responsibilities of the PSM and UOC Vendors, the planned training schedule, considerations around logistics and delivery, and the training evaluation approach. The Training Needs Analysis tool, a subset within the Training Approach and Plan template, assists in identifying different audiences and their training needs. The Training Approach and Plan applies to initial and ongoing training. The PSM Vendor shall update the Training Approach and Plan annually, or as directed by the Agency, and submit it to the Agency for approval within 60 calendar days prior to the start date of each fiscal year.

### **PD-15: Training Materials**

1. The PSM Vendor shall develop and provide **Training Materials (PD-15)** to support content used to deliver training sessions. These may include, but are not limited to, instructor and participant guides, presentations, videos, job aids, webinar materials, online manuals / online help, and brochures. Planned training materials and content type for a given project's training effort will be outlined as part of the **Training Approach and Plan (PD-14)**. The PSM Vendor shall develop and submit all training materials to the Agency for approval, a minimum of 30 calendar days prior to their scheduled use, and coordinate delivery with the UOC Vendor training team. The PSM Vendor shall seek input from the Agency regarding training material content. The Agency may reproduce and distribute any of the PSM Vendor's training materials.

### **PD-16: Training Delivery**

1. **Training Delivery (PD-16)** includes delivering training or training support using agreed upon delivery methods and/or the posting of self-study materials to the agreed upon repository as defined in the **Training Approach and Plan (PD-14)**. The PSM Vendor must train the UOC Vendor training staff, using an Agency agreed upon approach such as train-the-trainer, as specified in the **Training Approach and Plan (PD-14)**. The PSM Vendor must develop and maintain a training environment with training data to use during user training and provide support.

### **PD-17: Operations and Maintenance (O&M) Manual**

1. The PSM Vendor shall provide to the Agency and maintain an **Operation and Maintenance Manual (PD-17)**, which details how the PSM Vendor will plan, operate, and maintain the PSM Solution in compliance with performance standards agreed to by the Agency and PSM Vendor. The manual shall include the plan and details for architecture/hosting operations; monitoring daily operations performance; performing routine maintenance; maintaining user, training, and system documentation; online help approach and documentation; configuration and change management; approach to system changes, enhancements, data corrections and other new requirements; archiving requirements; tasks, timelines, and responsible parties for design and configure/build tasks; reporting status against relevant Service Level Agreements (SLAs); and schedule of major and minor releases. Frequency of O&M reports will be approved by the Agency.

The **PD-17** deliverable includes, at a minimum:

- a. Operational Procedures
- b. Operational Policies
- c. O&M System Maintenance Reports

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- d. O&M Configuration and Customization Inventory
- e. O&M Reference Materials
- f. System Operational Policy and Procedures Manual
- g. PSM Support Services Operational Procedures Manual
- h. Operational Policy and Procedure Manual(s)
- i. Production Reports

**PD-18: Production Readiness Review (multiple components)**

1. The PSM Vendor shall develop and submit to the Agency a **Production Readiness Review (PD-18a)** including a **Stage Gate Review Checklist**, which shall examine the actual PSM Solution characteristics and the procedures of the product's operation to confirm all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system as per the **T-7: Design and Implementation Standards**.

The **PD-18a** deliverable includes, at a minimum:

- a. Production Readiness Test Results
  - b. Production Readiness Walk-through
2. **Environmental Readiness Review (PD-18b)** that includes construction completion approval and report, details the scope of work, planned tasks, and completed tasks as part of the configure/build process for the solution including implementation of detailed requirements, detailed design, configuration, development, unit testing, and documentation.
  3. **Implementation Readiness Review (PD-18c)** that includes a **Test Completion Report** for each of the testing phases including System, Integration, Regression, Performance, and User Acceptance Testing. Test results shall be traced to the use case / user story and design documentation being tested, as well as tracked and reported according to the RTM.

The **PD-18c** deliverable includes, at a minimum:

- a. Integration Test Results
  - b. System Test Results
  - c. Regression Test Results
  - d. Performance Test Results
  - e. User Acceptance Test Results
4. **Operational Readiness Review (PD-18d)** that documents the PSM Business Operations are ready for Go-Live, including the people, processes, and technology to confirm preparedness for operations.

The **PD-18d** deliverable includes, at a minimum:

- a. Operational Readiness Test Results
- b. Operational Readiness Walk-through
- c. Go-Live Checklist including activities for:
  - 1) Technology
  - 2) Business Services

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### 3) Communications

#### PD-19: Post Implementation Report

1. The PSM Vendor shall develop and submit to the Agency a **Post Implementation Report (PD-19)**, which details planning and roadmaps for managing all system releases. For every PSM Project implementation, the PSM Vendor shall submit to the Agency a **Post Implementation Report**, which details assessment of the implementation, lessons learned, deliverable close out (if applicable) and monitoring information on the performance of the system/application during normal operations against original user requirements and any newly implemented requirements or changes.

The **PD-19** deliverable includes, at a minimum:

- a. Post Implementation Report
- b. Lessons Learned
- c. Deliverable Close Out
- d. Monitoring information on the performance of the system/application during normal operations against original user requirements and any newly implemented requirements or changes
- e. Monitoring information on customer satisfaction levels as defined by the Agency
- f. Monitoring business performance

#### PD-20: Warranty Completion Report

1. The warranty period, warranty entrance criteria, and warranty exit criteria shall be agreed to by the Agency and PSM Vendor and covers requirements defined **Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix**. The PSM Vendor shall correct defects that prevent the PSM Solution from operating according to Agency specifications. At the end of the warranty period, the PSM Vendor shall submit to the Agency a **Warranty Completion Report (PD-20)**, which shall detail all tasks completed during the warranty period and shall give a status of any remaining tasks that were not completed during the warranty period.

#### PD-21: Annual Operational Analysis (AOA)

1. The PSM Vendor shall develop and submit to the Agency, an **Annual Operational Analysis (PD-21)** in accordance with the **FX Project Life Cycle (FXPLC)** in the **T-7: Design and Implementation Management Standards** document, located in the **PSM Proposal Library**. This analysis shall be developed at no cost to the Agency. The annual due date for submission of this analysis will be agreed upon by the Agency and the PSM Vendor.

#### PD-22: Vendor Turnover Plan

1. Not less than six (6) months prior to the end of the Contract, or at the direction of the Agency, the PSM Vendor shall develop and submit to the Agency, a **Vendor Turnover Plan (PD-22)** as described in **Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix**, which shall include a proposed approach to turnover of the PSM Solution. This plan shall be implemented to safeguard continued functionality of system and services as deemed appropriate by the Agency and at no additional cost to the Agency.

The **PD-22** deliverable includes, at a minimum:

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- a. Project Schedule
- b. Turnover Work Breakdown Structure (WBS)
- c. Turnover Entrance and Exit Criteria
- d. Documentation Updates and Inventory Analysis
- e. System and User Documentation
- f. Staffing Plan
- g. Training Plan and Training
- h. Coordination Plan and Turnover Agreement
- i. Financial Reconciliation
- j. Turnover Statement of Resources
- k. Turnover Results Report
- l. The name and contact information of the person designated to manage and coordinate all turnover activities outlined in the Vendor Turnover Plan approved by the Agency

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QUESTION #	VENDOR NAME	ATTACHMENT IDENTIFIER	EXHIBIT IDENTIFIER	SECTION / SUBSECTION IDENTIFIER	ITEM NUMBER OR REQUIREMENT ID REFERENCE	QUESTION	ANSWER
1	FEI Systems	Attachment B Scope of Services	NA	B.7 - CMS Certification Life Cycle	7 Centers for Medicare and Medicaid Services (CMS) Certification Life Cycle / 7.1 ENHANCED FUNDING REQUIREMENT - CMS STANDARDS AND CONDITIONS / 7.1.2 State Ownership	Would the State consider a proprietary SaaS model as the proposed solution?	No.
2	FEI Systems	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	Provider Services Module (PSM) Solution	B.9.2. PSM Platform Solution (Technology) / ENV-001	Florida's Cloud First directive, Federal Cloud First and Cloud Smart mandates appear to be misaligned with the RFP requirements for the delivery and management of hardware under this contract. If the State approves a SaaS implementation model, will the State remove the hardware requirements of this RFP?	No.
3	FEI Systems	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	Provider Services Module (PSM) Solution	B.9.8 PSM Platform Solution (Technology) / DM-038	Will the State elaborate on this? Does this mean the solution has to generate letters in these languages?	No, letters will be generated by the UOC platform. However, the PSM Vendor's solution must provide information to providers, including in the UI, in these languages.
4	FEI Systems	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	Staffing	B.13 Staffing / STF 018	Will the State elaborate more on this requirement?	The Respondent's Staffing Solution, including details related to capacity and need-based staffing, will be addressed during the Negotiation Phase of the ITN.  Also, refer to Attachment B, Scope of Services, Section B., Manner of Services Provisions, Subsection 10, Provider Services Module (PSM) Solutions, Items 10.2 - Provider Enrollment, 10.3 - Provider Maintenance and Management, and 10.4 - Site Visits, which provides additional information about capacity-based staffing.
5	FEI Systems	Attachment A Instructions and Special Conditions	A4 Submission Requirements and Evaluation Criteria Components Technical Response	SRC #11 - Business Solution Components – Provider Services Solution	2.e. Automated file reconciliation processes to ensure the integrity of the provider data.	Will the State elaborate more on this requirement?	No. As stated in Attachment A, Instructions and Special Conditions, Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response), SRC #11 - Business Solution Components – Provider Services Solution, Item 2.e., the Respondent shall demonstrate its experience and proposed approach to providing a PSM Solution that maintains up to date and accurate provider records, including automated file reconciliation processes to ensure the integrity of the provider data.

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6	Gainwell Technologies LLC	Attachment A Instructions and Special Conditions	General	General	Solicitation Timeline	The deadline for receipt of responses is very aggressive, especially considering the concurrent procurements such as UOC and Core. Would the Agency consider extending this receipt deadline?	No.
7	Gainwell Technologies LLC	Attachment A Instructions and Special Conditions	A4 Submission Requirements and Evaluation Criteria Components Technical Response	SRC #20 - Implementation and Transition Approach	Experience transitioning (taking over) from an incumbent	The opening of this section references demonstrating our experience successfully transitioning (taking over) technology and solutions from an incumbent. What specific components of scope are envisioned to be "takeovers" rather than complete "replacements" of a service/system?	Refer to Addendum No. 1, Item #1.
8	Gainwell Technologies LLC	Attachment A Instructions and Special Conditions	General	General	Solicitation Timeline	Will the Agency consider another round of submission of questions, similar to the process used in UOC?	No.
9	Gainwell Technologies LLC	Attachment A Instructions and Special Conditions	A4 Submission Requirements and Evaluation Criteria Components Technical Response	SRC #11 - Business Solution Components – Provider Services Solution	UOC Integration	What will be the PSM Vendors role in complaint and appeals?	The PSM Vendor will support the UOC Vendor and the Agency by providing requested information or documentation (e.g., screen shots, images, data, reports, etc.) that is necessary to assist the Agency's processes when a complaint or appeal is filed.
10	Gainwell Technologies LLC	Attachment A Instructions and Special Conditions	A5a Detailed Budget	Tab B – Total Costs Summary	Bill of Material Handling	Tab D (Bill of Materials) pricing does not seem to roll-up into Tab B (Total Cost Summary). Was that intentional?	The Agency cannot duplicate the issue; however, due to other necessary formatting changes, a new Exhibit A-5-a, Budget Detail, has been uploaded to the Agency's website for use.
11	Gainwell Technologies LLC	Attachment B Scope of Services	General	General		Will the Agency please explain what communication activities the PSM vendor will be responsible for versus the UOC vendor? Meaning, will the PSM be responsible for emailing and messaging providers directly? Or will all communication come from the UOC vendor? Please clarify.	The PSM Vendor will be responsible for creating content for communications, and communication will be distributed through the UOC. (See Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #s COM-001 through COM-009).
12	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-B017		Will the Agency please clarify if the immediate alerting referenced in SLM-B017 must occur through the vendor's solution tool, an email, or some other communication method?	The Respondent should propose its recommended approach based on its industry experience and take into consideration that the proposed solution will integrate with the UOC Vendor solution and the FX Portal.
13	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement PMNT-024	Will the Agency please explain the PSM Solution's role in payment assignment?	The PSM solution must include the ability to allow individual providers who, for business purposes, are part of a group to be linked to that group (or multiple groups) so that payment for services provided by the individual can be made to the group. The linking process allows for the group to be paid by Medicaid for services the individual performed. An individual provider should be allowed to link to multiple group providers as some individuals work for multiple groups.



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14	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement PMNT-061	Will the Agency please expand on the expectation that the PSM vendor "limit billing and providers to certain benefit plans, services, procedure codes, member age?" Is the PSM vendor responsible for contract billing rules related to claims processing?	The Respondent's PSM Solution shall be configurable to ensure that provider data utilized by the Core Solution will accurately process claims.  No, the PSM Vendor is not responsible for contract billing rules.
15	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement PMNT-063 and PMNT-064	Does the Agency have specific intended sources desired for use in monitoring potential ownership changes?	The Respondent should propose its recommended approach based on its industry experience.
16	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement ENR-009	Has the Agency determined the specific Registries it wishes to have verified?	The Respondent should propose its recommended approach based on its industry experience. Additional registry needs will be discussed during negotiations.
17	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement ENR-020	What other fees does the Agency intend to collect, other than enrollment fees?	The Agency intends to discuss this information during the Negotiations Phase of the ITN.
18	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement ENR-055, 056	How would the Agency define "Adverse History" risk level? Does Adverse History indicate a separate workflow, or is it an increase in risk level to Medium or High for a specific provider?	Adverse History includes, but is not limited to, providers with felony conviction, pleaded nolo contendere, entered into a pre-trial arrangement, previously denied, terminated, or excluded from Medicare or Medicaid, previously had suspended payments from Medicare or Medicaid or were employed by an entity that had suspended payments, or owe money to Medicare or Medicaid. The Agency intends to provide detailed information to the Agency-contracted PSM Vendor during the DDI phase.  Also, refer to Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #ENR-038.
19	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement ENR-062	Does the Agency have an available electronic source for monies owed to the agency or is this requirement met by attestation or a disclosure question?	Yes, the Agency has an electronic record of all funds owed to the Agency. The Respondent should propose its recommended approach based on its industry experience.
20	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement PM-004	Will Agency please confirm the maximum amount of licenses in order to fulfill the requirement as listed in PM-004?	The final number of required licenses will be determined during the Negotiations Phase of the ITN as the Agency does not know the scope or tiering approach of Respondent platform licenses. The Respondent should provide per license pricing.

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21	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement PMT-045	How often does the State require re-enrollment and re-credentialing respectively?	<p>Pursuant to Rule 59G-1.060, Florida Administrative Code, Medicaid Enrollment Renewal Application Submission Providers must renew enrollment in the Florida Medicaid program as follows:</p> <ul style="list-style-type: none"> <li>• Institutional, DME, Medicare Crossover-Only, ORPs, and out-of-state providers must renew every three (3) years</li> <li>• Non-institutional providers must renew every five (5) years</li> </ul> <p>For Medicaid providers who are required to be credentialed for participation in Statewide Medicaid Managed Care, recredentialing must occur every 36 months in compliance with NCQA standards.</p>
22	Gainwell Technologies LLC	Attachment B Scope of Services	General	Attachment B-1 Scope of Services; 9.3.3 Facility Licensure and Central Intake		The UOC requirements state the PSM vendor will support licensure tasks, but this requirement is not present in this set of requirements. Will the Agency please clarify which licensure tasks would be the responsibility of the PSM Vendor? Is the PSM vendor's system expected to provide functionality for processing licensure applications and renewals?	<p>If a Respondent is considering proposing a solution that includes facility licensure capabilities, refer to Attachment A, Instructions and Special Conditions, Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response), SRC #15 - Optional Additional Innovation Opportunities. The Agency's anticipated specifications for such capabilities are provided in the Anticipated Facility Licensure Specifications – Optional Innovation document within the PSM Proposal Library.</p> <p>Also, refer to Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #s INT-046, ENR-052, PMNT-004, PMNT-008, PMNT-015, PMNT-031, PMNT-034, PMNT-037, and PMNT-072.</p>
23	Gainwell Technologies LLC	Attachment B Scope of Services	Exhibit B3 Requirements Matrix		Requirement PSER-007	Who will be responsible for responding to the messages in the inbox if UOC is tasked with all provider communications?	The UOC Vendor is responsible for responding to all provider messages and sending notices to providers, utilizing the information and data provided by the PSM Vendor.
24	Gainwell Technologies LLC	Attachment B Scope of Services	General	General		On the FX Strategic Roadmap Attachment B scope of Services - Exhibit A-3.1 shows the Provider Go Live as July 2023. Is that a required go-live date or a target?	July 2023 is the Agency's current target Provider Go Live date.
25	Gainwell Technologies LLC	Attachment A Instructions and Special Conditions	A8 Standard Contract	I. – K. Background Screening	Exhibit A-8; K. Background Screening	If all employees are supposed to comply with Level 2 background screenings, will the Agency please consider changing the SLM-B024 regarding bringing on "flex" staff within 30 days of Agency request? Level 2 screenings take a longer period of time and significant challenges will occur if the "flex" staff must be hired within 30 days of request and complete a Level 2 screening.	Refer to Addendum No. 1, Item #8.
26	HHS Technology Group	Attachment A Instructions and Special Conditions	General	General	General Instructions	For the USB submission, does the State prefer all sections to be submitted back as individual attachments? Or are bidders' allowed to combine these to create a single PDF file for submission?	Refer to Attachment A, Instructions and Special Conditions, Section A.1, Instructions, Subsection C., Response Submission Requirements, Item 1., Hardcopy and Electronic Submission Requirements, sub-item c., Electronic Copy of the Response, which specifies that Response components shall be saved on the USB flash drive as separate PDF documents.

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27	HHS Technology Group	Attachment A Instructions and Special Conditions	A4 Submission Requirements and Evaluation Criteria Components Technical Response	SRC #21 - General PSM Product Demo	SRC #21	Please confirm the single electronic copy of the entire response should include the demo file required (not placed on a separate USB). Please also confirm this demo file can be wholly omitted in the redacted USB.	The demo file should be provided on an additional USB, separate from the single electronic copy of the entire response, and may be wholly omitted from the redacted response. However, the Respondent shall comply with Attachment A, Instructions and Special Conditions, Section A.1, Instructions, Subsection C., Response Submission Requirements, Item 2., Confidential or Exempt Information.
28	HHS Technology Group	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	Facilities and Service Location(s)	B.15, FAC-011	Aside from the 24-hour request for an in-person meeting, can certain services at the discretion of the vendor be provided remotely? What onsite requirements are there, if any, for specific staff/roles?	Refer to Addendum No. 1, Item #9, regarding services provided remotely.  Also, refer to Attachment A, Instructions and Special Conditions, Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response), SRC #16 – Vendor Staffing.
29	HHS Technology Group	Attachment A Instructions and Special Conditions	A4 Submission Requirements and Evaluation Criteria Components Technical Response	General	SRC - All	For areas such as the Table of Contents, it will be difficult to enter in this information within the marked area for response. However, page 8 of the main RFP advises that the original format cannot be changed. Are bidders permitted to create a separate Table of Contents outside of the template provided?	No.
30	Infocrossing, LLC	General	General	General	Provider Enrollment and Credentialing Contacts	For the PSM, what are the estimated Provider enrollment and credentialing contact volumes?	The PSM Vendor is not responsible for accepting and managing provider enrollment and credentialing contacts; these tasks will be the responsibility of the UOC Vendor.  The data for inbound calls related to provider assistance is provided in AHCA ITN 001-21/22, Unified Operations Center Solution, in the UOC Proposal Library.
31	Infocrossing, LLC	General	General	General		Given the holiday schedule, will the Agency consider an extension to the due date to Dec. 21?	No.
32	Maximus U.S. Services	Attachment A Instructions and Special Conditions	A.1. Instructions	A. Overview	Item 6. Solicitation Timeline	In order for the vendor community to provide a thorough response to the ITN and its 21 SRCs, which aligns with the State's vision for a modern, modular approach, would AHCA consider extending the Deadline for Receipt of Responses to December 31, 2021?	No.

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33	Optum	Attachment A Instructions and Special Conditions	NA	A.1 – D. Response Evaluation, Negotiations and Contract Award	7. b and e	<p>There are two (2) potentially inconsistent provisions in this ITN. In the first set of ITN provisions, it is clear that AHCA intends to negotiate terms, conditions and pricing. For instance, in Attachment A, Section D(7)(b) AHCA will negotiate with the three (3) highest ranked respondents. In Attachment A, Section D(7)(e) the ITN defines the scope of negotiations to include, but not be limited to price/cost/quality, design and service delivery. In other words, all aspects of the ITN may be subject to negotiation.</p> <p>On the other hand, two (2) other provisions of the ITN suggest that either no negotiation shall occur or that negotiations may be quite limited in scope. For instance, Exhibit A-3, Section 2 requires a respondent to state that it agrees to all terms in Exhibit A-8. In Exhibit A-8, the scope of negotiations is limited to Indemnification and Section 20 of the PUR 100 form.</p> <p>In order to resolve these inconsistencies, while being consistent with the scope of an Invitation to Negotiate and providing the best value to the State, will the State clarify the ITN such that the scope of negotiations will include all aspects of the terms and conditions of the ITN?</p>	<p>The Agency will negotiate the terms, conditions, and pricing. However, the only provisions of Attachment A, Instructions and Special Conditions, Exhibit A-8, Standard Contract, that will be negotiated are Section I, the Vendor Hereby Agrees, Subsection M., Indemnification, and inclusion of Section 20, Limitation of Liability, of the PUR 1000, General Contract Conditions. The Agency will not negotiate any other terms included in Exhibit A-8, Standard Contract. All Respondents who submit a response agree to those terms by submission of their response.</p>
34	Optum	Attachment A Instructions and Special Conditions	A8 Standard Contract	I. – B. Florida Department of State	Attachment II BAA, Section 1. and 11.a.	<p>For the reasons described with respect to SLM-T007, will the State limit the definition of Security Incident by removing the word "attempted" and amending the time frame to report a minor security incident to five (5) business days from confirmation of an actual, minor security incident?</p>	<p>No. The Respondent must consider Attachment A, Instructions and Special Conditions, Exhibit A-8, Standard Contract, Attachment II, Business Associate Agreement, Section 1., Definitions and Section 11., Reporting, Subsection a., To Agency, as written, when submitting a response to the ITN.</p> <p>Also, see Addendum No. 1, Item #8.</p>

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35	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T007		<p>This Service Level Metric requires the contractor to report potential security incidents and "minor" security incidents within 24 hours and to take corrective action within 2 hours of identifying a potential or minor security incident. Failure to meet each of these separate metrics results in a liquidated damage of \$5,000/day.</p> <p>Liquidated damages are normal and customary when there is damage to the customer but there are difficulties in quantifying the amount of the damage. A potential security incident results in no damage to the State. And, an assessment of \$5,000/day for a minor security incident materially exceeds the damage that a minor security incident would produce. If the Service Level Metric remains unchanged, the State is likely to receive higher priced bids given the threat of a significant LD. It will also result in a lot of reporting to the State that will be about matters for which the State may have little interest.</p> <p>In order to benefit from lower pricing from respondents and limiting reporting to matters of material interest to the State, would the State agree to amend SLM-T0007 by doing the following: with respect to any potential security incident and security incident having a minor impact:</p> <ol style="list-style-type: none"> <li>1. With respect to potential security incidents, removing any notification obligation and any time-based obligation to take corrective action as well as the associated liquidated damage; and</li> <li>2. With respect to any minor security incident, amending the notification obligation to be five (5) business days from confirmation of an actual, minor security incident, amending the timing to take corrective action to be within ten (10) business days following</li> </ol>	See Addendum No. 1, Item #8.
36	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T004		What factors are used in determining the level of criticality of each project and how is it scaled?	Refer to Section 5.2 of the P-2 FX: Project Management Standards located in the PSM Proposal Library.
37	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T006		The data source of this requirement is labeled as "Security Vulnerability Scans" while all the other requirements in this section are labeled as "Monitoring Dashboard or Performance Monitoring Logs" – please clarify the correct classification.	The data source for SLM-T006 is labeled as "Dashboard or Performance monitoring logs".
38	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T006		Please provide the Agency's definition of low, medium, and high complexity projects.	SLM-T006 (Section/Subsection Identifier selected by the prospective vendor) does not reference the terms low, medium, and high. However, SLM-B006 states, "The Agency will determine the level of complexity and urgency in consultation with the Vendor", as it relates to the terms low, medium, and high.

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39	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T009		The data source shows Security vulnerability scans for Provider Credentialing activities. Where can we find the Agency's policy definition of Provider Credentialing Activities and the Credentials Verification Organization to support primary source verification?	SLM-T009 (Section/Subsection Identifier selected by the prospective vendor) does not reference provider credentialing activities. However, for SLM-B009, refer to Attachment A, Instructions and Special Conditions, Exhibit A-4-a, Submission Requirements and Evaluation Criteria Components (Technical Response), SRC #11 - Business Solution Components – Provider Services Solution. Provider Credentialing Activities must be compliant with National Committee for Quality Assurance (NCQA) standards. NCQA also sets Credentials Verification Organization (CVO) standards. PSM Vendor proposed approaches to primary source verification will be discussed during the Negotiation Phase of the ITN. The PSM Vendor should use their industry expertise to recommend the best approach.  Also, see Addendum No. 1, Item #8.
40	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T011		What is the Agency's required credentialing cycle length?	Pursuant to Rule 59G-1.060, Florida Administrative Code, Medicaid Enrollment Renewal Application Submission Providers must renew enrollment in the Florida Medicaid program as follows:  <ul style="list-style-type: none"> <li>• Institutional, DME, Medicare Crossover-Only, ORPs, and out-of-state providers must renew every three (3) years</li> <li>• Non-institutional providers must renew every five (5) years</li> </ul> For Medicaid providers who are required to be credentialed for participation in Statewide Medicaid Managed Care, recredentialing must occur every 36 months in compliance with NCQA standards.
41	Optum	Attachment A Instructions and Special Conditions	A4 Submission Requirements and Evaluation Criteria Components Technical Response	SRC #16 – VENDOR STAFFING	2	Please provide volume data by week/month/year for the following by provider type: New enrollments, re-enrollments, re-validations, Updates/Maintenance, Disenrollment	Medicaid Provider Data for 2021 (to date) has been added to the PSM Proposal Library. The information is provided to give prospective vendors context of current operations. The Agency expects the Respondent to utilize the data provided in the PSM Proposal Library and industry expertise to develop its proposed approach and pricing.
42	Optum	Attachment A Instructions and Special Conditions	A5a Detailed Budget	TABLE 2 - Hardware and Software Bill of Materials	TABLE 2 – Hardware and Software Bill of Materials	Table 2 requires Bidders to provide costs for acquisition of hardware and software, but no place to list the annual M&O costs. Can the State please add a table for software and hardware maintenance for the M&O periods?	The Respondent must determine the best way to communicate their total DDI and O&M costs required in this ITN. Recurring technology costs should be included in Attachment A, Instructions and Special Conditions, Exhibit A-5-a, Detailed Budget (Tab D), Table 2 - Hardware and Software Bill of Materials, that is provided in the ITN.
43	Optum	Attachment B Scope of Services	Exhibit B1 Deliverables and Performance Standards	Table 2.1 DDI Deliverables	PD-1 through PD-22	As the vendor has no control of review time and subsequent acceptance, will the State modify the measurement to reflect, "...days between the agreed upon due date(s) and the date the deliverable is submitted to the Agency."?	See Addendum No. 1, Items #7 & #9.

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44	Optum	Attachment B Scope of Services	Exhibit B1 Deliverables and Performance Standards	Table 2.1 DDI Deliverables	Table 2.1 - DDI Deliverables PD - 4 - System Security Plan	The SSP described in this requirement is based on CMS Acceptable Risk Safeguards (ARS). CMS ARS is the CMS standard for contracts with CMS/HHS; for MMIS systems, CMS requires CMS MARS-E, NIST 800-53, or NIST 800-171, depending upon required interconnections, FFP, or Streamlined Module Certification / Outcomes Based Certification (SMC/OBC). Requirement SEC-035 in Attachment B, Exhibit B-3 requires a 'MARS-E 2 template.' Please confirm that ACHA will accept CMS MARS-E in lieu of CMS ARS.	See Addendum No. 1, Item #7.
45	Optum	Attachment B Scope of Services	Exhibit B1 Deliverables and Performance Standards	Table 2.1 DDI Deliverables	PD-4, 1.	ACHA has defined the documents and deliverables that would be expected in a Security Authorization Package. Some of the included documents included in an SSP (Risk Assessment Report, Security Audit Report, Penetration Test Report, Security Controls Test Plan, Security Control Assessments, and Security Test Plan) cannot be completed within 60 days of contract execution because they are dependent on other activities that require more than 60 days (e.g., Development). Please confirm that the PSM Vendor can provide appropriate timelines for these deliverables based upon the DDI project plan.	See Addendum No. 1, Item #7.
46	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T008	SLM-T008	The SSP is according to MARS-E and the priorities are defined as well in accordance along with NVD and CVE scoring. How does the Agency determine the level of priority outside of the standard?	The priority level will be determined based on the likelihood of occurrence and impact to the business as determined by the Agency.
47	Optum	Attachment B Scope of Services	Exhibit B2a Operations and Maintenance Service Level Metrics	SLM-T011	SLM-T011	Does the data integrity error rate in SLM-T011 include security from a confidentiality, integrity, and availability perspective?	No, data restricted by security measures would not count against the error rate.
48	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.6.3	TEST-003	Could the Agency please provide their definition of "Critical" and "High" defects?	See Addendum No. 1, Items #8 & #9.
49	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.6.3	TEST-004	Does the Agency envision performing UAT through the iterative releases such that there is not a formal UAT phase as is typical of many software deployment engagements?	The Agency will require a formal UAT process. However, the Agency is open to considering a varied approach, including iterative.
50	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.6.3	TEST-007	Does the Agency anticipate loading a production level/volume of data into the UAT environment? If so, will the Agency be providing de-identified data for this effort?	The Agency does not anticipate a full level/volume of data in the UAT environment. Yes, the Agency will provide de-identified data for this effort.
51	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.6.3	TEST-010	Would the Agency please define responsibility for insufficient testing duration more thoroughly? The PSM vendor should not be held liable for insufficient testing duration if the testing duration is deemed sufficient at the initiation of the contract but mitigating factors arise later in the contract which demand additional testing durations.	Refer to Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #s TEST-001 and TEST-010. The PSM Vendor must identify interdependencies that restrict or impede required testing of its PSM Solution, other FX Modules, or module components and Agency-approved strategies to resolve interdependencies. The PSM Vendor will be responsible for extended UAT, if the testing duration is not sufficient for the Agency to validate the module.
52	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.8.4	TRN-002	Does the Agency agreed that no cost amendments Training Approach and Plan shall be limited to minor adjustments in both? Under a fixed price agreement, the documented scope of the Training Approach and Plan will be included in the cost model large scale deviations from that approach and plan may have a significant financial impact to the PSM vendor.	Any substantive changes to the approved PD-14: Training Approach and Plan that materially impacts the scope of services and results in additional costs to the PSM Vendor, will be agreed upon by the Agency and the PSM Vendor.

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53	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.8.4	TRN-010	Does the Agency envision the training environment noted in this requirement to be a separate and distinct environment from those noted in requirement ENV-002?	The Agency's expectation is that the PSM Vendor will repurpose one of the environments described in Attachment B, Exhibit B-3, Requirements Matrix, Requirement #ENV-002 for training purposes.
54	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.8.5	BST-007	Can the Agency provide examples of the tracking and reporting processes it is expecting relative to the performance standards?	The Respondent should propose its recommended approach based on its industry experience.  Refer to Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Sections B.9.9, Solution Performance Monitoring and Reporting and B.12, Reporting, requirements. Also, refer to Attachment B, Scope of Services, Exhibit B-2, PSM Operations and Maintenance Service Level Agreement.
55	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.8.5	BST-009	Can the Agency provide objective criteria by which the PSM vendor will be measured for "competency"?	The Agency will use the deliverable criteria described in Attachment B, Exhibit B-1-a, Deliverables and Performance Standards, PD-18: Production Readiness Review (PD-18a through PD-18d) to measure operational readiness and competency prior to assuming operations of service(s).
56	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.8.7	DCB-001	Is the Agency referring to gaps in requirements identified during the requirements validation sessions or is it referring to gaps in the PSM vendors solution that will need to be bridged to meet the terms of the contract?	Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #DCB-001 is referring to gaps in the PSM Vendor's solution, which will need to be met to produce the desired business outcomes as defined during the requirements validations sessions. More information about addressing gaps through configuration is referenced in Requirement #DCB-002.
57	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.8.7	DCB-012	Is the Agency requesting that the allowance for editing and changing of static text be a function performed by Agency staff (or their delegate) or is the Agency requesting the ability to perform this function as part of application maintenance?	The Agency is requesting the ability to perform this function or that of their designated delegate.
58	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.2	ENV-006	Does the Agency agree that only environments noted by the PSM vendor in their contract will be provisioned? Additional environments above and beyond those noted in the PSM Vendors execution plan requested by the Agency may be deployed as part of a CR.	Yes, the Agency agrees that only the environments noted by the PSM Vendor, and included in the Contract, will be provisioned.
59	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.2	ENV-006	This requirement appears to be truncated - can the State please provide the entire text of this requirement?	See Addendum No. 1, Item #9.
60	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.3	CR-004	Does the Agency agree that amendments to the Contingency Plan that are triggered due to unforeseen circumstances and that require new hardware and software shall be evaluated under normal change request procedures?	Yes.



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61	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.3	CR-018	Due to the evolving nature of malicious attacks, an attack of this kind may make strict compliance with CR-014 difficult or impossible. Is the Agency willing to accept the best possible recovery in the event of a destructive malicious attack?	The PSM Vendor is expected to meet the Recovery Point Objective (RPO) regardless of the type of disruption, including malicious attacks. Refer also to Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #CR-018, which requires the PSM Vendor to develop and maintain a Business Continuity and Disaster Recovery Plan that contains procedures for restoration and emergency mode operations for events including, but not limited to, malicious attack.
62	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.6	INT-028	HL7 & FHIR are mentioned in requirement INR-001, is the Agency open to use of FHIR web services, specifications, and adapters?	Yes.
63	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.6	INT-037	As noted in INT-036 all data flow is intended to route through the Agency's Integration Platform. Vendor PSM solutions may already be designed to connect directly to numerous exclusion databases and other data sources. Is the Agency willing to modify this requirement to allow for this pre-engineered connection model?	Yes, the Agency is open to allowing connection to external sources. The Agency will discuss connections during the Negotiations Phase of the ITN and further evaluate the PSM Vendor's external connections during DDI.
64	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.6	INT-039	This requirement states "All non-production environments shall contain only de-identified data as defined by the Agency." Will the Agency expand on the "as defined by the Agency" portion of this requirement?	The Agency in collaboration with the PSM Vendor will define what is considered de-identified data.
65	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.7	SEC-035	Is the Agency's SSP Template representative of current architecture and environment or guideline format?	The SSP template is a guideline format. The Agency is requiring the PSM Vendor to use the most current NIST 800-53 version of the SSP template.
66	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.7	SEC-043	Could the Agency provide a scenario as an example of an emergency requiring direct access to the module data? Is the Agency considering disaster scenarios or something different?	The Agency would require accounts to be created with access to module data typically during a disaster scenario, such as a hurricane, for example.
67	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.7	SEC-046	Could the Agency provide its current password standards that vendors or set of standards that may be used as a reference?	Password standards are constantly evolving; therefore, the Agency will finalize the standards during DDI. Refer to NIST 800-53 and FL 60GG-2, Florida Administrative Code, Password Standards.
68	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.8	DM-010	Is the Agency referring to application configurations or transactions? Rollback of both may be difficult or impossible if a significant amount of time has elapsed, in this situation data may have flowed to downstream components which have taken their own, non-reversible actions. Will the Agency modify this requirement to account for this scenario?	Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #DM-010, applies to application configurations. No, the Agency will not modify the requirement.
69	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.10	INR-005	Is the Agency referring to inter-module communications or intra-module communications? Please clarify	The Agency is referring to inter-module communications (between modules).
70	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.11	BR-003	Is the Agency requesting a separate environment where "what-if" analyses can be performed? "What-if" analyses generally require live data to render accurate results. Is the Agency anticipating using live data to conduct said "what-if" analyses?	The Agency is expecting "what-if" analyses to be performed in one of the environments listed in ENV-002. Yes, the Agency is expecting to use live de-identifiable data.

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71	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.9.11	BR-008	Business rules deployed in a production environment may be rolled back but such a rollback may impact data upon which the rule executed prior to the rollback. Will the Agency update this requirement to clarify how this scenario shall be handled?	No, the requirement is only to provide the ability to rollback the business rules. The details for application will be discussed during DDI.
72	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-002	This requirement references the use of "automated screening and monitoring processes and tools to verify provider enrollment eligibility...". Please provide more detail on the automation requirements related to monitoring.	Respondent should propose its recommended approach based on its industry experience.
73	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-035	Please provide examples of the type and level of historical information required to ensure traceability.	Respondent should propose its recommended approach based on its industry experience.
74	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-036	Information displayed on the screen would typically be the most current information available. Are there specific required criteria to determine what information is "outdated" and should therefore not be displayed?	The PSM Vendor's Solution should include this functionality. The Respondent should propose its recommended approach based on its industry experience. However, specifics will be discussed during the Negotiations Phase of the ITN and finalized during DDI.
75	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-004	Is there a currently defined format that shall be used to assign a unique provider ID for all providers? If so, please furnish a sample?	The Agency is open to considering unique provider identification consistent with healthcare industry standards and best practices. However, the Respondent should propose its recommended approach based on its industry experience.
76	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-023	Please provide a listing of all applicable program types and any known, but not implemented programs that will need to be accounted for.	The PSM Vendor's solution must include this functionality. The Agency will provide specific program information to the PSM Vendor during DDI.
77	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-030	This requirement appears to conflict with INT-036/037 as it appears to be requiring a direct connection to these data sources. Will the Agency please clarify?	Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #INT-036 is specific to communication through the Agency's Integration Platform between the PSM Vendor's solution and "other modules" (including legacy systems).  The Agency is open to considering a PSM Solution that will connect to third-party systems and federal systems directly.  The Agency is open to considering a PSM Solution pre-engineered to connect to the National Plan and Provider Enumeration System (NPPES) to continue to connect directly.  The Respondent's approach will be discussed during the Negotiation Phase of the ITN.
78	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-034	Please provide more details on who the PSM vendor will need to provide this data.	All PSM Solution data will be sent through IS/IP for storage and access in the EDW Operational Data Store (ODS).
79	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.2	ENR-062	Will the Agency provide a comprehensive list of the types of situations where an applicant could owe the Agency money? Is it intended that the PSM vendor establish interfaces with the source modules housing this information to synchronize data in order to be compliant with this requirement?	The Agency will further define this information during DDI. The PSM Vendor shall establish interfaces with the IS/IP Vendor to send and receive data.

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80	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.3	PMNT-036	To scope this requirement accurately, what specific provider data elements are required to support other module functions?	Data elements related to the enrollment, re-enrollment, credentialing, and status of a provider are required to support other module functions. Specific fields will be finalized during DDI.
81	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.3	PMNT-005	Would the Agency please provide acceptable naming standards?	The PSM Vendor's solution shall have the capability to store the provider name in the format of the source. Details will be provided during DDI.
82	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.3	PMNT-020	Can the Agency provide a listing of the types of mass updates it envisions performing and whether these updates would be performed via a user interface of through backend tools?	The PSM Vendor solution must have the functionality. Specific applications will be identified and finalized during the DDI phase.
83	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.3	PMNT-049	Could the Agency please describe its security requirements and user experience expectations when using email and SMS as methods of correspondence?	The Respondent should refer to T-8 Enterprise Data Security Plan in the PSM Proposal Library. The PSM Vendor should recommend an approach using their industry experience.
84	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.5	PSER-003	Will the Agency make available an API or Webservice that will allow PSM solutions to retrieve member eligibility data from an Agency Source of Truth or System of Record?	Yes.
85	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.5	PSER-020	Will the Agency make available an API or Webservice that will allow PSM solutions to retrieve claim data from an Agency Source of Truth or System of Record?	Yes.
86	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.5	PSER-022	Will the Agency please define the expectations for integration with the Core Module?	The Agency does not expect the PSM Vendor's solution to integrate directly with the Core Module. All module integrations will be provided by the IS/IP Vendor.  See Addendum No. 1, Item #9.
87	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.5	PSER-012	This requirement states that the solution is required to integrate with the UOC to support interactions with providers "through all approved communication channels". Please provide more detail on the required integration and what communication channels the UOC agents will require information from the PSM.	When provider information is not available in the EDW ODS, the PSM Vendor will provide role-based access to the information needed for UOC customer care representative interactions with providers. UOC customer care representatives will have the ability to use multiple communication channels such as phone, chat, text, and email.
88	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.10.5	ENR-017	For data mapping purposes, please clarify how multiple service locations for a single provider are connected in the core claims system.	Due to transitions in the Core claims system, the specifics related to data mapping will be determined during DDI.
89	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.12	RPT-010	This requirement includes an "but not limited to" clause. Could the Agency provide more firm guidance on its expectations so that PSM Vendors may accurately scope this requirement?	Specific requirements will be discussed during the Negotiations Phase of the ITN and finalized during DDI. The Respondent should propose its recommended approach based on its industry experience.
90	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.15	FAC-012	Please clarify if the PSM vendor or the UOC vendor is taking calls via the toll-free number or callback number? If the PSM vendor, please confirm the requirements for business hours of operation.	The UOC Vendor is responsible for most provider support calls. The PSM Vendor shall be responsible for help desk functions related to the PSM Solution. See Attachment B, Scope of Services, Exhibit B-3, Requirements Matrix, Requirement #STF-007 for hours of operations.

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91	Optum	Attachment B Scope of Services	Exhibit B3 Requirements Matrix	B.15	FAC-004	What is the square footage required to accommodate existing document storage or is there another method of measurement that can be provided to determine size?	The Agency is currently evaluating all existing paper documents being held in storage. However, the goal is to go paperless and the Agency is open to considering the modification or removal of this requirement based on the Respondent's approach to converting existing paper into digital images. The approach will be discussed during the Negotiations Phase of the ITN.
92	Optum	Attachment B Scope of Services	D-1	Table D.1	Services	Does the approved Corrective Action Plan include security, compliance, and incident handling?	The Corrective Action Plan (CAP) performance standard applies to the Vendor's failure to implement the approved CAP by the Agency-specified date. A CAP may include any content related to the PSM Vendor's Contract non-performance, including but not limited to, security, compliance, and incident handling.